

State of Maine
Master Score Sheet

RFP#202302016					
Services Management System					
Bidder Name:		Accelare, Inc.	Granicus, LLC	Slalom Inc.	Tech Mahindra Americas Inc.
Proposed Cost:		\$931,105.28	\$550,251.10	\$1,735,925.27	\$1,165,266.07
Scoring Sections	Points Available				
Section I: Preliminary Information	Pass/Fail	Pass	Pass	Pass	Pass
Section II: Organization Qualifications and Experience	15	8	11	8	15
Section III: Proposed Services	60	15	47	17	40
Section IV: Cost Proposal	25	15	25	8	12
TOTAL	<u>100</u>	<u>38</u>	<u>83</u>	<u>33</u>	<u>67</u>

Award Justification Statement
RFP# 202302016
Services Management System

I. Summary

The State of Maine Department of Labor Bureau of Labor Standards is seeking a COTS services management system for intaking requests and tracking the progression and reporting on the outcomes of the many and diverse services the Bureau provides.

The Department administers portions of [Maine Statute, Title 26](#) that revolves around the laws and rules by which labor and management cooperate in Maine to provide safe, fair work environments and relationships.

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

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

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

II. Evaluation Process

Each Evaluator reviewed each proposal and took individual notes. The Evaluators met as a group and discussed each proposal's positive points and negative points for each section identified below. At the end of each review, the team discussed the proposal and scored the proposal using the consensus method. The proposals were consensus-scored for Qualifications and Experience and Proposed Services, one vendor at a time, and the facilitator made notes of the discussion in each section of the evaluation.

Each member of the team brought a different expertise from a technical management perspective, MaineIT requirements, Bureau expertise in the areas of business. This team also has a combination of management and supervisory responsibilities. Below are important evaluation points for awarding scores.

III. Qualifications & Experience

- Overview of the Organization
- Litigation
- Financial Viability

IV. Proposed Services

- Customization/System Requirements – Limit customization to the software
- Deployment Certification
- Implementation/Project Management – No new implementation required
- Support and maintenance of complete system including software and hardware

V. Cost Proposal

The cost proposals were scored using a mathematical formula. The lowest cost proposal was awarded 25 points. Proposals with higher costs were awarded proportionately fewer points calculated in comparison with the lowest bid. The proposed costs were as shown below, with Granicus, LLC proposing the lowest cost.

Accelare, Inc.	Granicus, LLC	Slalom Inc.	Tech Mahindra Americas Inc.
\$931,105.28	\$550,251.10	\$1,735,925.27	\$1,165,266.07

VI. Conclusion

Granicus, LLC was the highest scoring Bidder. Granicus, LLC proposed a COTS system that was determined to provide the best value to the State as the Services Management System.



STATE OF MAINE
DEPARTMENT OF LABOR

Janet T. Mills
Governor

Laura A. Fortman
Commissioner

February 29, 2024

Mr. Michael Makabali
michael.makabali@accelare.com
Accelare, Inc.
15 Pacella Park Drive
Randolf, Ma. 02368

SUBJECT: Notice of Conditional Contract Award under RFP # 202302016,
Services Management System

Dear Mr. Makabali,

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Labor for Services Management System. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder

- Granicus, LLC

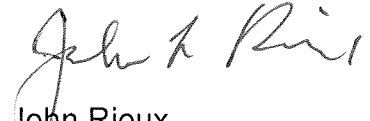
The bidder listed above received the evaluation team's highest ranking. The Department will be contacting the aforementioned bidder soon to negotiate a contract. As provided in the RFP, the Notice of Conditional Contract Award is subject to execution of a written contract and, as a result, this Notice does NOT constitute the formation of a contract between the Department and the apparent successful vendor. The vendor shall not acquire any legal or equitable rights relative to the contract services until a contract containing terms and conditions acceptable to the Department is executed. The Department further reserves the right to cancel this Notice of Conditional Contract Award at any time prior to the execution of a written contract.

As stated in the RFP, following announcement of this award decision, all submissions in response to the RFP are considered public records available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA). 1 M.R.S. §§ 401 et seq.; 5 M.R.S. § 1825-B (6).

This award decision is conditioned upon final approval by the State Procurement Review Committee and the successful negotiation of a contract. A Statement of Appeal Rights has been provided with this letter; see below.

Thank you for your interest in doing business with the State of Maine.

Sincerely,

A handwritten signature in dark ink, appearing to read "John Rioux". The signature is fluid and cursive, with the first name "John" and last name "Rioux" clearly distinguishable.

John Rioux,
Deputy Director,
Bureau of Labor Standards

STATEMENT OF APPEAL RIGHTS

Any person aggrieved by an award decision may request an appeal hearing. The request must be made to the Director of the Bureau of General Services, in writing, within 15 days of notification of the contract award as provided in 5 M.R.S. § 1825-E (2) and the Rules of the Department of Administrative and Financial Services, Bureau of General Services, Division of Purchases, Chapter 120, § (2) (2).



STATE OF MAINE
DEPARTMENT OF LABOR

Janet T. Mills
Governor

Laura A. Fortman
Commissioner

February 29, 2024

Chris Westervelt
Chris.westervelt@granicus.com
Granicus, LLC
1999 Broadway, Suite 3600
Denver, CO 80202

SUBJECT: Notice of Conditional Contract Award under RFP # 202302016,
Services Management System

Dear Mr. Westervelt,

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Labor for Services Management System. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder

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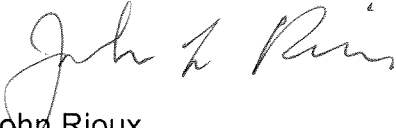
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John Rioux,
Deputy Director,
Bureau of Labor Standards

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STATE OF MAINE
DEPARTMENT OF LABOR

Janet T. Mills
Governor

Laura A. Fortman
Commissioner

February 29, 2024

Molly Plaisted
Mollyf@slalom.com
Slalom, Inc.
399 Boylston Street, Suite 1000
Boston, MA 02116

SUBJECT: Notice of Conditional Contract Award under RFP # 202302016,
Services Management System

Dear Ms. Plaisted,

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Labor for Services Management System. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder

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Thank you for your interest in doing business with the State of Maine.

Sincerely,

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John Rioux,
Deputy Director,
Bureau of Labor Standards

STATEMENT OF APPEAL RIGHTS

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STATE OF MAINE
DEPARTMENT OF LABOR

Janet T. Mills
Governor

Laura A. Fortman
Commissioner

February 29, 2024

Timothy DeGregory
Timothy.DeGregory@TechMahindra.com
Tech Mahindra Americas inc.
1001 Durham Ave.
South Plainsfield, NJ 07080

SUBJECT: Notice of Conditional Contract Award under RFP # 202302016,
Services Management System

Dear Mr. DeGregory,

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Labor for Services Management System. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder

- Granicus, LLC

The bidder listed above received the evaluation team's highest ranking. The Department will be contacting the aforementioned bidder soon to negotiate a contract. As provided in the RFP, the Notice of Conditional Contract Award is subject to execution of a written contract and, as a result, this Notice does NOT constitute the formation of a contract between the Department and the apparent successful vendor. The vendor shall not acquire any legal or equitable rights relative to the contract services until a contract containing terms and conditions acceptable to the Department is executed. The Department further reserves the right to cancel this Notice of Conditional Contract Award at any time prior to the execution of a written contract.

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This award decision is conditioned upon final approval by the State Procurement Review Committee and the successful negotiation of a contract. A Statement of Appeal Rights has been provided with this letter; see below.

Thank you for your interest in doing business with the State of Maine.

Sincerely,

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John Rioux,
Deputy Director,
Bureau of Labor Standards

STATEMENT OF APPEAL RIGHTS

Any person aggrieved by an award decision may request an appeal hearing. The request must be made to the Director of the Bureau of General Services, in writing, within 15 days of notification of the contract award as provided in 5 M.R.S. § 1825-E (2) and the Rules of the Department of Administrative and Financial Services, Bureau of General Services, Division of Purchases, Chapter 120, § (2) (2).

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202302016
RFP TITLE: Services Management System
BIDDER: Accelare
DATE: January 11, 2024

SUMMARY PAGE

Department Name: Labor
Name of RFP Coordinator: John Rioux
Names of Evaluators: Scott Cotnoir, Dawn McKenney, Alysha Soule, Victor Tardiff
(Julie Donohue, Facilitator)

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)	Pass	
<u>Scoring Sections</u> (Edit sections below to match evaluation criteria within RFP)	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	15	8
Section III. Proposed Services	60	15
Section IV. Cost Proposal	25	15
<u>Total Points</u>	<u>100</u>	<u>38</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202302016

RFP TITLE: Services Management System

BIDDER: Accelare

DATE: January 11, 2024

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

Evaluation Team Comments:

Meets eligibility for COTS Application and Cloud Hosting.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202302016

RFP TITLE: Services Management System

BIDDER: Accelare

DATE: January 11, 2024

**EVALUATION OF SECTION II
Organization Qualifications and Experience**

	<u>Points Availabl e</u>	<u>Points Awarde d</u>
Section II. Organization Qualifications and Experience	15	8

Evaluation Team Comments:

- I. Overview of the Organization
 - One implementation for DMV
 - The other experience does not define what they are doing.
 - Experience in government was not as diverse as BLS needs
 - No Loan or class registrations
- II. Subcontractor
 - None
- III. Organizational Chart
 - 30 employees, small company risk to provide depth for a state implementation.
 - Org chart does not list 30 employees, only 5 listed, not fully staffed
 - Does not have a fully vetted team
- IV. Litigation
 - None listed
- V. Financial Viability
 - Moderate risk for finances
 - Dunn and Bradstreet concern on stability
- VI. Certificate of Insurance
 - Has insurance

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202302016

RFP TITLE: Services Management System

BIDDER: Accelare

DATE: January 11, 2024

**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Availabl e</u>	<u>Points Awarde d</u>
Section III. Proposed Services	60	15

Evaluation Team Comments:

I. Customization/System Requirements

- Performance was considered customization functionality that requires fees, certain things they will not do.
- Printing they want you to save as a pdf. Not a clear solution allows the use Word to modify documents before they are sent or saved.
- No Spell Check available
- Education and Library loan and class registration - no info if they can even do it
- Good – search tool like Google could be a good tool
- Backups - need approval to get 30 days, not currently provided
- Does not provide access to the underlying database for tools like Crystal or Excel
- PII is not collected, recommend different encryption for storage and isolation of the fields
- Implies all group permissions, not personal permissions. defined in AD instead of product
- Merging duplicates cases, people, entities, and records they would have to program
- Vendor does not have influence over Service Now
- Does not have a way to copy records
- LDAP add on - they support it but not included in the cost estimate

II. Deployment Certification

- Big red flag will not adhere to accessibility and security policies
- Training

III. Data Migration

- They do not want to collect PII unless they have to
- Data Migration- did not have a strategy, not included in proposal

IV. Implementation/Project Management

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202302016

RFP TITLE: Services Management System

BIDDER: Accelare

DATE: January 11, 2024

- Appears to be a lot of testing and debugging based on the customization
- Use Agile and Waterfall combination of methodologies
- Will take a lot of effort to build test and troubleshoot

V. Support and Maintenance

- They do not want to meet ongoing security requirements

**EVALUATION OF SECTION IV
Cost Proposal**

Lowest Submitted Cost Proposal	÷	Cost Proposal Being Scored	x	Score Weight	=	Score
\$550,251.10	÷	\$931,105.28	x	25 points	=	15

Evaluation Team Comments:

Cost was high, did not include all services.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202302016 Services Management System

