**STATE OF MAINE**

**Maine State Library**



**RFP# 202404081**

**Statewide Database Package of Online Resources**

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| **RFP Coordinator** | *All communication regarding the RFP must be made through the RFP Coordinator identified below*.**Name:** Lori Fisher **Title:** State Librarian**Contact Information:** lori.fisher@maine.gov  |
| **Submitted Questions Due** | *All questions must be received by the RFP Coordinator identified above by:***Date:** April 18, 2024, no later than 11:59 p.m., local time |
| **Proposal Submission Deadline** | *Proposals must be received by the Division of Procurement Services by:***Submission Deadline:** April 30, 2024, no later than 11:59 p.m., local time.*Proposals must be submitted electronically to:* Proposals@maine.gov |

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PUBLIC NOTICE

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**State of Maine**

**Maine State Library**

**RFP# 202404081**

**Statewide Database Package of Online Resources**

The State of Maine is seeking proposals for a single statewide package of online content (databases) as well as quotations for individually identified online resources.

A copy of the RFP, as well as the Question & Answer Summary and all amendments related to the RFP, can be obtained at: <https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps>

Proposals must be submitted to the State of Maine Division of Procurement Services, via e-mail, at: Proposals@maine.gov. Proposal submissions must be received no later than 11:59 p.m., local time, on Tuesday, April 30, 2024. Proposals will be opened the following business day. Proposals not submitted to the Division of Procurement Services’ aforementioned e-mail address by the aforementioned deadline will not be considered for contract award.

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**RFP TERMS/ACRONYMS with DEFINITIONS**

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

|  |  |
| --- | --- |
| **Term/Acronym** | **Definition** |
| **Department** | Maine State Library |
| **RFP** | Request for Proposal |
| **State** | State of Maine |
| **ADA provisions** | Americans with Disabilities Act and provision of Section 508 of the Rehabilitation Act of 1973 and subsequent amendments.  |
| **Citation** | Pertinent information needed to find the full text of a publication. Citation of an article in a periodical generally includes author(s), article title, source journal title, volume, pages, and date. |
| **Content** | Information contained within database(s) that include publications and material of interest to the general public; scholarly and professional literature which address the needs of academic and professional clientele; information for K-12 schools, two-year, four-year, graduate-level colleges and universities; consumer health information; and information for the business and medical communities. |
| **COUNTER** | Counting Online Usage of Networked Electronic Resources (<https://cop5.projectcounter.org/en/5.1/>) is an agreed international set of standards and protocols governing the recording and exchange of online usage data. |
| **CREW** | CREW: A Weeding Manual for Modern Libraries is the standard systematized guide for librarians to choose which materials to deaccession from their collections. CREW stands for Continuous Review Evaluation Weeding. |
| **Database** | A searchable web-based catalog or index containing information about published items or the full text of the published item. |
| **DOE Content Standards** | The Maine Department of Education (DOE) maintains State educational standards for PreK through 12th grade for English Language Arts, Health Education, Life and Career Ready, Mathematics, Physical Education, Science and Engineering, Social Studies, Visual and Performing Arts, and World Languages. <https://www.maine.gov/doe/learning/content>  |
| **DML** | Digital Maine Library is the current platform that provides every resident of Maine with access to online resources (<https://library.digitalmaine.org/>)  |
| **Discovery** | A single tool which searches multiple online resources simultaneously |
| **Full text** | The complete text (including graphics, e.g. images, pictures, charts) of each referenced article is available for online viewing, printing, or downloading. If two (2) or more images/charts per issue appear in the print version, but are omitted from the online version due to legal reasons, the publication will not be considered full-text. |
| **General reference material** | Resources presenting a balanced overview and factual information about commonplace subjects, issues and topics. Examples include, but are not limited to: encyclopedias, almanacs, dictionaries, handbooks, etc. |
| **Location Based authentication** | Used to authenticate end-users access to resources based on meeting location requirements. In this case, end-users who are physically located in Maine should be granted authorization to access the resource.  |
| **Maine InfoNet** | A nonprofit collaborative of academic, public, school, and special libraries that helps support the implementation and technology used by libraries for resource access and sharing. |
| **Package** | A bundled collection of web-based databases or electronic resources from one vendor with a particular price point  |
| **Peer-reviewed** | A journal’s featured articles are examined by people with credentials in the article’s field of study before it is published |
| **Resource** | Encompasses databases, aggregators, language acquisition tools, online education suites, etc. |
| **RDA** | Resource Description and Access is a standard for library cataloging. |
| **Search Interface** | The tool with which users can search the content of a database. |
|  **SUSHI** | **Standardized Usage Statistics Harvesting Initiative** is a standard that defines an automated request and response model for the harvesting of electronic resource usage data utilizing a Web services framework. |
| **STEM** | An overarching term encompassing its parts: science, technology, engineering, and math. |
|  **WCAG** | **Web Content Accessibility Guidelines** encompass a wide range of standard recommendations for making Web content more accessible. |

