**STATE OF MAINE REQUEST FOR PROPOSALS
SUBMITTED QUESTIONS & ANSWERS SUMMARY AND AMENDMENT #1**

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| **RFP NUMBER AND TITLE:** | 202401019 Consumer Safety Licensing System |
| **RFP ISSUED BY:** | Department of Agriculture, Conservation and Forestry |
| **SUBMITTED QUESTIONS DUE DATE:** | April 12, 2024, no later than 11:59 p.m., local time |
| **QUESTION & ANSWER SUMMARY ISSUED:** | April 26, 2024 |
| **PROPOSAL DUE DATE:** | May 28, 2024, no later than 11:59 p.m., local time ***(As Amended)*** |
| **PROPOSALS DUE TO:** | Proposals@maine.gov |

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| **Unless specifically addressed below, all other provisions and clauses of the RFP remain unchanged.** |
| **DESCRIPTION OF CHANGES IN RFP (if any):**Proposal Due Date is amended. |
| **REVISED LANGUAGE IN RFP (if any):**All references to the proposal submission deadline of April 29, 2024, no later than 11:59 p.m., local time are amended to **May 28, 2024, no later than 11:59 p.m., local time.** |

***Q&A Summary begins next page***

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

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| **1** | **RFP Section & Page Number** | **Question** |
|  N/A | Considering that Vendor questions are due to the Agency on 4/12/2024, and assuming responses will be the following week, the amount of time before the response due date is very short. Would the agency consider an extension of the due date past 4/29?  |
| **Answer** |
| **The Department has decided to extend the Proposal Due Date to May 28, 2024.** |

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| **2** | **RFP Section & Page Number** | **Question** |
| Part I, A Purpose and Background Page 6 | Who does the State of Maine envision being responsible for the *execution* of the Stakeholder Communications Plan delivered as part of this effort?  |
| **Answer** |
| Stakeholder Communications Plan would be the responsibility of the Department with regular input from the vendor. |

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| **3** | **RFP Section & Page Number** | **Question** |
| Part II.B: Data Conversion – Page 8 | What is the scale and nature of any data migration? Are there documents/files to migrate?Do you need historical data migrated?1. What are the goals for historical data conversion?
2. What use cases are you hoping to serve with the historical data?
3. Will you be using the data purely informational purposes? Will there be any need to perform transactional work on the data?
4. Do you have active projects (e.g. open permits ) in the data?
5. Will you need to close these applications in the proposed system or are you able to close them out in your current system?
6. Do any of the records require renewals? E.g. Licenses, or permits that expire?
7. Does the data include scanned documents? E.g. PDF’s or scanned images.
8. What is the expected volume of records to be migrated from the previous system? Volume of documents/attachments?

Would the Agency consider a data conversion scope limited only to legacy data necessary for processing active license, permit, and inspection processes (as opposed to all historical data)? Please estimate the # of records involved in this data conversion.  * How many systems/applications need to have data migrated
* What is the format of each?
* What is the volume of Each?
* Has the index fields been standardized throughout the life of the system/app?
* Has the data been reviewed and cleansed of duplicates and flawed data?
* Are there digital documents that you expect to migrate?
	+ How many systems/applications need to have data migrated
	+ What is the format of each?
	+ What is the volume of Each?
	+ Has the index fields been standardized throughout the life of the system/app?
* Does your plan include your department to do the data and document cleansing prior to beginning the migration process?
* Is it correct to assume no scanning of paper or other content is included in the migration?
* How many systems/applications need to have data migrated
* What is the format of each?
* What is the volume of Each?
* Has the index fields been standardized throughout the life of the system/app?
* Has the data been reviewed and cleansed of duplicates and flawed data?
* Are there digital documents that you expect to migrate?
	+ How many systems/applications need to have data migrated
	+ What is the format of each?
	+ What is the volume of Each?Has the index fields been standardized throughout the life of the system/app?
* Does your plan include your department to do the data and document cleansing prior to beginning the migration process?
* Is it correct to assume no scanning of paper or other content is included in the migration?
 |
| **Answer** |
| Detailed discovery should be included as part of Part II.A Project Planning and Part II.B Data Conversion.See Part II.B 1. Data Conversion
	1. The awarded Bidder must perform crosswalk functions from legacy Access/SQLServer database to the proposed solution.
	2. The awarded Bidder must prepare a Migration and Test Plan.
	3. The awarded Bidder must migrate the legacy data to the proposed solution.
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| **4** | **RFP Section & Page Number** |  |
| Part II, E | What are the options to integrate with the systems specified (Maine service bus, active directory, PayMaine II)? Are there SMEs for each system available to work with? Will the State have staff available for this project? Please provide anydetails regarding. |
| **Answer** |
| Maine Subject Matter Experts (SMEs) will be available to assist with integrations. |