RFP TITLE: Services Management System

BIDDER: Granicus

DATE: January 11, 2024

SUMMARY PAGE

Department Name: Labor

Name of RFP Coordinator: John Rioux

Names of Evaluators: Scott Cotnoir, Dawn McKenney, Alysha Soule, Victor Tardiff
(Julie Donohue, Facilitator)

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)	Pass	
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	15	11
Section III. Proposed Services	60	47
Section IV. Cost Proposal	25	25
<u>Total Points</u>	<u>100</u>	<u>83</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202302016 Services Management System

RFP TITLE: Services Management System

BIDDER: Granicus

DATE: January 11, 2024

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

Evaluation Team Comments:

Passed COTS Application Software and Cloud Hosting requirements.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202302016 Services Management System

RFP TITLE: Services Management System

BIDDER: Granicus

DATE: January 11, 2024

**EVALUATION OF SECTION II
Organization Qualifications and Experience**

	<u>Points Availabl e</u>	<u>Points Awarde d</u>
Section II. Organization Qualifications and Experience	15	11

Evaluation Team Comments:

- I. Overview of the Organization
 - Over 350 government clients, strong network for user groups and other community assistance
 - Experience with breadth and similarity certifications, regulatory permits, and case management
 - Several and ongoing projects and installation of ongoing projects, Nova Scotia projects as example
 - Proposal not organized
- II. Subcontractors
 - Yes, will use Unisys which is a large worldwide company
- III. Organizational Chart
 - Does not reflect team who would be assisting the bureau
- IV. Litigation
 - No claims at this time
 - None for Amanda specifically
- V. Financial Viability
 - Dunn and Bradstreet have moderate risk
 - Number of UCC filings
- VI. Certificate of Insurances
 - Current insurance

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202302016 Services Management System

RFP TITLE: Services Management System

BIDDER: Granicus

DATE: January 11, 2024

**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Availabl e</u>	<u>Points Awarde d</u>
Section III. Proposed Services	60	47

Evaluation Team Comments:

I. Customization/System Requirements

- no customization for BLS, they incorporate enhancements into the product
- Amanda is trademarked, international and multilingual, includes specific functions case management, licensing, permitting as well as regulatory case management
- User configurable
- They state they strive to meet IT policies.
- They are working on accessibility. They do not define hot key values for accessibility
- Azure site meets all Hosting requirements including FedRamp
- PII protection by marking file as secured /internal
- User added fields and can rename them as a standard feature
- People and case relationships are multidimensional as a definable and built in feature
- Built in functions allow merging and duplication of cases and people
- Penalty section appears to be able to meet the needs and scenarios for increasing penalties, tracking, and abatements
- Portal can meet requirements with customization for an additional cost
- Very clear case management module. Many items are built in functions
- Designed from the ground up to be an enterprise class regulatory case management solution
- Entirely government customer focused
- Modules are very broadly defined
- Have an FOA module for purchase
- Have a purge module to archive records for purchase
- Have analytical module for purchase

II. Deployment Certification

- Training not required as in use today

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202302016 Services Management System

RFP TITLE: Services Management System

BIDDER: Granicus

DATE: January 11, 2024

III. Data Migration

- None required as the application is in use today

IV. Implementation/Project Management

- ☐ Limited implementation as the application is in use today.

V. Support and Maintenance

- Ongoing changes over time will be at an additional cost

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202302016 Services Management System

RFP TITLE: Services Management System

BIDDER: Granicus

DATE: January 11, 2024

**EVALUATION OF SECTION IV
Cost Proposal**

Lowest Submitted Cost Proposal	,	Cost Proposal Being Scored	x	Score Weight	=	Score
\$550,251.10	,	\$550,251.10	x	25 points	=	25

Evaluation Team Comments:

Lowest cost as the application is used today

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202302016 Services Management System

RFP TITLE: Services Management System

BIDDER: Slalom, Inc.

DATE: January 11, 2024

SUMMARY PAGE

Department Name: Labor

Name of RFP Coordinator: John Rioux

Names of Evaluators: Scott Cotnoir, Dawn McKenney, Alysha Soule, Victor Tardif (Julie Donohue, Facilitator)

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)	Pass	
	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	15	8
Section III. Proposed Services	60	17
Section IV. Cost Proposal	25	8
<u>Total Points</u>	<u>100</u>	<u>33</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202302016 Services Management System

RFP TITLE: Services Management System

BIDDER: Slalom, Inc.

DATE: January 11, 2024

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

Evaluation Team Comments:

Meets eligibility for COTS Application and Cloud Hosting.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202302016 Services Management System

RFP TITLE: Services Management System

BIDDER: Slalom, Inc.

DATE: January 11, 2024

**EVALUATION OF SECTION II
Organization Qualifications and Experience**

	<u>Points Availabl e</u>	<u>Points Awarde d</u>
Section II. Organization Qualifications and Experience	15	8

Evaluation Team Comments:

- I. Overview of the Organization
 - Local company Portland, Me office is satellite office to Boston
 - Large company 15,000 employees, multinational with local presence
 - Works with other departments of Labor
 - Experience delivering case management systems
 - Implementing solutions for paid family medical leave and unemployment claim processing
 - Staffing is under 10 years' experience
- II. Subcontractors
 - None
- III. Organizational Chart
 - Org chart has representative profiles
 - Redundancy in coverage
- IV. Litigation
 - Employment related disputes
 - Fee disputes and collections
- V. Financial Viability
 - Excellent, large credit recommendation
- VI. Certificate of Insurances
 - Redacted, cover sheet only

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202302016 Services Management System

RFP TITLE: Services Management System

BIDDER: Slalom, Inc.

DATE: January 11, 2024

**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Availabl e</u>	<u>Points Awarde d</u>
Section III. Proposed Services	60	17

Evaluation Team Comments:

I. Customization/Requirements

- Salesforce Public Sector solution is branded and Fed Ramp certified
- Modular out of the box, includes licensing permits and inspections
- Licensing sounds complicated
- Does not state if they have a tool to track customer issues
- Coding language is APEX, proprietary to Salesforce based on Java
- Oracle Data Warehouse
- International address standards
- Duplicate record prevention and merging
- Lacking a built-in prompt for saving unsaved work. Can close without saving
- Customer logins are limited to 1000 per month
- No batch, letters, or emails built in
- UI preferences cannot be saved at the user level

II. Training

- Free Training Portal
- No on-site training

III. Data Migration

- Number of sources may not exceed 3
- Agency will provide info on the data migrated
- Data migration is not in scope

IV. Support and Maintenance

- Product warranty for 90 days only. Lose support team in 90 days
- Do not agree to cover cost in a breach

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202302016 Services Management System

RFP TITLE: Services Management System

BIDDER: Slalom, Inc.

DATE: January 11, 2024

**EVALUATION OF SECTION IV
Cost Proposal**

Lowest Submitted Cost Proposal	,	Cost Proposal Being Scored	x	Score Weight	=	Score
\$550,251.10	,	\$1,735,925.27	x	25 points	=	8

Evaluation Team Comments:

Costs were high from proposed work required.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202302016

Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Tech Mahindra

DATE: 08/31/2023

EVALUATOR NAME: Victor Tardiff

EVALUATOR DEPARTMENT: DOL

- | |
|--|
| <ul style="list-style-type: none">• N: Bidder does not discuss System and Information Integrity• P: Bidder has a thorough media sanitation procedure• N: Bidder's risk management strategy focuses on internal threats, not external threats such as supply chain controls, acquisition strategies, or supplier agreements |
|--|

STATE OF MAINE**TEAM CONSENSUS EVALUATION NOTES****RFP #:** 202302016**RFP TITLE:** Services Management System**BIDDER:** TechMahindra**DATE:** January 22, 2024**SUMMARY PAGE****Department Name:** Labor**Name of RFP Coordinator:** John Rioux**Names of Evaluators:** Scott Cotnoir, Dawn McKenney, Alysha Soule, Victor Tardiff
(Julie Donohue, Facilitator)

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)	Pass	
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
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<u>Total Points</u>	<u>100</u>	<u>67</u>

RFP #: 202302016
RFP TITLE: Services Management System
BIDDER: TechMahindra
DATE: January 22, 2024

OVERVIEW OF SECTION I
Preliminary Information

Section I. Preliminary Information

Evaluation Team Comments:
Meets eligibility for COTS Application and Cloud Hosting.

TEAM CONSENSUS EVALUATION NOTES

RFP #: 202302016

RFP TITLE: Services Management System

BIDDER: TechMahindra

DATE: January 22, 2024

EVALUATION OF SECTION II
Organization Qualifications and Experience

	<u>Points Availabl e</u>	<u>Points Awarde d</u>
Section II. Organization Qualifications and Experience	15	15

Evaluation Team Comments:

- I. Overview of the Organization
 - 16 years with government agencies
 - New Hampshire same process as Vermont, hearing, inspections, licensing for drivers
 - Liquor and Lottery project overlaps labor needs
 - Licensing Projects
- II. Subcontractors
 - None
- III. Organizational Chart
 - Large staff with much expertise
 - Transition team was generalized
 - Project Management has many years' experience
 - Org structure not as well defined as we would like
- IV. Litigation
 - None
- V. Financial Viability
 - Excellent very large company
- VI. Certificate of Insurances
 - Yes

RFP #: 202302016

RFP TITLE: Services Management System

BIDDER: TechMahindra

DATE: January 22, 2024

EVALUATION OF SECTION III Proposed Services

	<u>Points Availabl e</u>	<u>Points Awarde d</u>
Section III. Proposed Services	60	40

Evaluation Team Comments:

I. Customization/System Requirements

- Need for separate Oracle Data Warehouse for housing off site as related to data migration and reporting. Not integrated with transactional pieces and not a onetime activity.
- APEX proprietary software
- Drag and Drop reports
- Dashboards with graphs
- Letters generated by Conga Composure (like DocuSign, editable pdf file). or configure in Salesforce. We prefer Word and or desktop products.
- Significant customization to comply with penalty structures.
- Significant customization in general.
- Interfaces not available with anything other than excel. Not an integrated system
- Interface with Outlook not a standard function for appointment tracking.
- Requesting New York laws governing contract
- Four-week Warranty post go live is too short to do a thorough test. Then it becomes a support issue. Warranty needs to be more defined.
- Complicated relationship after go live

II. Deployment Certification

- Will adhere to MaineIT policy
- Training Mode in-person or web virtual based on business needs
- Video, documentation, and handouts for training
- Train the Trainer is the vendor preferred approach for training

III. Data Migration

- Attachment of documents will be stored in the data warehouse
- Change in scope and budget for data migration if they need to be migrated
- Data cleansing will be discussed separately.
- Defined very well

STATE OF MAINE

TEAM CONSENSUS EVALUATION NOTES

RFP #: 202302016

RFP TITLE: Services Management System

BIDDER: TechMahindra

DATE: January 22, 2024

IV. Implementation/Project Management

- 21-week implementation which I optimistic based on BLS resources
- Short implementation with many sprints. Sprint is based on waterfall
- Stakeholders are urged to be involved

V. Support and Maintenance

- Hours are 8 – 5 eastern M- F
- Priority 1 ticket in support will be defined in SLA
- Deemed to be accepted in 10 days, it is up to us to show it does not work

RFP #: 202302016
RFP TITLE: Services Management System
BIDDER: TechMahindra
DATE: January 22, 2024

EVALUATION OF SECTION IV
Cost Proposal

Lowest Submitted Cost Proposal		Cost Proposal Being Scored	x	Score Weight	=	Score
\$550,251.10		\$1,165,266.07	x	25 points	=	12

Evaluation Team Comments:
Cost high due to significant customization

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202302016

Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Accelare Inc

DATE: 08/25/2023

EVALUATOR NAME: Victor Tardiff

EVALUATOR DEPARTMENT: DOL

- Q: Bidder does not detail ServiceNow's Personnel Security measures, assumedly because they are an external partner and not privy to the info
- P: Configuration is controlled by SOM with Bidder providing a secure cloud-based repository for files
- Q: Bidder's preferred method of handling PII is to store externally and reference when needed. Removes liability for storage from them, but increases the amount of PII getting transmitted
- N: Bidder does not detail ServiceNow's Contingency planning measures, assumedly because they are an external partner and not privy to the info
- P: ServiceNow has achieved many certifications for their handling of vulnerability management
- P: ID and Auth for SOM users is handled through AD/LDAP
- N: System Acquisition statement talks of hardware SOM would need to acquire as part of the contract, not internal controls for concepts of information flow management, privileges, or how unsuccessful login attempts are handled
- P: While Bidder does not mention an incident monitoring plan, they have both a 24/7 hotline and standard business hours for handling incidents based on severity. Dedicated staff are available to assist depending on incident.
- P: All user interaction with the system is through a browser-based sandbox
- N: Platform upgrade requests must be initiated by SOM, which are required within a 3 years of release, and incur additional costs
- Q: Bidder does not detail ServiceNow's measures for ensuring system or information integrity, assumedly because they are an external partner and not privy to the info
- N: Bidder does not detail how physical media such as server hard drives are accessed, transported, stored, replaced, or scrubbed
- Q: Bidder vouches for ServiceNow's supply chain management without detailing any risk mitigations which they perform.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202302016

Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Accelare, Inc.