**State of Maine – Maine State Library**

**RFP# 202404081**

**Statewide Database Package of Online Resources**

**PART I INTRODUCTION**

1. **Purpose and Background**

The Maine State Library (Department) is seeking is proposals to provide a thorough a cloud hosted, vendor managed statewide database package for Digital Maine Library as defined in this Request for Proposal (RFP) document. This document provides instructions for submitting proposals, the procedure and criteria by which the awarded Bidder will be selected, and the contractual terms which will govern the relationship between the State of Maine (State) and the awarded Bidder.

Digital Maine Library (DML), <https://library.digitalmaine.org/>, provides free access to a collection of online databases and digital resources accessible to all Maine residents, schools, libraries of all types, community colleges, and universities. These resources facilitate lifelong learning and support students from early education to post graduate studies. DML consists primarily of fee-based resources and does include some carefully curated free reference resources provided for users’ convenience.

DML is a collaboration between the Maine State Library, the University of Maine, and other public/private organizations that collectively fund the statewide licensing of these resources.

For a full list of DML’s current resources, go to <https://library.digitalmaine.org/all-databases/>.

In an effort to ensure that MSL offers the best possible statewide database resources, this RFP seeks a substantial database package. There will be an additional process in the near future that will result in a Pre-Qualified Vendor List to provide additional one-off online content resources for products that are not included in this larger database package.

As a result of this RFP, the Department will award one bid on a comprehensive core collection comprised of a variety of non-fiction resources that support the general education and research needs of K-12 and higher education audiences, as well as the general information and lifelong learning needs of the general public. This core collection must provide unlimited, authorized concurrent users, and be available 24 hours per day, 365 days per year, with minimal downtime.

This demographic data is provided in order for Bidders to provide accurate information in bids.

State of Maine

* Estimated total population: 1,395,722 (most recent available data from July 2023; retrieved from United States Census Bureau)

Maine Academic Institutions (most recent available data from 2022-23; retrieved from the Maine Department of Education, Higher Education)

* Total academic institutions: 32
* Four-year public universities: 8
* Community colleges: 7
* Private universities: 17
* Approx. total student enrollment: 69,600

Public Primary and Secondary Schools (most recent available data from 2022-2023 school year; retrieved from the Maine Department of Education Student Enrollment Data)

* Schools: 602
* Total student enrollment: 173,931

Public Libraries (most recent available data from 2022; retrieved from the 2021 IMLS Public Library Survey Results):

* Public libraries: 255
* Total registered public library users: 651,761
1. **General Provisions**
	1. From the time the RFP is issued until award notification is made, all contact with the State regarding the RFP must be made through the RFP Coordinator. No other person/ State employee is empowered to make binding statements regarding the RFP. Violation of this provision may lead to disqualification from the bidding process, at the State’s discretion.
	2. Issuance of the RFP does not commit the Department to issue an award or to pay expenses incurred by a Bidder in the preparation of a response to the RFP. This includes attendance at personal interviews or other meetings and software or system demonstrations, where applicable.
	3. All proposals must adhere to the instructions and format requirements outlined in the RFP and all written supplements and amendments (such as the Summary of Questions and Answers), issued by the Department. Proposals are to follow the format and respond to all questions and instructions specified below in the “Proposal Submission Requirements” section of the RFP.
	4. Bidders will take careful note that in evaluating a proposal submitted in response to the RFP, the Department will consider materials provided in the proposal, information obtained through interviews/presentations (if any), and internal Departmental information of previous contract history with the Bidder (if any). The Department also reserves the right to consider other reliable references and publicly available information in evaluating a Bidder’s experience and capabilities.
	5. The proposal must be signed by a person authorized to legally bind the Bidder and must contain a statement that the proposal and the pricing contained therein will remain valid and binding for a period of 180 days from the date and time of the bid opening.
	6. The RFP and the awarded Bidder’s proposal, including all appendices or attachments, will be the basis for the final contract, as determined by the Department.
	7. Following announcement of an award decision, all submissions in response to this RFP will be public records, available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA) ([1 M.R.S. § 401](http://www.mainelegislature.org/legis/statutes/1/title1sec401.html) et seq.).
	8. The Department, at its sole discretion, reserves the right to recognize and waive minor informalities and irregularities found in proposals received in response to the RFP.
	9. All applicable laws, whether or not herein contained, are included by this reference. It is the Bidder’s responsibility to determine the applicability and requirements of any such laws and to abide by them.
2. **Eligibility to Submit Bids**