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| **5** | **RFP Section & Page Number** |  |
| Part II, E | Are integrations REST or SOAP based? How many integrations? Are there any security requirements such as mTLS? For any integration needs, we are assuming that Rest APIs will be available for us to use. Is this correct?  |
| **Answer** |
| Detailed technical discovery should be included as part of Part II.A Project Planning and Part II.B Data Conversion.See Appendix G – Technical Assessment: “a Cloud Service Provider must demonstrate with artifacts how the product/solution will satisfy the following NIST 800-53, Rev. 5, security and privacy control families to a security baseline appropriate to the impact level of the data.” |

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| **6** | **RFP Section & Page Number** |  |
| Part II, E | Please provide more information on these integrations, will you entertain alternates where noted?1. Active Directory
2. Microsoft 365
3. PayMaine II, custom payment solution (Can an alternative be provided if PCI/DSS compliant and out of the box?)
4. DocuWare document imaging repository
5. ArcGIS
6. Maine Service Bus, and the Maine Managed File Transfer (Please describe and detail this integration)
 |
| **Answer** |
| Detailed technical discovery should be included as part of Part II.A Project Planning and Part II.B Data Conversion.*If the proposed solution includes alternates to the items listed above, please note that in your proposal.* |

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| **7** | **RFP Section & Page Number** |  |
| Part II, E | What functionality is desired with the ArcGIS integration?  |
| **Answer** |
| Please submit your solution’s ability to interface with ArcGIS. |

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| **8** | **RFP Section & Page Number** |  |
| Part II, F Training | Does the State of Maine have an internal Learning and Development team? Do you have a Learning Management System (LMS) for on-demand employee learning?  |
| **Answer** |
| The state does not have an Internal Learning and Development team. The state has LMS applications that can be utilized for training. |

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|  **9** | **RFP Section & Page Number** |  |
| Part II, F | Does the application need to support multiple languages?What languages do online applications and the public portal need to be available in?  |
| **Answer** |
|  The proposed solution will be in English. |

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|  **10** | **RFP Section & Page Number** |  |
| Part II.I: Enterprise Solution - Page 9  | Has Maine already defined the core set of user personas across both constituents and agency personnel for the Enterprise Solution? Do “constituents” include businesses, individuals, or both?   |
| **Answer** |
| User profiles will be determined during discovery phase. Public clients can be individuals, businesses or both. |

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|  **11** | **RFP Section & Page Number** |  |
| Part II.I: Enterprise Solution - Page 9  | What method(s) should be considered in the delivery of "electronic compliance notifications"? |
| **Answer** |
|  Email notification |

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| **12** | **RFP Section & Page Number** |  |
| Part II, I | How much user research / strategy has already been conducted for the Consumer Safety requirements? Is there a clear vision or roadmap on what needs to be done to achieve the desired Enterprise Solution?   |
| **Answer** |
| The solution will be based on current state and federal requirements, using current Department workflows as a roadmap. |

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| **13** | **RFP Section & Page Number** |  |
| Part II, I-2 | Does environment need to be PCI compliant? |
| **Answer** |
| No. |