DATE: 10/30/2023

EVALUATOR NAME: Alysha Soule

EVALUATOR DEPARTMENT: OIT

Individual Evaluator Comments:

- I. Organization Qualifications and Experience (PNQI / Comments)
 1. Finances and Stability
 1. Yes
 2. Staffing proposed
 1. Not fully staffed at this time
 - Product experience
 1. Yes
 - Hosting experience
 1. Yes
 - Experience with Government
 1. Yes not sure how much
 - Project management
 1. Yes
 3. Adequacy of the hosting environment and its support proposed:
 - Azure; Fedramp; SOC II, Type 2
 1. Yes
 4. Previous Projects
 - Similarity of Customer (Small Governments)
 - a. Yes but only gave 2 examples
 - Breadth and similarity of projects (Various Case Types, Various Processes, Class Registrations, Library Loan, Common Participants, Common Resources)
 - a. Kind of
- II. COTS Product and Suitability (How clear is it that the product proposed is a mature, widely used COTS software product poised as a software as a service with a significant customer base and minimal customization, testing and implementation resources.)
 1. How much of our needs are reflected in the requirements?
 1. Most All needs Met
 2. How much testing and troubleshooting will be needed for customization work?
 1. Normal amount of validation

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202302016

Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Accelare, Inc.

DATE: 10/30/2023

EVALUATOR NAME: Alysha Soule

EVALUATOR DEPARTMENT: OIT

3. Are there any requirement shortfalls that concern you?
 1. Only able to access database by API
 2. Documents only exported by pdf
 3. Document management they use external solution
4. How clear is it that the product proposed meets possible future needs?
 1. Yes
5. Is there indication of how the COTS product is growing in usefulness and usability?
 1. Not exactly

III. Proposed Services

1. Implementation – Work Plan
 - How suitable is the plan for implementation and management?
 - a. Suitable
 - How suitable is the proposed method to gain knowledge of our products and processes?
 - a. Suitable
 - How much of our involvement does it appear will be needed to accomplish the build, and test and troubleshoot?
 - a. You will need to be involved.
 - How clear is the plan to bring data from the old to the new product?
 - a. Very Clear
2. Ongoing Support and Special Projects
 - How clear is it that adequate expert support for the COTS product will be included?
 - i. They only support bi annual service upgrades and break/fixes in the application then they will give different support options
 - How clear is it that new products and additions we need for new features will be able to be added and integrated as we need them?
 - a. Not Clear
 - How is support for the customization integrated with that of the COTS?
 - a. Clear- Need information on changes or modifications business may require.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202302016

Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Accelare Inc

DATE: (9/20/23)

EVALUATOR NAME: (Dawn McKenney)

EVALUATOR DEPARTMENT: DOL

Individual Evaluator Comments:

- I. Organization Qualifications and Experience (PNQI / Comments)
 1. Finances and Stability
 2. Staffing proposed
 - Product experience
 - Hosting experience
 - Experience with Government
 - Project management
 3. Adequacy of the hosting environment and its support proposed:
 - Azure; Fedramp; SOC II, Type 2
 4. Previous Projects
 - Similarity of Customer (Small Governments)
 - Breadth and similarity of projects (Various Case Types, Various Processes, Class Registrations, Library Loan, Common Participants, Common Resources)
- II. COTS Product and Suitability (How clear is it that the product proposed is a mature, widely used COTS software product poised as a software as a service with a significant customer base and minimal customization, testing and implementation resources.)
 1. How much of our needs are reflected in the requirements?
 2. How much testing and troubleshooting will be needed for customization work?
 3. Are there any requirement shortfalls that concern you?
 - 1.1.4.2 RFP backups for monthly and annual, question if this is meeting. Appears to do only 14 day backups, but can do up to 30 days.
 - 1.1.9.3 Underlying databases (excel) cannot do, but 1.2.1.23 contradicts that.
 - 1.2.1.18 Spellcheck is needed at some point.
 - 1.2.8..5 & 6 Violation assessed issues
 4. How clear is it that the product proposed meets possible future needs?
 - 1.3 Education Library, and Outreach section not addressed.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202302016

Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Accelare Inc

DATE: (9/20/23)

EVALUATOR NAME: (Dawn McKenney)

EVALUATOR DEPARTMENT: DOL

5. Is there indication of how the COTS product is growing in usefulness and usability?

1.1.6.1 Search tool with Google could be a good tool.

III. Proposed Services

1. Implementation – Work Plan

- How suitable is the plan for implementation and management?
Overall is reads it has most capabilities needed. Two areas of need, class registrations and library loan, not addressed to state how it will handle or can handle. The only time those two functions are mention is part of graphic without explanation.
- How suitable is the proposed method to gain knowledge of our products and processes?
Questionable. Items marked as C don't clearly explain how they can process work to our needs.
- How much of our involvement does it appear will be needed to accomplish the build, and test and troubleshoot? Very involved. Expect to devote a lot amount of time.
- How clear is the plan to bring data from the old to the new product?

2. Ongoing Support and Special Projects

- How clear is it that adequate expert support for the COTS product will be included? Not very. They appear to very involved in the development, but not enough information for ongoing needs.
- How clear is it that new products and additions we need for new features will be able to be added and integrated as we need them?
- How is support for the customization integrated with that of the COTS? 1.2.6.15 & .16 & .17 add a table to perform

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202302016

Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Accelare Inc

DATE: 8/24/2023

EVALUATOR NAME: John Rioux

EVALUATOR DEPARTMENT: DOL

Individual Evaluator Comments:

- I. Organization Qualifications and Experience (PNQI / Comments)
 1. Finances and Stability
Moderate Risk
30 Ees
 2. Staffing proposed
 - Product experience
Have credentials, say the right things “not paving over the cow path”.
 - Hosting experience
1.1.8.8 can select standard. Do not mention where hosting is like on Azure or AWS or the like which are common.
 - Experience with Government
DMV “Crash”; 2 service companies.
Not as diverse as BLS needs. No loan, class registrations.
 - Project management
Unclear
 3. Adequacy of the hosting environment and its support proposed:
 - Azure; Fedramp; SOC II, Type 2
1.1.8.8 Selectible
 4. Previous Projects
 - Similarity of Customer (Small Governments) Massachusetts DMV likely not small.
 - Breadth and similarity of projects (Various Case Types, Various Processes, Class Registrations, Library Loan, Common Participants, Common Resources)
Appears along slim lines versus our class registrations and library loans
- II. COTS Product and Suitability (How clear is it that the product proposed is a mature, widely used COTS software product poised as a software as a service with a significant customer base and minimal customization, testing and implementation resources.)

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202302016

Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Accelare Inc

DATE: 8/24/2023

EVALUATOR NAME: John Rioux

EVALUATOR DEPARTMENT: DOL

ServiceNow and PSDS. Sounds like a broader COTS product, not as customized for Government, not menu driven.

Some modularity mentioned for remote use.

Deny access to DB in favor of report capabilities.

Indexed and "structured" searches

1. How much of our needs are reflected in the requirements?
Appear to say Y to most though text indicates setup and customizations like in.
1.1.8.3 acceptable to SOM OIT? Appears we can select 1.1.8.8.
2. How much testing and troubleshooting will be needed for customization work?
Many requirements include will work with SOM.... That seems to mean customization, requirements, testing and work doing so.
3. Are there any requirement shortfalls that concern you?
Unclear hosting (Azure, AWS or what?)
1.1.9.1 will create multiple copies of our data on unknown servers.
1.1.9.3 Cannot access DB For things like Crystal Reports or Excel i.e. products we know.
1.1.9.4 Outlook interface?
Merge duplicates 1.2.4.8
Lack of copy case (1.2.4.17)
1.2.1.18 Lack of spell check?
1.2.2.4 Implies no personal permissions (all group)
1.2.4.8 Merging duplicates is something programable
1.2.10.10 OIT Documents standard?
1.2.10 in general not clear solution allows use of Word to modify documents before sent out or saved.
1.2.11.6 Not clear can generate ad hoc reports from product.
Page 87: ServiceNow will not participate in scheduled or random security audits as defined in section 4.2.8.
ServiceNow will not submit regular reports as stated in section 4.2.9.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202302016

Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Accelare Inc

DATE: 8/24/2023

EVALUATOR NAME: John Rioux

EVALUATOR DEPARTMENT: DOL

4. How clear is it that the product proposed meets possible future needs?
It looks like it is mostly custom-built and put together. I'm unsure if we can modify it ourselves.
5. Is there indication of how the COTS product is growing in usefulness and usability?
I see no mention of the COTS part of the product being modified or augmented. It appears to be primarily customization.

III. Proposed Services

1. Implementation – Work Plan

- How suitable is the plan for implementation and management?
Use agile language which is best for us for products pieces that are customized.
- How suitable is the proposed method to gain knowledge of our products and processes?
Platform Design Engineering (PDE) process.
- How much of our involvement does it appear will be needed to accomplish the build, and test and troubleshoot?
Lots. Clear it is a build from ground up.
- How clear is the plan to bring data from the old to the new product?
Include the needed steps to identify sources and transitions.

2. Ongoing Support and Special Projects

Cots doesn't appear to be menu driven and user customizable Seems to be more of an object-based programming language? Unclear what we as customers can change, if anything.

- How clear is it that adequate expert support for the COTS product will be included?
Included org chart of people involved and their roles. Appear adequate.
- How clear is it that new products and additions we need for new features will be able to be added and integrated as we need them?
Biannual upgrades and patches p.74.
- How is support for the customization integrated with that of the COTS?

(I) Page 77 ServiceNow does not agree to or assess its services in relation to customer stated policies. Customers are encouraged to

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INDIVIDUAL EVALUATION NOTES

RFP #: 202302016

Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Accelare Inc

DATE: 8/24/2023

EVALUATOR NAME: John Rioux

EVALUATOR DEPARTMENT: DOL

review ServiceNow's objectives around accessibility, compliance, terms of service, and data security. In many situations, ServiceNow generally meets and exceeds the stated policies of its customers. (Aren't they saying is it up to us to determine if they are compliant or not?)