All interested parties are invited to submit bids in response to this Request for Proposals.

1. **Contract Term**

The Department is seeking a cost-efficient proposal to provide services, as defined in the RFP, for the anticipated contract period defined in the table below. Please note, the dates below are estimated and may be adjusted, as necessary, in order to comply with all procedural requirements associated with the RFP and the contracting process. The actual contract start date will be established by a completed and approved contract.

Contract Renewal: Following the initial term of the contract, the Department may opt to renew the contract for 3 one-year renewal periods, as shown in the table below, and subject to continued availability of funding and satisfactory performance.

The term of the anticipated contract, resulting from the RFP, is defined as follows:

|  |  |  |
| --- | --- | --- |
| **Period** | **Start Date** | **End Date** |
| Initial Period of Performance | July 1, 2024 | June 30, 2026 |
| Renewal Period #1 | July 1, 2026 | June 30, 2028 |
| Renewal Period #2 | July 1, 2028 | June 30, 2030 |

1. **Number of Awards**

The Department anticipates making one (1) award of the statewide database package.

**PART II SCOPE OF SERVICES TO BE PROVIDED**

**A.1. CONTENT**

Using **Appendix F**, Bidder must identify all databases to be included in the Statewide Package and applicable information related to each database.

The following outlines the required categories of informational resources important for inclusion in a single statewide package of databases.

1. **General Interest Resources**

General Interest Resource(s): Bidder must offer comprehensive subject coverage on wide ranging topics of interest to the general public. Types of content sought to include (but may not be limited to): car repair, family history/genealogy, legal forms, popular magazines, health and wellness, and hobbies and crafts. Must include full-text periodicals and/or other full-text information resources.

1. **Newspapers**

Newspaper coverage including global and U.S. publications, especially those from Maine’s major newspaper publications, including historic to current coverage.

1. **Readers Advisory**

Reader’s advisory tool primarily for librarian usage for ages PreK – adult.

1. **PreK-12**
	1. PreK-12 Educational Resource(s): Bidder must include comprehensive coverage and full-text/full experience on those subjects that are part of the Maine educational curriculum. Resources should be able to be aligned to the Maine Learning Results: <https://www.maine.gov/doe/learning/content>.
	2. It is preferred to have resources that include age-appropriate publications/information in Early Literacy (including PreK-3 e-books and interactives that build reading skills), English Language Arts (including Reader’s Advisory for PreK-12), Social Sciences, Humanities, Science/Engineering/Technology, Current Events/Social Issues, and Mathematics for K-12.
	3. It is preferred to have resources that allow for limiting searches and/or content by reading levels.
2. **Academic Resources**

Academic (Undergraduate) Educational Resource(s): Bidder must offer comprehensive subject coverage and include full-text for subjects found in a typical undergraduate academic curriculum. These must include peer reviewed publications that meet the needs of the undergraduate curriculum. Subjects to be covered (not limited to) include business, social sciences, humanities, nursing, STEM, and literary studies.

1. It is preferred to have databases that include full-text article content including images, illustrations, tables, charts, videos, reference entries, etc.
2. **Small Business Resources**

Small Business Resource(s): Must include full-text material, including demographics, management, business/company listings, marketing/marketing research, entrepreneurship, business plans, etc., relevant to all aspects of starting, implementing, and growing a business.