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| **14** | **RFP Section & Page Number** | **Question** |
| Part II Section I 2.a.(3) | Does "Operational public portal with license/permit query capabilities" refer to the ability for the public to run a general search on existing licenses/permits, or does it refer to a portal in which the public can access licenses/permits with the intent to fill out and submit them? |
| **Answer** |
| The public portal will be used for generalized searches as well as submitting applications and receiving feedback and approvals. |

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| **15** | **RFP Section & Page Number** |  |
| Part II, I-3 | Does a mobile / responsive mobile website meet requirements? |
| **Answer** |
|  The solution requires a mobile component. |

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| **16** | **RFP Section & Page Number** |  |
| Part II, I-4 | Which metrics need to be reported on?  |
| **Answer** |
| Detailed discovery should be included as part of Part II.A Project Planning. |

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| **17** | **RFP Section & Page Number** | **Question** |
| Appendix F: Access - A-2  | The functional requirements refer to the following roles: Inspector, office associate, supervisor, program manager, system administrator. Are there any additional roles not included in this list that bidders should consider, and how many individuals are in each role group? Are any of these roles performed by any third parties (not employees of the State of Maine)? If so, who are the third parties and which roles do they perform?   |
| **Answer** |
| No additional roles are defined. No third parties are used. |

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| **18** | **RFP Section & Page Number** | **Question** |
|  DM 1 | Is "filtering" for images meant to be on metadata for the images (e.g. Date Saved, Image File Name, etc.)  |
| **Answer** |
| Please indicate your solution’s ability to filter/key stored documents and relate them to a case or client. |

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| **19** | **RFP Section & Page Number** | **Question** |
| FA-1FA-2 | Is it assumed the user would be using a mobile device? Meaning, users would need to print via bluetooth from a phone or tablet? |
| **Answer** |
|  The ideal proposed solution would allow for printing from a mobile device. |

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| **20** | **RFP Section & Page Number** | **Question** |
| FA-3 | Digital Signature or Electronic Signature required?Is integration with an Electronic Signature tool like DocuSign or Adobe Sign in scope for this project?  Is there a specific electronic signature software provider required? Existing account with DocuSign, Adobe etc?Is an existing electronic signature solution in place? If so, what is that solution?   |
| **Answer** |
| Application signatures (legally binding) and acknowledgement signatures will be required. Please describe your solution’s ability to capture signatures and acknowledgements. |

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| **21** | **RFP Section & Page Number** | **Question** |
| FR 1-3 | What is involved in completing a Foodborne Illness Risk Factor study?  |
| **Answer** |
| The FDA (Food and Drug Administration) dictates what data should be reported. Proposed solution should allow for certain data to be extracted into spreadsheets or reports for this purpose.  |

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| **22** | **RFP Section & Page Number** | **Question** |
| Appendix F: Public Portal - P-All  | To what extent, if any, is there existing current state documentation of Public Portal user (e.g. citizens, businesses) workflows and associated business rules?  |
| **Answer** |
|  A public portal is a requirement for the new solution. No current documentation exists. |

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| **23** | **RFP Section & Page Number** | **Question** |
| Appendix F: Employee Workflow WF-All  | To what extent, if any, is there existing current state documentation of Employee Workflows and associated business rules? |
| **Answer** |
|  Refer to Appendix F - Functional Requirements Matrix. |

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| **24** | **RFP Section & Page Number** | **Question** |
| Appendix F: Employee Workflow - WF-3 | Does the state desire the new system to hold the fee rate table and billing rules engine?  |
| **Answer** |
|  A fee rate table should be included in the solution. See Part II.I.2.a.4 - The Enterprise Solution requires “Operational API integration with the State’s credit card 3rd party processing system”. |

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| **25** | **RFP Section & Page Number** | **Question** |
| Appendix F: Employee Workflow - WF-8  | Does DACF wish to digitize existing checklists or is there an opportunity to refactor existing inspection checklists as part of the new solution design?   |
| **Answer** |
|  Detailed forms and reports will be shared with the winning bidder. |