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**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202302016

Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Accelare Inc

DATE: 9/21/23

EVALUATOR NAME: Scott Cotnoir

EVALUATOR DEPARTMENT: DOL

Individual Evaluator Comments:

- I. Organization Qualifications and Experience (PNQI / Comments)
 1. Finances and Stability **Question**
 2. Staffing proposed
 - Product experience
 - Hosting experience
 - Experience with Government
 - Project management
 3. Adequacy of the hosting environment and its support proposed:
 - Azure **Question**; Fedramp **Positive**; SOC II **Positive**, Type 2 **Question**
 4. Previous Projects
 - Similarity of Customer (Small Governments) **Question**
 - Breadth and similarity of projects (Various Case Types, Various Processes, Class Registrations, Library Loan, Common Participants, Common Resources) **Negative**
- II. COTS Product and Suitability (How clear is it that the product proposed is a mature, widely used COTS software product poised as a software as a service with a significant customer base and minimal customization, testing and implementation resources.)
 1. How much of our needs are reflected in the requirements? **Question**
 2. How much testing and troubleshooting will be needed for customization work? **Question**
 3. Are there any requirement shortfalls that concern you?
 4. How clear is it that the product proposed meets possible future needs? **Negative**
 5. Is there indication of how the COTS product is growing in usefulness and usability? **Question**
- III. Proposed Services
 1. Implementation – Work Plan
 - How suitable is the plan for implementation and management? **Interesting**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202302016

Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Accelare Inc

DATE: 9/21/23

EVALUATOR NAME: Scott Cotnoir

EVALUATOR DEPARTMENT: DOL

- How suitable is the proposed method to gain knowledge of our products and processes? **Question**
- How much of our involvement does it appear will be needed to accomplish the build, and test and troubleshoot? **Negative/Question**
- How clear is the plan to bring data from the old to the new product? **Question**

2. Ongoing Support and Special Projects

- How clear is it that adequate expert support for the COTS product will be included? **Question**
- How clear is it that new products and additions we need for new features will be able to be added and integrated as we need them? **Question**
- How is support for the customization integrated with that of the COTS? **Question**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202302016

Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Accelare Inc

DATE: 08/25/2023

EVALUATOR NAME: Victor Tardiff

EVALUATOR DEPARTMENT: DOL

Individual Evaluator Comments:

Part IV. Section II. Organization Qualifications and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• P: Over 20 years' experience including other government agencies as customers• N: Bidder is offering to integrate another company's (ServiceNow) software rather than being responsible for the programming. They are offering a service rather than a product• P: Out-of-the-box configuration with no customizations allows for regular semi-annual upgrades
2. Subcontractors
<ul style="list-style-type: none">• None
3. Organizational Chart
<ul style="list-style-type: none">• P: Small, horizontally integrated team
4. Litigation
<ul style="list-style-type: none">• P: Bidder is not named in current litigation, and has not paid any claimants within the past 5 years
5. Financial Viability
<ul style="list-style-type: none">• P: Bidder is a low to moderate risk business
6. Certificate of Insurance
<ul style="list-style-type: none">• P: Provided proof of insurance showing relevant liability insurance policies associated with the project

Part IV. Section III Proposed Services
1. Services to be Provided
<ul style="list-style-type: none">• P: Public Sector Digital Services (PSDS) is purpose built for government organizations• P: The sample Enterprise Model (EPM) illustrates a process flow showing the bidder is familiar with case management needs of organizations like ours• N: A focus on achieving a Minimum Viable Product (MVP) implies Bidder is primarily interested in meeting the specific needs listed in the RFP rather than working with the Bureau to develop better solutions over the course of the contract.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202302016

Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Accelare Inc

DATE: 08/25/2023

EVALUATOR NAME: Victor Tardiff

EVALUATOR DEPARTMENT: DOL

- P: Bidder does not believe our current work activities will require a high level of customization to their product, instead relying on user configurations
- N: Performance related changes being classified as a “typical customization” is worrying about the reliability of the product
- N: 2 identical 2-hour train the trainer sessions with supporting documentation is the extent of training.
- P: Version upgrades seem rhythmic and unlikely to produce headaches

2. Implementation - Work Plan

- I: workplan combines agile and waterfall development methodologies
- P: Dedicated specialist for data migration from AMANDA to proposed product
- N: Only 2 years of standard support and maintenance, after which options for continued support need to be exercised
- XX: 3 months of testing and troubleshooting
- Q: ServiceNow engineers are responsible for configuring and deployment of the software rather than Bidder

3. System Requirements - Technical Requirements

- P: Proposal meets all General requirements
- P: Proposal meets all Architectural requirements
- P: Proposal meets all Performance requirements
- P: Proposal meets all Core Function requirements with minor modifications
- P: Proposal meets all System Management requirements with minor modifications
- P: Proposal meets all Archival requirements
- P: Proposal meets all User Interface requirements
- P: Proposal meets all Accessibility requirements
- P: Proposal meets all Security requirements
- N: Bidder’s cloud service partner does not provide access to the underlying database, only APIs and table extracts.

4. System Requirements - Functional Requirements

- P: Proposal meets all General requirements with minor modifications
- P: Proposal meets all Permission requirements
- N: Proposal does not allow for selection of a default printer at a transaction level, only at the overall application level
- P: Proposal meets all Record Management requirements with minor

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202302016

Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Accelare Inc

DATE: 08/25/2023

EVALUATOR NAME: Victor Tardiff

EVALUATOR DEPARTMENT: DOL

modifications

- P: Proposal meets all General Case Management requirements with minor modifications
- P: Proposal meets all Case Creation requirements
- N: Proposal does not currently support penalty structures present in Maine statute. Unsure if product can be adjusted to comply.
- P: Proposal meets all Certificate Creation requirements
- P: Proposal meets all Document Management requirements with minor modifications
- P: Proposal meets all Report Management requirements

5. Maine IT (OIT) Policy Explanations

- P: Ownership of the data and who has access to it remains with the Bureau
- Q: AD/LDAP is supported, as referenced by a response of Y to Requirement 1.2.3.1, but the price of doing so is not included in the cost estimates
- N: ServiceNow does not provide customers access to their data centers or to the underlying operating systems/databases which run the platform
- N: ServiceNow will not participate in scheduled/random security audits, nor submit regular status reports
- P: ServiceNow conforms to OIT protocols for Data Exchange
- I: Mid-server acts as a central proxy for all SOM data requests to and from ServiceNow
- Q: While bidder is responsive vulnerabilities found within the maintenance period, ServiceNow's reliability at responding is unknown.
- P: Bidder meets all OIT standards for security controls which they are responsible for. ServiceNow is assumed to meet the same standards

NIST 800-53 Rev 5 Policy Explanations

- N: Bidder does not detail protections data storage site uses to protect against environmental and physical threats
- N: Two identical two-hour training sessions does not appear to address training from a role-based perspective
- P: Planning stage encompasses security and privacy controls
- N: Bidder references ServiceNow documents around their ability to comply with audits and accountability rather than list their stance on compliance with State policy

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202302016

Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Granicus, LLC

DATE: 10/30/2023

EVALUATOR NAME: Alysha Soule

EVALUATOR DEPARTMENT: OIT

Individual Evaluator Comments:

- I. Organization Qualifications and Experience (PNQI / Comments)
 1. Finances and Stability
 1. Yes
 2. Staffing proposed
 1. They Sub Contract part of the work out
 - Product experience
 1. Yes
 - Hosting experience
 1. Yes
 - Experience with Government
 1. Yes
 - Project management
 1. Yes
 3. Adequacy of the hosting environment and its support proposed:
 - Azure; Fedramp; SOC II, Type 2
 1. Yes
 4. Previous Projects
 - Similarity of Customer (Small Governments)
 - a. Yes
 - Breadth and similarity of projects (Various Case Types, Various Processes, Class Registrations, Library Loan, Common Participants, Common Resources)
 - a. Yes
- II. COTS Product and Suitability (How clear is it that the product proposed is a mature, widely used COTS software product poised as a software as a service with a significant customer base and minimal customization, testing and implementation resources.)
 1. How much of our needs are reflected in the requirements?
 1. Most A lot of changes to the Accessibility Requirements which is a red Flag
 2. How much testing and troubleshooting will be needed for customization work?

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202302016

Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Granicus, LLC

DATE: 10/30/2023

EVALUATOR NAME: Alysha Soule

EVALUATOR DEPARTMENT: OIT

1. Not alot
 3. Are there any requirement shortfalls that concern you?
 1. Being Compliant for accessibility/security
 4. How clear is it that the product proposed meets possible future needs?
 1. Clear
 5. Is there indication of how the COTS product is growing in usefulness and usability?
 1. It will grow but thinking the product needs better refinement
- III. Proposed Services
1. Implementation – Work Plan
 1. This is current Vendor Implementation wasn't included in the document. They are current vendor.
 - How suitable is the plan for implementation and management?
 - How suitable is the proposed method to gain knowledge of our products and processes?
 - How much of our involvement does it appear will be needed to accomplish the build, and test and troubleshoot?
 - How clear is the plan to bring data from the old to the new product?
 2. Ongoing Support and Special Project
 1. This is current Vendor ongoing support/Special Projects wasn't included in the document
 - How clear is it that adequate expert support for the COTS product will be included?
 - How clear is it that new products and additions we need for new features will be able to be added and integrated as we need them?
 - How is support for the customization integrated with that of the COTS?

RFP #: 202302016

Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Granicus LLC

DATE: (10/24/23)

EVALUATOR NAME: (Dawn McKenney)

EVALUATOR DEPARTMENT: DOL

Individual Evaluator Comments:

- I. Organization Qualifications and Experience (PNQI / Comments)
 1. Finances and Stability
 2. Staffing proposed
 - Product experience
 - Hosting experience
 - Experience with Government
 - Project management
 3. Adequacy of the hosting environment and its support proposed:
 - Azure; Fedramp; SOC II, Type 2
 4. Previous Projects
 - Similarity of Customer (Small Governments) **Contracts with other Cities and Provinces. Mostly licensing stand-point or permitting. Maine is current client.**
 - Breadth and similarity of projects (Various Case Types, Various Processes, Class Registrations, Library Loan, Common Participants, Common Resources)
- II. COTS Product and Suitability (How clear is it that the product proposed is a mature, widely used COTS software product poised as a software as a service with a significant customer base and minimal customization, testing and implementation resources.)
 1. How much of our needs are reflected in the requirements?
 2. How much testing and troubleshooting will be needed for customization work? **1.1.7.1 – 1.1.7.3 They are currently working on accessibility issues.**
 3. Are there any requirement shortfalls that concern you?
 - 1.1.8.5 States will work with DOL to meet Federal compliance requirements**
 - 1.2.5 Case Management consultation are listed, but not training.**
 - 1.3 No information if they can handle education and library functions.**
 4. How clear is it that the product proposed meets possible future needs?
 - 1.1.9.1 Portal. Can meet with customization. Cost 10k+**
 - 1.2.8 et al Penalty section appears to be able to meet the needs and scenarios for increasing penalties, tracking, and abatements.**

RFP #: 202302016

Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Granicus LLC

DATE: (10/24/23)

EVALUATOR NAME: (Dawn McKenney)

EVALUATOR DEPARTMENT: DOL

5. Is there indication of how the COTS product is growing in usefulness and usability?

1.2.11.11 PII protection to limit access by marking file as secured/internal

III. Proposed Services

1. Implementation – Work Plan

- How suitable is the plan for implementation and management?
Appears to be able meet needs. Roles can be defined.
- How suitable is the proposed method to gain knowledge of our products and processes?
- How much of our involvement does it appear will be needed to accomplish the build, and test and troubleshoot?
- How clear is the plan to bring data from the old to the new product?

2. Ongoing Support and Special Projects

- How clear is it that adequate expert support for the COTS product will be included?
- How clear is it that new products and additions we need for new features will be able to be added and integrated as we need them?
How is support for the customization integrated with that of the COTS?