1. **Reference eBooks / Resources**

Reference eBooks: Must include general and subject specific encyclopedias, directories, etc.

1. The reference eBook collection MUST adhere to the criteria outlined in the [CREW manual](https://www.tsl.texas.gov/ld/pubs/crew/index.html), pages 61-82, both at the outset of the collection and throughout the contract, with titles weeded as needed to meet the CREW criteria. This will ensure the collection maintains only current and accurate materials. The eBook collection must not contain materials more than 10 years old.
2. It is preferred to have eBooks that include not only article content but images, illustrations, tables, charts, multi-media, etc.
3. **Career, College, & Workforce Building Skills**

Test Preparations, Licensing, Certification, Career Preparation and Workforce Skills Building Resource(s): Must offer comprehensive full-text, self-paced modules/video tutorials/courses covering topics that are of interest to high school and higher education students as well as general public users. The resource must include a resume builder and tools to build adult core skills and digital literacy skills. The resource also must include preparation and study for professional licensure exams, high school equivalency tests (GED and HiSET), the U.S. Naturalization Test, and college entrance exams (ACT, SAT, and Compass/Accuplacer).

With an understanding of the required categories of content listed above, all Bidders must use the Proposed Content Template in **Appendix F** (Part A.1) to provide additional responses for this section. The template will enable Bidders to provide detailed descriptions of their products that address the components of each content category for each database and details about the product’s title coverage.

Using **Appendix G**, Bidder must document all **services** to be included in the Statewide Package for A.1. through A.7.

**A.2. Interface (Including search/discovery interface)**

1. Mandatory

The interface must:

* 1. Comply fully with ADA provisions.
	2. Provide users with the ability to create individual accounts to save their searches and content with these accounts stored in the database using hashed AES-256 encrytion.
	3. Provide multiple format options for article content (HTML, PDF, etc.).
	4. Provide the ability to display the number of pages before printing.
	5. Provide ability to mark multiple articles and provide the capability of printing, downloading, and emailing of batches of articles.
	6. Provide persistent links with embedded authentication to full-text content in order to create a seamless experience for the user.
	7. Provide the ability to limit by peer-reviewed content and by resource type (e.g., dissertation, article, book review, etc.).
	8. Display complete article citation information in search results.
	9. Provide an advanced search screen option in addition to a basic search, with appropriate advanced search functionality.
	10. Provide the ability to select and produce citations in the style format of the user’s choice (e.g., MLA, APA, etc.).
1. Highly desirable

It is highly desired for the system to:

* 1. Provide a feature that allows public and K12 libraries to customize the interface and specific databases for their websites, including databases of other vendors within DML and any that the individual library subscribes to separately. Additionally, these customized pages will allow participating libraries to track usage.
	2. Provide translation for search interface and content for requested languages other than English.
	3. Provide linking to full-text content for electronic reserve and courseware applications.
	4. Provide table of contents display for individual issues of periodicals and link to individual articles from table of contents.
	5. Provide highlighted search terms in results of search.
	6. Provide voice narration of text.
	7. Provide browsing access to indexes and thesauri.
	8. Provide the ability to sort the search results by date, relevance, type of publication, full text, peer reviewed, geography, etc.
	9. Provide ability to set up search alerts via email or RSS feeds.
	10. Be accessible with a wide array of portable devices, including personal devices such as smartphones and tablets.
	11. Provide integration options with standard learning management systems (LMS).
	12. Be compliant with American National Standards Institute (ANSI) Standard Z39.50.
	13. Provide both single database and cross-database search capabilities.
	14. Remove duplicate entries across search results in the results display.
	15. Provide the ability to limit or search by reading level for material aimed primarily for the K-12 audience.
	16. Provide usability and sharing tools such as social networking interactivity.
	17. Provide ability for predictive searching.
	18. Provide customization options and linking to local library services.
	19. Allow emailing of search terms and search history.

**A.3. Authentication**

The Vendor must act as the single provider of location-based authentication services for all DML resources, including other vendors' products.

**A.4. Statistics and Reporting**

1. Mandatory
	1. The Vendor must provide monthly usage data reports for all individual databases in the package for no additional cost.
	2. Data must comply at minimum with COUNTER Code of Practice, Release 4.
2. Highly desirable
	1. If the Vendor provides a customizable website template for public and school libraries, it is highly desirable that monthly usage statistics can be provided for the locations that use this feature.