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| **26** | **RFP Section & Page Number** | **Question** |
| WF 10 | Are documents all expected to be stored and managed within DocuWare and/or Microsoft Office 365 (which was listed on RFP Part II, E)?  |
| **Answer** |
| Please indicate your solution’s ability to store and manage documents and relate them to a case or client. |

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| **27** | **RFP Section & Page Number** | **Question** |
| Appendix F: Employee Workflow - WF-11  | Can you please provide more clarity around the use case for deleting, but not removing documents?  |
| **Answer** |
| For audit and FOIAA purposes, all records will remain in the database. Record deletion will be virtual (flagged as inactive, etc.).  |

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| **28** | **RFP Section & Page Number** | **Question** |
| Appendix F: Employee Workflow - WF-14, 15  | Licensing, Permitting, and Inspection SaaS (Software as a Service) solutions typically integrate with barcode solutions. Does the State already have (or is the State currently putting in place) a barcoding solution with which this solution can integrate? |
| **Answer** |
| Bar code readers are currently used to look up (read only) numbers stored in the database. Bar coding integration is not within the scope of this RFP.  |

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| **29** | **RFP Section & Page Number** | **Question** |
|  N/A | What is the priority, sequencing, and expected timeline for bringing the various systems on-line in the new solution?  What is the anticipated project start date and desired go-live date for the solution? |
| **Answer** |
| Detailed discovery, including priority, sequencing and expected timeline should be included as part of Part II.A Project Planning.The expectation is to have the new solution deployed to Production within one year of contract signing. |

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| **30** | **RFP Section & Page Number** | **Question** |
|  N/A | Can the Department provide the number of internal users, by each board, that will require access to this system? |
| **Answer** |
|  Estimate 50 total internal users. |

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| **31** | **RFP Section & Page Number** | **Question** |
|  N/A | How many public customers will need access to the system? |
| **Answer** |
|  Estimate 10,000 to 15,000 public customers post implementation. |

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| **32** | **RFP Section & Page Number** | **Question** |
| N/A |  How many inspection schedulers are expected per program area? |
| **Answer** |
| Approximately 12 inspection schedulers per program area |

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| **33** | **RFP Section & Page Number** | **Question** |
|  N/A | How many inspectors are expected per program area? |
| **Answer** |
| Approximately 6-12 inspectors per program area |

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| **34** | **RFP Section & Page Number** | **Question** |
|  N/A |  How many inspectors are also schedulers? |
| **Answer** |
| All. |

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| **35** | **RFP Section & Page Number** | **Question** |
|  N/A | Please provide a list of external data integrations that are required with this system.   |
| **Answer** |
|  See Part II.E. Interfaces and Integration |

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| **36** | **RFP Section & Page Number** | **Question** |
|  N/A | Is the solution expected to piggyback on any existing implementation within the Department? If yes, please elaborate. |
| **Answer** |
|  No. |

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| **37** | **RFP Section & Page Number** | **Question** |
|  N/A | For internal users, we are assuming that there will be a need for an Active Directory integration in the new solution. Is that correct?   |
| **Answer** |
|  Yes. This is stated in Part II.E.a. |

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| **38** | **RFP Section & Page Number** | **Question** |
|  N/A | Are there any data exchange requirements?  |
| **Answer** |
| Current data exchanges are performed separately. Please describe your solution’s ability to interface with outside systems. |

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| **39** | **RFP Section & Page Number** | **Question** |
|  N/A | Can you approximate the number of records that are to be migrated into the new system?  |
| **Answer** |
| This question is not specific enough to answer. |

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| **40** | **RFP Section & Page Number** | **Question** |
|  N/A |  Can you approximate the number of files that are to be migrated into the new system?  |
| **Answer** |
|  This question is not specific enough to answer. |

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| **41** | **RFP Section & Page Number** | **Question** |
|  N/A |  What kind of tablet or mobile device is being used by the inspectors for conducting inspections?  |
| **Answer** |
| Multiple device types are currently used. The solution should run on Windows and mobile devices.  |

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| **42** | **RFP Section & Page Number** | **Question** |
|  N/A | Is there a requirement to integrate with any external examination or certification systems (P.E., CE, etc)?   |
| **Answer** |
|  No. |