Most features appear to be part of the system, but does the ability to be customizable for needed functions.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202302016

Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Granicus LLC

DATE: 8/25/23-

EVALUATOR NAME: John Rioux

EVALUATOR DEPARTMENT: DOL

Individual Evaluator Comments:

- I. Organization Qualifications and Experience (PNQI / Comments)
 1. Finances and Stability
Noticed number of Liens and UCC filings.
“Moderate Risk”
 2. Staffing proposed
 - Product experience
Built or current system and ongoing support. Continuation of years of work.
 - Hosting experience
Knowledgeable company, Unisys.
 - Experience with Government
Used to dealing with governments.
 - Project management
Several major and ongoing projects in installation and ongoing maintenance. Nova Scotia province in particular.
 3. Adequacy of the hosting environment and its support proposed:
 - Azure; Fedramp; SOC II, Type 2
Qualification P 5 and 1.1.2.2. Azure is the cloud platform, a known and SOM-common environment.
1.1.8.1:As described in the example and as it pertains to system access within/outside the States’ firewall and application logic. “As security standards evolve we will work with OIT and DOL to ensure these standards are met. I.e. they will work with us a partners.
.1.1.8.5.
 4. Previous Projects
 - Similarity of Customer (Small Governments)
Maine BLS 40 ees. Range of governments (localities, states, provinces, mostly size of state of Maine. Thinking mostly similar processing staff.)
 - Breadth and similarity of projects (Various Case Types, Various Processes, Class Registrations, Library Loan, Common

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202302016

Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Granicus LLC

DATE: 8/25/23-

EVALUATOR NAME: John Rioux

EVALUATOR DEPARTMENT: DOL

Participants, Common Resources)
Certifications, regulatory permits, case management.

- II. COTS Product and Suitability (How clear is it that the product proposed is a mature, widely used COTS software product poised as a software as a service with a significant customer base and minimal customization, testing and implementation resources.)
AMANDA is Trademarked. WEB Site indicates product is international, multi-lingual. Includes specific functions: case management, licensing, permitting as well as regulatory case management. User configurable.
350 government agencies
6,500 government agencies for Granicus.
Entirely government customer focus.
AMANDA designed from the ground up to be an enterprise class, regulatory case management solution.
1. How much of our needs are reflected in the requirements?
Clear that they have a case management module and certifications and licensing and permitting modules besides.
 - 1.2.1.1. User added fields
Many "This is a standard feature of AMANDA."
 - 1.2.4.4 People relationships are multi-dimensional and definable as built in feature.
 - 1.2.4.7 and 1.2.4.8 built in functions allow both duplication and merging of people records and histories.
 - 1.2.4.10 Users can define additional identifiers though Admin.
 2. How much testing and troubleshooting will be needed for customization work?
P Clear we have to test and deliver requirements outside inbuilt functionality.
 3. Are there any requirement shortfalls that concern you?
Unisys will verify that the installation adheres to the policies the state has identified in Appendix F.
Accessibility has been an ongoing issue as indicted in 1.1.7 items.
 4. How clear is it that the product proposed meets possible future needs?
Nova Scotia example started with three agencies, 150 users and grew

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INDIVIDUAL EVALUATION NOTES**

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EVALUATOR NAME: John Rioux

EVALUATOR DEPARTMENT: DOL

over 20 years to 30 programs, 35 interfaces and 1200 users. Provides growth for us in breadth and programs. Possible growth for other agencies and programs.

5. Is there indication of how the COTS product is growing in usefulness and usability?

Web indicates an attempt to gain new users in government and it is their specialty and drives their business model.

III. Proposed Services

1. Implementation – Work Plan

Not needed, already implemented.

- How suitable is the plan for implementation and management?
- How suitable is the proposed method to gain knowledge of our products and processes?
- How much of our involvement does it appear will be needed to accomplish the build, and test and troubleshoot?
- How clear is the plan to bring data from the old to the new product?

2. Ongoing Support and Special Projects

- How clear is it that adequate expert support for the COTS product will be included?

Granicus is partnered with Unisys AMANDA Centre of Excellence
Seven years of experience setting up and configuring Maine
AMANDA.

50 SME's

- How clear is it that new products and additions we need for new features will be able to be added and integrated as we need them?
Layers of support including Cloud, Hosting, Use (Tier 2), Security, Application, Project, and Service Management. Everything needed for various levels of self and provided service in a COTS.
- How is support for the customization integrated with that of the COTS?

Unisys in partnership with Granicus for hosting and COTS respectively. Unisys is an experienced firm equipped to complement Granicus, having extensive experience providing professional services to public sector customers.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202302016

Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Granicus LLC

DATE: 9/21/23

EVALUATOR NAME: Scott Cotnoir

EVALUATOR DEPARTMENT: DOL

Individual Evaluator Comments:

- I. Organization Qualifications and Experience (PNQI / Comments)
 1. Finances and Stability
 2. Staffing proposed
 - Product experience **Positive**
 - Hosting experience **Positive**
 - Experience with Government **Positive**
 - Project management **Positive**
 3. Adequacy of the hosting environment and its support proposed:
 - Azure **Positive**; Fedramp; SOC II, Type 2
 4. Previous Projects
 - Similarity of Customer (Small Governments) **Positive**
 - Breadth and similarity of projects (Various Case Types, Various Processes, Class Registrations, Library Loan, Common Participants, Common Resources) **Positive**
- II. COTS Product and Suitability (How clear is it that the product proposed is a mature, widely used COTS software product poised as a software as a service with a significant customer base and minimal customization, testing and implementation resources.)
 1. How much of our needs are reflected in the requirements? **Positive**
 2. How much testing and troubleshooting will be needed for customization work? **Question**
 3. Are there any requirement shortfalls that concern you?
 4. How clear is it that the product proposed meets possible future needs? **Question**
 5. Is there indication of how the COTS product is growing in usefulness and usability? **Question**
- III. Proposed Services
 1. Implementation – Work Plan
 - How suitable is the plan for implementation and management? **Positive**
 - How suitable is the proposed method to gain knowledge of our products and processes? **Question**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202302016

Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Granicus LLC

DATE: 9/21/23

EVALUATOR NAME: Scott Cotnoir

EVALUATOR DEPARTMENT: DOL

- How much of our involvement does it appear will be needed to accomplish the build, and test and troubleshoot? **Question**
- How clear is the plan to bring data from the old to the new product? **Question**

2. Ongoing Support and Special Projects

- How clear is it that adequate expert support for the COTS product will be included? **Positive**
- How clear is it that new products and additions we need for new features will be able to be added and integrated as we need them? **Positive**
- How is support for the customization integrated with that of the COTS? **Positive**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202302016

Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Granicus LLC

DATE: 09/15/2023

EVALUATOR NAME: Victor Tardiff

EVALUATOR DEPARTMENT: DOL

Individual Evaluator Comments:

Part IV. Section II. Organization Qualifications and Experience	
1. Overview of the Organization	
<ul style="list-style-type: none">• P: Over 350 government clients implies there should be a strong network for user groups and other community assistance• P: Over 20 years' experience including international government agencies as customers• P: Bidder is offering to integrate their own software (AMANDA) into our workflow. They are offering both a service and a product.	
2. Subcontractors	
<ul style="list-style-type: none">• I: Bidder utilizes a subcontractor to host their software on separate cloud servers	
3. Organizational Chart	
Q: Bidder's organizational chart does not detail the team who would be assisting the bureau. No way of knowing what size their team is or who is responsible for which aspect of the project	
4. Litigation	
<ul style="list-style-type: none">• Q: While Bidder has not been named in any lawsuits in relation to their AMANDA product in the past 5 years, they are not releasing any litigation information beyond the scope of the AMANDA product	
5. Financial Viability	
<ul style="list-style-type: none">• P: Bidder is a low to moderate risk business	
6. Certificate of Insurance	
<ul style="list-style-type: none">• P: Provided proof of insurance showing relevant liability insurance policies associated with the project	

Part IV. Section III Proposed Services	
1. Services to be Provided	
<ul style="list-style-type: none">• P: No need to undertake an implementation project, or familiarize a new vendor with business functions	

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INDIVIDUAL EVALUATION NOTES**

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DATE: 09/15/2023

EVALUATOR NAME: Victor Tardiff

EVALUATOR DEPARTMENT: DOL

- P: Bidder offers professional IT services to extend the capabilities of the core AMANDA product as business needs change, rather than just configure our implementation of the product.
- P: Tier 2 support facilitated through a JIRA Service Desk
- P: Security team available to ensure AMANDA adheres to the evolving requirements of Maine IT

2. Implementation - Work Plan

- P: As the incumbent service provider, there is no work plan for system implementation since the system has already been implemented

3. System Requirements - Technical Requirements

- P: Proposal meets all General requirements
- P: Proposal meets all Architectural requirements
- P: Proposal meets all Performance requirements
- P: Proposal meets all System Management requirements
- P: Proposal meets all Archival requirements with minor customizations
- N: Hot Key values are not available for all menu options
- P: Proposal meets all Accessibility requirements with minor customizations
- P: Proposal meets all Security requirements with minor customizations
- N: Proposal requires significant customization to initialize bidirectional data transfer between AMANDA and each individual data source

4. System Requirements - Functional Requirements

- P: Proposal meets all General requirements
- P: Proposal meets all Permission requirements
- P: Proposal meets all System Administration requirements
- P: Proposal meets all Record Management requirements with minor customizations
- P: Proposal meets all General Case Management requirements
- P: Proposal meets all Case Creation requirements
- P: Proposal meets all Violation and Penalty requirements
- P: Proposal meets all Certificate Creation requirements
- P: Proposal meets all Document Management requirements with minor modifications
- P: Proposal meets all Report Management requirements

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INDIVIDUAL EVALUATION NOTES**

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DATE: 09/15/2023

EVALUATOR NAME: Victor Tardiff

EVALUATOR DEPARTMENT: DOL

5. Maine IT (OIT) Policy Explanations
<ul style="list-style-type: none">• P: Because the AMANDA platform has already been implemented within Maine State Government, it has already been certified to meet all the Maine IT Policy Explanations• N: Bidder relies on this prior certification for meeting requirements and does not detail their business processes. Impossible for evaluation team to verify the claims within the proposal.
NIST 800-53 Rev 5 Policy Explanations
<ul style="list-style-type: none">• P: The AMANDA platform has achieved multiple certifications for privacy controls, including PCI DSS, ISO 27001, AND iso 27018. ASAAgranted FedRAMP P-ATO certification based on it's compliance with NIST SP 800-53 controls. It is stated to comply with all controls.• N: Bidder does not detail how their current workflow complies with the chosen privacy standard, or what areas need to be improved in order to be fully certified

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INDIVIDUAL EVALUATION NOTES**

RFP #: 202302016

Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Slalom, Inc.

DATE: 10/30/2023

EVALUATOR NAME: Alysha Soule

EVALUATOR DEPARTMENT: OIT

Individual Evaluator Comments:

- I. Organization Qualifications and Experience (PNQI / Comments)
 1. Finances and Stability
 1. Yes
 2. Staffing proposed
 - Product experience
 1. Very Experienced
 - Hosting experience
 1. Lots of experience hosting
 - Experience with Government
 1. Works with a lot of Government Entitys
 - Project management
 1. Experienced.
 3. Adequacy of the hosting environment and its support proposed:
 - Azure; Fedramp; SOC II, Type 2
 1. Yes
 4. Previous Projects
 1. Only concern is they have had litigations.
 - Similarity of Customer (Small Governments)
 - a. Yes
 - Breadth and similarity of projects (Various Case Types, Various Processes, Class Registrations, Library Loan, Common Participants, Common Resources)
 - a. Yes
- II. COTS Product and Suitability (How clear is it that the product proposed is a mature, widely used COTS software product poised as a software as a service with a significant customer base and minimal customization, testing and implementation resources.)
 1. How much of our needs are reflected in the requirements?
 1. All
 2. How much testing and troubleshooting will be needed for customization work?
 1. Same amount as any other application

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202302016

Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Slalom, Inc.