**A.5. Training and Marketing**

1. **Training**
	1. The Vendor must provide a recommended training plan for librarians and educators on using the databases. The training plan must include:
		1. Training formats offered (face-to-face, on-demand or live webinars, online support resources, tutorials, etc.).
		2. A description of virtual or online training options available.
		3. Maximum number of training sessions included in the price of the contract.
		4. Any additional training costs that may be incurred by the Department or individual libraries.
		5. An overview of any online materials freely available to all end users, such as how-to guides or on-demand video tutorials.
2. **Marketing**
	1. Mandatory
		1. The Vendor must provide online marketing materials for no extra cost for librarians and educators to promote their products. These materials must be customizable and easily printed.
	2. Highly desirable
		1. The Vendor will provide marketing materials designed specifically for public, school, and academic libraries at no extra cost.

**A.6. Discovery, Metadata, Linking, and Branding**

The system must:

1. Support linking standards and technologies such as OpenURL.
2. Provide customization options to allow for DML branding.

**A.7. Support and Service**

The Vendor must:

1. Make the package available with Uptime of 99.9%, Recovery Time Objective of two (2) hours, and Recovery Point Objective of two (2) hours..
2. Provide ongoing technical support for the life of the contract at no additional cost.
3. Maintain institutional and user confidentiality and privacy at all times, with no third-party disclosure of customer information.
4. All queries must return within five (5) seconds, presuming Ethernet-connectivity. Allow unlimited, authorized concurrent users.
5. Provide a package that is compatible with popular Web browsers including MS Edge, Chrome and Safari.
6. Provide a clear explanation of any plug-in or helper applications or bandwidth requirements for the system to fully operate successfully.
7. Provide technical support staffed by individuals with knowledge of the database application at least between 8:00 a.m. and 5:00 p.m. Eastern Standard Time.
8. Provide a reliable communication plan with the Department and Maine InfoNet to report downtime, changes in content availability, and user interface improvements or changes.
9. Provide participating libraries with clear guidance on any usage constraints on articles for interlibrary loan and digital reference services provided by libraries.
10. Provide a refund or credits to participating libraries with existing individual subscriptions to individual resources included in the database package.
11. Provide a timeline for a service initiation and plan for user transition to product. There must be no charge for transition services.
12. Provide a plan for minimizing product downtime including how planned/ unplanned downtime is communicated to customers.
13. Provide an annual report and meet with Department and Maine InfoNet staff annually to report usage statistics including changes over time, recent and upcoming product enhancement and changes, suggestions for improvements in the training and marketing plan, and other recommendations.

**B. Scope of Services – Additional Services or Content Resources**

Bidders must use **Appendix F** to describe any additional **content** **resources** included in the Statewide Package that do not fit into the content areas listed in Section A.

Bidders must use **Appendix G** to describe any additional **services** included in the Statewide Package that do not fit into the areas listed in Section A.

**PART III KEY RFP EVENTS**

1. **Questions**
	1. **General Instructions:** It is the responsibility of all Bidders and other interested parties to examine the entire RFP and to seek clarification, in writing, if they do not understand any information or instructions.
		1. Bidders and other interested parties should use **Appendix E** (Submitted Questions Form) for submission of questions. The form is to be submitted as a WORD document.
		2. The Submitted Questions Form must be submitted, by e-mail, and received by the RFP Coordinator identified on the cover page of the RFP as soon as possible but no later than the date and time specified on the RFP cover page.
		3. Submitted Questions must include the RFP Number and Title in the subject line of the e-mail. The Department assumes no liability for assuring accurate/complete/on time e-mail transmission and receipt.
	2. **Question & Answer Summary:** Responses to all questions will be compiled in writing and posted on the following website no later than seven (7) calendar days prior to the proposal due date: [Division of Procurement Services RFP Page](https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps). It is the responsibility of all interested parties to go to this website to obtain a copy of the Question & Answer Summary. Only those answers issued in writing on this website will be considered binding.
2. **Amendments**

All amendments released in regard to the RFP will also be posted on the following website: [Division of Procurement Services RFP Page](https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps). It is the responsibility of all interested parties to go to this website to obtain amendments. Only those amendments posted on this website are considered binding.