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| **43** | **RFP Section & Page Number** | **Question** |
|  N/A | Is there a requirement to bring in application/permit data from fillable forms into the system?  |
| **Answer** |
|  No. |

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| **44** | **RFP Section & Page Number** | **Question** |
|  N/A | What are the three main pain points that the Department is trying to overcome with the new solution?What are the current pain points related to each of the legacy products?  |
| **Answer** |
|  Please submit your solution’s benefits. |

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| **45** | **RFP Section & Page Number** | **Question** |
|  N/A | Can you describe what if any document types that will need to be pushed into the Departments document management system?   |
| **Answer** |
|  Common Microsoft document types including .docx, xls, .jpg, .pdf, etc. |

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| **46** | **RFP Section & Page Number** | **Question** |
|  N/A | If there are inspections in scope, will offline data capability be required?  |
| **Answer** |
| See Appendix F, Field Access requirements: Allow for wireless devices to function without internet access. |

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| **47** | **RFP Section & Page Number** | **Question** |
|  N/A | Can you quantify the number of applications that are submitted annually? Business? Individual?   |
| **Answer** |
| Approximately 10,000 applications submitted annually, don’t distinguish between bus and individual |

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| **48** | **RFP Section & Page Number** | **Question** |
|  N/A | How many Program Areas/Boards are intended for this project and for each program area, how many different types of applications/permits both initial and renewal? How many systems in totality and please describe the contents of the data to be migrated? |
| **Answer** |
| This project includes 3 program areas: Food, Weights and Measures, and Feed, Seed and Fertilizer. Approximately 35-50 application types.Detailed discovery should be included as part of Part II.A Project Planning and Part II.B Data Conversion |

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| **49** | **RFP Section & Page Number** | **Question** |
|  N/A | How many license types required in new system? |
| **Answer** |
| Approximately 35-50 license types. |

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| **50** | **RFP Section & Page Number** | **Question** |
|  N/A | Can you quantify the number of applications that are submitted annually? Business? Individual?  About how many applications do you receive for each license, permit, or registration type on an annual basis? How many renewals of each type are processed annually?   |
| **Answer** |
| Approximately 10,000 applications are submitted annually. The business workflow does not distinguish between business and individual applications. |

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| **51** | **RFP Section & Page Number** | **Question** |
|  N/A | Does pesticide applicator license is part of this system?  |
| **Answer** |
|  Not applicable. |

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| **52** | **RFP Section & Page Number** | **Question** |
|  N/A | How many education/certifications provider integration required in new system? |
| **Answer** |
| None. |

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| **53** | **RFP Section & Page Number** | **Question** |
|  N/A | Does the Department have any ETL tool?  |
| **Answer** |
| Please describe the ETL tools that bidder uses for data migration. |

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| **54** | **RFP Section & Page Number** | **Question** |
|  N/A | Has the Organization seen demos from vendors in the last 12 months? If yes, from whom? |
| **Answer** |
|  See Part V.B.2.d Stage Four – Demonstrations (page 17). |

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| **55** | **RFP Section & Page Number** | **Question** |
| N/A | Has funding been approved for this project? If so, what is the project budget? |
| ***Answer*** |
| Please submit your proposed budget for scoring and evaluation. |

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| **56** | **RFP Section & Page Number** | **Question** |
|  N/A | Please provide a full list of permit types and license types that you would like to be digitized in the new system?How many different types of licenses, permits, and registrations are in scope, and what are the names of each?    |
| **Answer** |
|  Detailed forms and reports will be shared with the winning bidder. |

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| **57** | **RFP Section & Page Number** | **Question** |
|  N/A | How will the State wish to handle address, parcel & owner (APO) information?1. Local dataset?
2. Other data source? Please list.

Will you wish to have an integrated solution that will provide updates on the APO information on a scheduled basis |
| **Answer** |
|  The Department uses data entry standards for addresses which are stored in the application. Please describe your solution’s interface and associated costs. |