DATE: 10/30/2023

EVALUATOR NAME: Alysha Soule

EVALUATOR DEPARTMENT: OIT

3. Are there any requirement shortfalls that concern you?
 - 1.
4. How clear is it that the product proposed meets possible future needs?
 1. Very
5. Is there indication of how the COTS product is growing in usefulness and usability?
 1. Yes this salesforce solution they are recommending are changing and improving all the time.

III. Proposed Services

1. Implementation – Work Plan
 - How suitable is the plan for implementation and management?
 - a. Very suitable
 - How suitable is the proposed method to gain knowledge of our products and processes?
 - a. Very Suitable
 - How much of our involvement does it appear will be needed to accomplish the build, and test and troubleshoot?
 - a. Same amount as most any application
 - How clear is the plan to bring data from the old to the new product?
 - a. Very detailed
2. Ongoing Support and Special Projects
 - How clear is it that adequate expert support for the COTS product will be included?
 - a. Yes
 - How clear is it that new products and additions we need for new features will be able to be added and integrated as we need them?
 - a. Clear and outlined
 - How is support for the customization integrated with that of the COTS?
 - a. The support is forward and defined correctly

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202302016

Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Slalom Inc

DATE: (10/24/23)

EVALUATOR NAME: (Dawn McKenney)

EVALUATOR DEPARTMENT: DOL

Individual Evaluator Comments:

- I. Organization Qualifications and Experience (PNQI / Comments)
 1. Finances and Stability
 2. Staffing proposed
 - Product experience
 - Hosting experience
 - Experience with Government
 - Project management
 3. Adequacy of the hosting environment and its support proposed:
 - Azure; Fedramp; SOC II, Type 2
 4. Previous Projects
 - Similarity of Customer (Small Governments)
 - Breadth and similarity of projects (Various Case Types, Various Processes, Class Registrations, Library Loan, Common Participants, Common Resources)
- II. COTS Product and Suitability (How clear is it that the product proposed is a mature, widely used COTS software product poised as a software as a service with a significant customer base and minimal customization, testing and implementation resources.)
 1. How much of our needs are reflected in the requirements?
Attachment 3 Proposed Services was all redacted.
 2. How much testing and troubleshooting will be needed for customization work?
 3. Are there any requirement shortfalls that concern you?
Concerning how much was redacted in File 2.
1.2.6.22 Allows for closing without saving without notice.
 4. How clear is it that the product proposed meets possible future needs?
1.2.5 Case management onsite training, registration, and library not included.
1.2.11.2 Batch vs scheduling reports
1.2.11.13 No information provided

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INDIVIDUAL EVALUATION NOTES**

RFP #: 202302016

Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Slalom Inc

DATE: (10/24/23)

EVALUATOR NAME: (Dawn McKenney)

EVALUATOR DEPARTMENT: DOL

5. Is there indication of how the COTS product is growing in usefulness and usability?

III. Proposed Services

1. Implementation – Work Plan

- How suitable is the plan for implementation and management?
- How suitable is the proposed method to gain knowledge of our products and processes?
- How much of our involvement does it appear will be needed to accomplish the build, and test and troubleshoot?
- How clear is the plan to bring data from the old to the new product?

2. Ongoing Support and Special Projects

- How clear is it that adequate expert support for the COTS product will be included?
- How clear is it that new products and additions we need for new features will be able to be added and integrated as we need them?
- How is support for the customization integrated with that of the COTS?

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INDIVIDUAL EVALUATION NOTES**

RFP #: 202302016

Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Slalom Inc

DATE: 8/29/2023

EVALUATOR NAME: John Rioux

EVALUATOR DEPARTMENT: DOL

Individual Evaluator Comments:

- I. Organization Qualifications and Experience (PNQI / Comments)
Large company over 15,000 staff, multinational, local presence. Doing business with Maine Justice Academy.
We have experience delivering DOL and case, investigation, and certification management solutions. Slalom has deep experience delivering large case management programs at other state Departments of Labor across the nation. Examples of these include several Paid Family Medical Leave, Business One-Stop, and Case Management for Contact Center (including Unemployment Claims) applications. Many of these departments are willing to attest to the difference that comes with working with Slalom – from our commitment to client satisfaction to our deep bench of experts to our creative approaches to problem-solving and partnership with our clients. Salesforce is responsible for the security of the “bottom” layers, including physical, environmental, and infrastructure. Whereas it is a shared responsibility for the security of the “top” layers, including the actual user application
 1. Finances and Stability
Excellent. Large credit recommendation. Low risk
7,000 Employees, 20 branches including Boston.
 2. Staffing proposed
See Representative Profiles document.
 - Product experience
For those mentioned 10 or fewer years
 - Hosting experience
Grouped with other enterprises?
 - Experience with Government
Some staff up to 10 years
 - Project management
10+ Years for staff highlighted.
 3. Adequacy of the hosting environment and its support proposed:
 - Azure; Fedramp; SOC II, Type 2
AWS, a commonly used cloud platform.
 4. Previous Projects

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Slalom Inc

DATE: 8/29/2023

EVALUATOR NAME: John Rioux

EVALUATOR DEPARTMENT: DOL

- Similarity of Customer (Small Governments)
Governments, yes; small, staff of Maine Justice Academy is likely small.
- Breadth and similarity of projects (Various Case Types, Various Processes, Class Registrations, Library Loan, Common Participants, Common Resources)
Maine Justice Academy likely has certifications and class registrations

II. COTS Product and Suitability (How clear is it that the product proposed is a mature, widely used COTS software product poised as a software as a service with a significant customer base and minimal customization, testing and implementation resources.)

Salesforce Public Sector Solutions is branded and in use in Maine.

Modular, "out-of-the-box". Includes Licensing, permits, inspections.

Free training Portal (Maine services link).

Licensing sounds complicated. See section 4.o in Salesforce Governance document.

Database?

Coding language Apex, proprietary to Salesforce though based on Java.

Free training on Trailhead site.

Section 1.1.4 of interest populating data to test and dev environments and backups and restore.

1.1.6.8 Format templates unsure of consequences of + feature.

1.2.1.7 International address standards Interesting

1.2.4.7 and 8 Duplicate record prevention and merge Interesting

1.2.6.23 Lacking built in prompt to save unsaved work is not good.

1.2.10.19 No Batch emails or letters built in a drawback an unexpected given product's name and focus.

1. How much of our needs are reflected in the requirements?

Appears most are there. Unsure about Class registrations and Library where those requirements were cut off.

2. How much testing and troubleshooting will be needed for customization work?

Would be extensive given would be a new product.

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INDIVIDUAL EVALUATION NOTES**

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DATE: 8/29/2023

EVALUATOR NAME: John Rioux

EVALUATOR DEPARTMENT: DOL

3. Are there any requirement shortfalls that concern you?
4. How clear is it that the product proposed meets possible future needs?
Appears to be a widely used product in Public and Private sector and would expect to be robust development as a result.
5. Is there indication of how the COTS product is growing in usefulness and usability?
Salesforce will have scheduled releases throughout the year + any incidents can be tracked on their Salesforce Trust site

III. Proposed Services

1. Implementation – Work Plan

Functional Solution Diagram.

Quite detailed and thought through for all stages and requirements

- How suitable is the plan for implementation and management?
Includes parallel workstreams and functional solutions. Steering committee.
- How suitable is the proposed method to gain knowledge of our products and processes?
Detailed and thought through.
Lists our and their roles and responsibilities and requirements.
- How much of our involvement does it appear will be needed to accomplish the build, and test and troubleshoot?
Would require testing and troubleshooting.
- How clear is the plan to bring data from the old to the new product?
Assumptions likely inadequate where AMANDA data is quite fragmented among probably 50 tables in the database:
 - The number of source objects to migrate will not exceed 3
 - The average number of elements per source object to migrate will not exceed 20
 - The number of target objects will not exceed 6 answers provided
- --Data cleansing and Master Data Management (MDM) solutions are not in scope

2. Ongoing Support and Special Projects

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INDIVIDUAL EVALUATION NOTES**

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BIDDER NAME: Slalom Inc

DATE: 8/29/2023

EVALUATOR NAME: John Rioux

EVALUATOR DEPARTMENT: DOL

- How clear is it that adequate expert support for the COTS product will be included?
Team is extensive and detailed.
- How clear is it that new products and additions we need for new features will be able to be added and integrated as we need them?
Is periodic updates and fixes per overall product document.
- How is support for the customization integrated with that of the COTS?
Is ongoing and likely extensive where so many users and client diversity.
Likely means more “noise” unless they have way to deal with that in the interface.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202302016

Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Slalom Inc

DATE: 9/22/2023

EVALUATOR NAME: Scott Cotnoir

EVALUATOR DEPARTMENT: DOL

Individual Evaluator Comments:

- I. Organization Qualifications and Experience (PNQI / Comments)
 1. Finances and Stability **Positive**
 2. Staffing proposed
 - Product experience **Positive**
 - Hosting experience **Positive**
 - Experience with Government **Positive**
 - Project management **Positive**
 3. Adequacy of the hosting environment and its support proposed:
 - Azure; Fedramp **Positive**; SOC II **Positive**, Type 2 **Positive**
 4. Previous Projects
 - Similarity of Customer (Small Governments) **Question**
 - Breadth and similarity of projects (Various Case Types, Various Processes, Class Registrations, Library Loan, Common Participants, Common Resources) **Question**
- II. COTS Product and Suitability (How clear is it that the product proposed is a mature, widely used COTS software product poised as a software as a service with a significant customer base and minimal customization, testing and implementation resources.)
 1. How much of our needs are reflected in the requirements? **Question**
 2. How much testing and troubleshooting will be needed for customization work? **Question**
 3. Are there any requirement shortfalls that concern you? **Question**
 4. How clear is it that the product proposed meets possible future needs? **Question**
 5. Is there indication of how the COTS product is growing in usefulness and usability? **Question**
- III. Proposed Services
 1. Implementation – Work Plan
 - How suitable is the plan for implementation and management? **Positive**
 - How suitable is the proposed method to gain knowledge of our products and processes? **Positive**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202302016

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BIDDER NAME: Slalom Inc

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EVALUATOR NAME: Scott Cotnoir

EVALUATOR DEPARTMENT: DOL

- How much of our involvement does it appear will be needed to accomplish the build, and test and troubleshoot? **Question**
- How clear is the plan to bring data from the old to the new product? **Question/Negative (pg 50)**

2. Ongoing Support and Special Projects

- How clear is it that adequate expert support for the COTS product will be included? **Question (pg 18)**
- How clear is it that new products and additions we need for new features will be able to be added and integrated as we need them? **Question (pg 18)**
- How is support for the customization integrated with that of the COTS? **Question**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202302016

Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Slalom Inc

DATE: 09/08/2023

EVALUATOR NAME: Victor Tardiff

EVALUATOR DEPARTMENT: DOL

Individual Evaluator Comments:

Part IV. Section II. Organization Qualifications and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• P: Local company with offices in Portland• P: Over 20 years' experience including other government agencies as customers• N: Bidder is offering to integrate another company's (Salesforce) software rather than being responsible for the programming. They are offering a service rather than a product.• P: Bidder has experience with other Departments of Labor implementing solutions for Paid Family Medical Leave and Unemployment Claim processing
2. Subcontractors
<ul style="list-style-type: none">• None
3. Organizational Chart
<ul style="list-style-type: none">• P: Medium-sized hierarchical team with redundancy in responsibilities
4. Litigation
<ul style="list-style-type: none">• N: Bidder is named in numerous past and present litigation, including several employment related disputes
5. Financial Viability
<ul style="list-style-type: none">• P: Bidder is a low to low-moderate risk business
6. Certificate of Insurance
<ul style="list-style-type: none">• N: Certificate of insurance is redacted. Impossible to determine if the provided proof of insurance shows relevant liability insurance policies associated with the project

Part IV. Section III Proposed Services
1. Services to be Provided
<ul style="list-style-type: none">• P: Salesforce Public Sector Solutions (PSS) is FedRAMP certified.• P: Drag and drop front-end builder reduces amount of coding needed to customize the platform• P: Licensing scheme allows for up to 50 total and 25 concurrent users• P: Integration with MDOL's Oracle data warehouse• N: 1,001 customer logins / month does not account for seasonal variance

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202302016

Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Slalom Inc

DATE: 09/08/2023

EVALUATOR NAME: Victor Tardiff

EVALUATOR DEPARTMENT: DOL

- P: The sample Enterprise Model (EPM) illustrates a process flow showing the bidder is familiar with case management needs of organizations like ours
- N: A focus on achieving a Minimum Viable Product (MVP) implies Bidder is primarily interested in meeting the specific needs listed in the RFP rather than working with the Bureau to develop better solutions over the course of the contract.
- P: Bidder does not believe our current work activities will require a high level of customization to their product, instead relying on user configurations
- N: Performance related changes being classified as a “typical customization” is worrying about the reliability of the product
- N: 2 identical 2-hour train the trainer sessions with supporting documentation is the extent of training.
- P: Version upgrades seem rhythmic and unlikely to produce headaches

2. Implementation - Work Plan

- I: workplan combines agile and waterfall development methodologies
- P: Dedicated specialist for data migration from AMANDA to proposed product
- N: Only 2 years of standard support and maintenance, after which options for continued support need to be exercised
- Q: ServiceNow engineers are responsible for configuring and deployment of the software rather than Bidder

3. System Requirements - Technical Requirements

- N: Proposal does not allow for automated restarting after server reboot or generation of error log
- P: Proposal meets all Architectural requirements
- P: Proposal meets all Performance requirements
- P: Proposal meets all System Management requirements
- P: Proposal meets all Archival requirements
- N: UI preferences in the application are not able to be saved at the user level
- P: Proposal meets all Accessibility requirements
- P: Proposal meets all Security requirements
- Y: Proposal meets all Interface requirements with minor modifications

4. System Requirements - Functional Requirements

- P: Proposal meets all General requirements with minor modifications
- P: Proposal meets all Permission requirements

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202302016

Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Slalom Inc

DATE: 09/08/2023

EVALUATOR NAME: Victor Tardiff

EVALUATOR DEPARTMENT: DOL

- N: Proposal does not allow for selection of a default printer at a transaction level, only at the overall application level
- P: Proposal meets all Record Management requirements
- N: Application will not prompt user to save changes when closing the application with unsaved changes
- P: Proposal meets all Case Creation requirements with minor modifications
- Q: Application requires extensive use of Rules to regulate workflows. Unsure if the configurations required by the Bureau are supported in practice rather than in theory.
- P: Proposal meets all Certificate Creation requirements
- P: Proposal meets all Document Management requirements with minor modifications
- P: Proposal may meet all Report Management requirements through workarounds

5. Maine IT (OIT) Policy Explanations

- P: Because this specific Salesforce platform has already been implemented in other areas of Maine State Government (Office for Family Independence, Office of Child & Family Services), it has already been certified to meet all the Maine IT Policy Explanations
- N: Bidder relies on this prior certification for meeting requirements and does not detail their business processes. Impossible for evaluation team to verify the claims within the proposal

NIST 800-53 Rev 5 Policy Explanations

- P: This particular Salesforce platform was granted FedRAMP P-ATO certification based on it's compliance with NIST SP 800-53 controls. It is stated to comply with all controls.
- N: Bidder relies on this prior certification for meeting requirements and does not detail their business processes. Impossible for evaluation team to verify the claims within the proposal

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202302016

Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Tech Mahindra

DATE: 10/30/2023

EVALUATOR NAME: Alysha Soule

EVALUATOR DEPARTMENT: OIT

Individual Evaluator Comments:

- I. Organization Qualifications and Experience (PNQI / Comments)
 1. Finances and Stability
 1. Yes
 2. Staffing proposed
 - Product experience
 1. Yes
 - Hosting experience
 1. Yes
 - Experience with Government
 1. Yes
 - Project management
 1. Yes
 3. Adequacy of the hosting environment and its support proposed:
 - Azure; Fedramp; SOC II, Type 2
 1. Yes
 4. Previous Projects
 - Similarity of Customer (Small Governments)
 1. Yes
 - Breadth and similarity of projects (Various Case Types, Various Processes, Class Registrations, Library Loan, Common Participants, Common Resources)
 1. Yes
- II. COTS Product and Suitability (How clear is it that the product proposed is a mature, widely used COTS software product poised as a software as a service with a significant customer base and minimal customization, testing and implementation resources.)
 1. How much of our needs are reflected in the requirements?
 1. Yes
 2. How much testing and troubleshooting will be needed for customization work?
 1. Testing and troubleshooting will always be something that needs to be performed.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202302016

Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Tech Mahindra

DATE: 10/30/2023

EVALUATOR NAME: Alysha Soule

EVALUATOR DEPARTMENT: OIT

3. Are there any requirement shortfalls that concern you?
 1. Small team
4. How clear is it that the product proposed meets possible future needs?
 1. Very Clear
5. Is there indication of how the COTS product is growing in usefulness and usability?
 1. This product seems to be always right in line with current developments and processes to ensure a quality product.

III. Proposed Services

1. Implementation – Work Plan
 - How suitable is the plan for implementation and management?
 - a. Very Suitable
 - How suitable is the proposed method to gain knowledge of our products and processes?
 - a. Very Suitable
 - How much of our involvement does it appear will be needed to accomplish the build, and test and troubleshoot?
 - a. Like any application users will need to test and verify the changes made to the system to ensure there are not issues.
 - How clear is the plan to bring data from the old to the new product?
 - a. Extensive requirement gathering.
2. Ongoing Support and Special Projects
 - How clear is it that adequate expert support for the COTS product will be included?
 - a. Very Clear
 - How clear is it that new products and additions we need for new features will be able to be added and integrated as we need them?
 - a. Very Clear
 - How is support for the customization integrated with that of the COTS?
 - a. Very Clear

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202302016

Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Tech Mahindra

DATE: (11-2-23)

EVALUATOR NAME: (Dawn McKenney)

EVALUATOR DEPARTMENT: DOL

Individual Evaluator Comments:

- I. Organization Qualifications and Experience (PNQI / Comments)
 1. Finances and Stability
 2. Staffing proposed
 - Product experience
 - Hosting experience
 - Experience with Government
 - Project management
 3. Adequacy of the hosting environment and its support proposed:
 - Azure; Fedramp; SOC II, Type 2
 4. Previous Projects
 - Similarity of Customer (Small Governments)
VT, DE, NH listed, but they are more licensing. Does list enforcement for VT and financial processing.
 - Breadth and similarity of projects (Various Case Types, Various Processes, Class Registrations, Library Loan, Common Participants, Common Resources)
- II. COTS Product and Suitability (How clear is it that the product proposed is a mature, widely used COTS software product poised as a software as a service with a significant customer base and minimal customization, testing and implementation resources.)
 1. How much of our needs are reflected in the requirements?
 2. How much testing and troubleshooting will be needed for customization work?
 3. Are there any requirement shortfalls that concern you?
1.1.9.4 Few clients the were able to integrate outlook.
 4. How clear is it that the product proposed meets possible future needs?
1.2.5 Onsite training, registrations and library not mentioned in case management.
1.2.8.3, .4,.5, .14, .15 Calculation of penalties they have coded as P for partially.
1.2.11.2 says partial, but the explanation seems like it should be no.
1.3 Not addressed

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202302016

Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Tech Mahindra

DATE: (11-2-23)

EVALUATOR NAME: (Dawn McKenney)

EVALUATOR DEPARTMENT: DOL

5. Is there indication of how the COTS product is growing in usefulness and usability?

III. Proposed Services

1. Implementation – Work Plan

- How suitable is the plan for implementation and management?
- How suitable is the proposed method to gain knowledge of our products and processes?
- How much of our involvement does it appear will be needed to accomplish the build, and test and troubleshoot?
- How clear is the plan to bring data from the old to the new product?

2. Ongoing Support and Special Projects

- How clear is it that adequate expert support for the COTS product will be included?
- How clear is it that new products and additions we need for new features will be able to be added and integrated as we need them?
- How is support for the customization integrated with that of the COTS?

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202302016

Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Tech Mahindra

DATE: 8/30/2023

EVALUATOR NAME: John Rioux

EVALUATOR DEPARTMENT: DOL

Individual Evaluator Comments:

- I. Organization Qualifications and Experience (PNQI / Comments)
 1. Finances and Stability
Excellent.
Very large multinational company.
Many staff, much expertise.
 2. Staffing proposed
 - Product experience
Extensive.
 - Hosting experience
 - Extensive though not clear how app is housed. DB?
 - Experience with Government
Multiple Projects including Vermont and New Hampshire.
 - Project management
Extensive experience. Use Agile process.
 3. Adequacy of the hosting environment and its support proposed:
 - Azure; Fedramp; SOC II, Type 2
AWS, Common Cloud service provider.
 4. Previous Projects
 - Similarity of Customer (Small Governments)
Include agencies in the states of Vermont and New Hampshire
 - Breadth and similarity of projects (Various Case Types, Various Processes, Class Registrations, Library Loan, Common Participants, Common Resources)
License & Permit, Investigation, Enforcement Financial Processing, Integration Data Migration Other processes
RFP cut off additional Library and Class Registration activities so not sure of those capabilities and costs to include.
- II. COTS Product and Suitability (How clear is it that the product proposed is a mature, widely used COTS software product poised as a software as a service with a significant customer base and minimal customization, testing and implementation resources.)
Salesforce with Apex proprietary programming language.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202302016

Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Tech Mahindra

DATE: 8/30/2023

EVALUATOR NAME: John Rioux

EVALUATOR DEPARTMENT: DOL

Unknown Database and access for common products like OSD and Excel.

Are several places they mention drag and drop reports which is a good feature that would be welcomed if it works as intuited. Also dashboards with graphs and charts.

1. How much of our needs are reflected in the requirements?
1.1.2.5 Interesting for development and learning platform.
2. How much testing and troubleshooting will be needed for customization work?
Since even the configured part is new would require extensive testing and troubleshooting.
3. Are there any requirement shortfalls that concern you?
1.2.10.13-14--Letters can be generated by email templates and documents through tools like Conga composer. Data might need to be populated from different objects in the generated letters or documents. Automation of the process might also be required to generate letters or documents regularly for large number of employers or constituents. — Prefer use of Word and common desktop products.
4. How clear is it that the product proposed meets possible future needs?
1.1.7.1 Software releases 3 times year.
5. Is there indication of how the COTS product is growing in usefulness and usability?
Is a Gartner magic quadrant product. So likely usable and feature-rich.

III. Proposed Services

Project Manager 18 years plus. Team minimum of 5 years.

Agile methodology.

1. Implementation – Work Plan
Extensive plan required where it involves migration to another platform.
 - How suitable is the plan for implementation and management?
Very detailed and extensive.
Assumption problem: The Attachment & documents in the current NCEL system will be stored in the data warehouse and not completely migrated to the new System. The data migration of these reports, attachments, documents will be discussed during the project phase and accordingly design decision will be taken. In case all need to be migrated to the new system then this will result

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202302016

Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Tech Mahindra

DATE: 8/30/2023

EVALUATOR NAME: John Rioux

EVALUATOR DEPARTMENT: DOL

in change in scope, budget, and time—we've found this to be security risk before and would prefer to not go this route. Best if attachments are stored and secured in DB as Virtual DB.

- How suitable is the proposed method to gain knowledge of our products and processes?
Workable with time and effort.
- How much of our involvement does it appear will be needed to accomplish the build, and test and troubleshoot?
Significant.
- How clear is the plan to bring data from the old to the new product?
Significant.

2. Ongoing Support and Special Projects

Negotiable by contract and user configurable. "Turn solution over" to the SOM.

- How clear is it that adequate expert support for the COTS product will be included?
Large company, many resources. Might overpower 40-person Bureau.
- How clear is it that new products and additions we need for new features will be able to be added and integrated as we need them?
Again product is in the Gartner magic Quadrant.
- How is support for the customization integrated with that of the COTS?
Are in the elite group of "Salesforce Summit (Highest) consulting partner".

Notes:

We request the State redact our customer contact and identification information, should this proposal be made public at a later stage.
Page 5 of Qualifications document.

Note Contract Exception starting on page 144 of Proposed

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202302016

Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Tech Mahindra

DATE: 8/30/2023

EVALUATOR NAME: John Rioux

EVALUATOR DEPARTMENT: DOL

Services Document. Should we have Anne Review? Will likely
object to use of New York laws governing transactions.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202302016

Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Tech Mahindra

DATE: 9/22/23

EVALUATOR NAME: Scott Cotnoir

EVALUATOR DEPARTMENT: DOL

Individual Evaluator Comments:

- I. Organization Qualifications and Experience (PNQI / Comments)
 1. Finances and Stability **Positive**
 2. Staffing proposed
 - Product experience **Positive (16yrs)**
 - Hosting experience **Positive**
 - Experience with Government **Positive**
 - Project management **Positive**
 3. Adequacy of the hosting environment and its support proposed:
 - Azure **Positive**; Fedramp **Positive**; SOC II **Positive**, Type 2 **Positive**
 4. Previous Projects
 - Similarity of Customer (Small Governments) **Positive**
 - Breadth and similarity of projects (Various Case Types, Various Processes, Class Registrations, Library Loan, Common Participants, Common Resources) **Question**
- II. COTS Product and Suitability (How clear is it that the product proposed is a mature, widely used COTS software product poised as a software as a service with a significant customer base and minimal customization, testing and implementation resources.)
 1. How much of our needs are reflected in the requirements? **Positive**
 2. How much testing and troubleshooting will be needed for customization work? **Positive**
 3. Are there any requirement shortfalls that concern you? **Question**
 4. How clear is it that the product proposed meets possible future needs? **Question**
 5. Is there indication of how the COTS product is growing in usefulness and usability? **Question**
- III. Proposed Services
 1. Implementation – Work Plan
 - How suitable is the plan for implementation and management? **Positive**
 - How suitable is the proposed method to gain knowledge of our products and processes? **Positive**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202302016

Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Tech Mahindra

DATE: 9/22/23

EVALUATOR NAME: Scott Cotnoir

EVALUATOR DEPARTMENT: DOL

- How much of our involvement does it appear will be needed to accomplish the build, and test and troubleshoot? **Positive**
- How clear is the plan to bring data from the old to the new product? **Positive (pgs 17-20, 25-247, 30, 49)**

2. Ongoing Support and Special Projects

- How clear is it that adequate expert support for the COTS product will be included? **Positive**
- How clear is it that new products and additions we need for new features will be able to be added and integrated as we need them? **Question (pg 37 states additional custom application development built wasn't factored as part of Support scope. Will be treated as new project)**
- How is support for the customization integrated with that of the COTS? **Question**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202302016

Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Tech Mahindra

DATE: 08/31/2023

EVALUATOR NAME: Victor Tardiff

EVALUATOR DEPARTMENT: DOL

Individual Evaluator Comments:

Part IV. Section II. Organization Qualifications and Experience	
1. Overview of the Organization	
	<ul style="list-style-type: none">• P: Over 16 years' experience working with government agencies as customers• P: Liquor and Lottery project has a lot of overlap with the needs of the Bureau• N: Bidder is offering to integrate another company's (Salesforce) software rather than being responsible for the programming. They are offering a service rather than a product
2. Subcontractors	
	<ul style="list-style-type: none">• None
3. Organizational Chart	
	<ul style="list-style-type: none">• N: transition team seems generalized, with a small team of people filling multiple roles rather than specialists who focus in one part of the transition.• N: Only one member of the team would be available on-site• N: Bidder's project manager requires a stateside project manager to coordinate with rather than interacting with customers
4. Litigation	
	<ul style="list-style-type: none">• P: Bidder is not named in current litigation, and has not paid any claimants within the past 5 years
5. Financial Viability	
	<ul style="list-style-type: none">• P: Bidder has a high level of financial strength, and minimal risk.
6. Certificate of Insurance	
	<ul style="list-style-type: none">• P: Bidder provided proof of insurance showing relevant liability insurance policies associated with the project

Part IV. Section III Proposed Services	
1. Services to be Provided	
	<ul style="list-style-type: none">• N: User groups mention our staff and constituents, but not other customers using the software• I: Significant use of Kepner-Tregoe method for decision making process

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202302016

Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Tech Mahindra

DATE: 08/31/2023

EVALUATOR NAME: Victor Tardiff

EVALUATOR DEPARTMENT: DOL

- P: Prioritizing data migration should mean trainings will be offered using our own data which we have expertise handling
- P: Any configuration / customization source code generated will be owned by the Bureau rather than by the contractor.

2. Implementation - Work Plan

- I: workplan combines agile and waterfall development methodologies
- P: 21 week implementation timeline, including 13 weeks of testing and troubleshooting and an additional 4 weeks of hyper-care support

3. System Requirements – Technical Requirements

- Q: Several explanations for how a requirement is met by the product was simply a statement by the bidder saying they fully comply with the requirement, with no further details. This results in concerns about their ability to deliver.
- P: Proposal meets all General requirements with some level of unknown modification
- P: Proposal meets all Architectural requirements
- P: Proposal meets all System Performance requirements
- P: Proposal meets all System Management requirements
- P: Proposal meets all Archival requirements
- P: Proposal meets all User Interface requirements
- P: Proposal meets all Accessibility requirements
- P: Proposal meets all Security requirements
- N: Product will not interface with our other products out-of-the-box. Unsure if the bidder will be able to create those linkages as part of the contract

4. System Requirements - Functional Requirements

- Q: Several explanations for how a requirement is met by the product was simply a statement by the bidder saying they fully comply with the requirement, with no further details. This results in concerns about their ability to deliver.
- P: Proposal meets all General requirements
- P: Proposal meets all Security and Permission requirements
- P: Proposal meets all System Administration requirements
- P: Proposal meets all Record Management requirements
- P: Proposal meets all General Case Management requirements
- P: Proposal meets all Case Creation requirements

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202302016

Services Management System

RFP TITLE: 202302016 Services Management System

BIDDER NAME: Tech Mahindra

DATE: 08/31/2023

EVALUATOR NAME: Victor Tardiff

EVALUATOR DEPARTMENT: DOL

- N: Proposal requires significant customization to mirror the penalty structures present in Maine statute
- P: Proposal meets Certificate Creation requirements with minor customizations
- P: Proposal requires significant customization to meet the Document Management requirements.
- P: Proposal meets all Report Management requirements with minor customizations

5. Maine IT (OIT) Policy Explanations

- N: Bidder does not specifically address compliance with any Maine IT Policies

6. NIST 800-53 Rev 5 Policy Explanations

- P: Data center has multiple fail safes against unauthorized entry, including chaperoning visitors within the data center
- N: Response for Awareness and Training explains how bidder will train Bureau staff on product, not on how their staff are trained in security practices
- N: Bidder does not discuss system security or privacy plans, or rules of behavior
- N: Bidder does not discuss contingency response to audit logging process failures
- P: Bidder utilizes roll-based authorization and real-time system monitoring
- N: While bidder has a rigorous onboarding process, no details are given about procedures when a worker leaves employment.
- P: Bidder utilizes end-to-end encryption for data in motion, and utilizes several levels of encryption for stored data depending on data type
- P: "RAID 1" contingency plan with data stored in two geographically separate sites
- I: Permissions may be assigned at a user level rather than a role level
- N: No discussion of Bidder's System and Services Acquisition policy
- N: Bidder only lists support hours and goals for incident response, No discussion of Bidder's incident response training, testing, or how a data breach or spillage would be handled
- N: Bidder does not list any threat mitigation capabilities beyond encryption. Does not address network disconnect, Denial of Service attacks, or boundary protections.
- P: While bidder does not detail maintenance personnel or tools, this is suspected to be due to Salesforce handling those specifics. Maintenance timeline is listed and occurs regularly.



STATE OF MAINE
DEPARTMENT OF LABOR

Janet T. Mills
Governor

Laura A. Fortman
Commissioner

AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 20230216
RFP TITLE: Services Management System

I, Alysha Soule accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Labor. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

I have not advised, consulted with or assisted any bidder in the preparation of any proposal submitted in response to this RFP nor have I submitted a letter of support or similar endorsement.

I understand and agree that the evaluation process is to be conducted in an impartial manner without bias or prejudice. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

I agree to hold confidential all information related to the contents of Requests for Proposals presented during the review process until such time as the Department formally releases the award decision notices for public distribution.

Alysha Soule
Signature

8/25/2023
Date



STATE OF MAINE
DEPARTMENT OF LABOR

Janet T. Mills
Governor

Laura A. Fortman
Commissioner

AGREEMENT AND DISCLOSURE STATEMENT

RFP #: 20230216

RFP TITLE: Services Management System

I, Dawn McKenney accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Labor. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

I have not advised, consulted with or assisted any bidder in the preparation of any proposal submitted in response to this RFP nor have I submitted a letter of support or similar endorsement.

I understand and agree that the evaluation process is to be conducted in an impartial manner without bias or prejudice. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

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Dawn McKenney
Signature

08/31/2023

Date



STATE OF MAINE
DEPARTMENT OF LABOR

Janet T. Mills
Governor

Laura A. Fortman
Commissioner

AGREEMENT AND DISCLOSURE STATEMENT

RFP #: 20230216

RFP TITLE: Services Management System

I, (print name at right)

John L. Rieck

accept the offer

to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Labor. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

I have not advised, consulted with or assisted any bidder in the preparation of any proposal submitted in response to this RFP nor have I submitted a letter of support or similar endorsement.

I understand and agree that the evaluation process is to be conducted in an impartial manner without bias or prejudice. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

I agree to hold confidential all information related to the contents of Requests for Proposals presented during the review process until such time as the Department formally releases the award decision notices for public distribution.

Signature

John L. Rieck

Date

8/25/23



STATE OF MAINE
DEPARTMENT OF LABOR

Janet T. Mills
Governor

Laura A. Fortman
Commissioner

AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 20230216
RFP TITLE: Services Management System

I, **Scott Cotnoir**

accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Labor. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

I have not advised, consulted with or assisted any bidder in the preparation of any proposal submitted in response to this RFP nor have I submitted a letter of support or similar endorsement.

I understand and agree that the evaluation process is to be conducted in an impartial manner without bias or prejudice. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

I agree to hold confidential all information related to the contents of Requests for Proposals presented during the review process until such time as the Department formally releases the award decision notices for public distribution.

Scott R. Cotnoir

September 5, 2023

Signature

Date



STATE OF MAINE
DEPARTMENT OF LABOR

Janet T. Mills
Governor

Laura A. Fortman
Commissioner

AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 20230216
RFP TITLE: Services Management System

I, Victor C. Tardiff III, accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Labor. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

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Victor C. Tardiff III
Signature

08/21/2023
Date