1. **Submitting the Proposal**
	1. **Proposals Due:** Proposals must be received no later than 11:59 p.m. local time, on the date listed on the cover page of the RFP.
		1. Any e-mails containing original proposal submissions or any additional or revised proposal files, received after the 11:59 p.m. deadline, will be rejected without exception.
	2. **Delivery Instructions:** E-mail proposal submissions are to be submitted to the State of Maine Division of Procurement Services at Proposals@maine.gov.
		1. Only proposal submissions received by e-mail will be considered. The Department assumes no liability for assuring accurate/complete e-mail transmission and receipt.
			1. Proposal submission e-mails that are successfully received by the proposals@maine.gov inbox will receive an automatic reply stating as such.
		2. E-mails containing links to file sharing sites or online file repositories will not be accepted as submissions. Only e-mail proposal submissions that have the actual requested files attached will be accepted.
		3. Encrypted e-mails received which require opening attachments and logging into a proprietary system will not be accepted as submissions. Please check with your organization’s Information Technology team to ensure that your security settings will not encrypt your proposal submission.
		4. File size limits are 25MB per e-mail. Bidders may submit files separately across multiple e-mails, as necessary, due to file size concerns. All e-mails and files must be received by the due date and time listed above.
		5. Bidders are to insert the following into the subject line of their e-mail proposal submission: **“RFP# 202404081 Proposal Submission – [Bidder’s Name]”**
		6. Bidder’s proposal submissions are to be broken down into multiple files, with each file named as it is titled in bold below, and include:
* **File 1 [Bidder’s Name] – Preliminary Information:**

*PDF format preferred*

**Appendix A** (Proposal Cover Page)

**Appendix B** (Debarment, Performance and Non-Collusion Certification)

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

* **File 2 [Bidder’s Name] – Organization Qualifications and Experience:**

*PDF format preferred*

**Appendix C** (Organization Qualifications and Experience Form) and all required information and attachments stated in PART IV, Section II.

* **File 3 [Bidder’s Name] – Proposed Services and Technical Assessment:**

*Microsoft Word format preferred for Proposed Services; Microsoft Excel format preferred for Technical Assessment*

All required information and attachments stated in PART IV, Section III (Appendices E, F, and G).

* **File 4 [Bidder’s Name] – Cost Proposal:**

*Microsoft Word format preferred*

**Appendix D** (Cost Proposal Form) and all required information and attachments stated in PART IV, Section IV.

**PART IV PROPOSAL SUBMISSION REQUIREMENTS**

This section contains instructions for Bidders to use in preparing their proposals. The Department seeks detailed yet succinct responses that demonstrate the Bidder’s qualifications, experience, and ability to perform the requirements specified throughout the RFP.

The Bidder’s proposal must follow the outline used below, including the numbering, section, and sub-section headings. Failure to use the outline specified in PART IV, or failure to respond to all questions and instructions throughout the RFP, may result in the proposal being disqualified as non-responsive or receiving a reduced score. The Department, and its evaluation team, has sole discretion to determine whether a variance from the RFP specifications will result either in disqualification or reduction in scoring of a proposal. Rephrasing of the content provided in the RFP will, at best, be considered minimally responsive.

Bidders are not to provide additional attachments beyond those specified in the RFP for the purpose of extending their response. Additional materials not requested will not be considered part of the proposal and will not be evaluated. Include any forms provided in the submission package or reproduce those forms as closely as possible. All information must be presented in the same order and format as described in the RFP.

**Proposal Format and Contents**

**Section I Preliminary Information** (File #1)

* 1. **Proposal Cover Page**

Bidders must complete **Appendix A** (Proposal Cover Page). It is critical that the cover page show the specific information requested, including Bidder address(es) and other details listed. The Proposal Cover Page must be dated and signed by a person authorized to enter into contracts on behalf of the Bidder.

* 1. **Debarment, Performance and Non-Collusion Certification**

Bidders must complete **Appendix B** (Debarment, Performance and Non-Collusion Certification Form). The Debarment, Performance and Non-Collusion Certification Form must be dated and signed by a person authorized to enter into contracts on behalf of the Bidder.

**Section II Organization Qualifications and Experience** (File #2)

* 1. **Overview of the Organization**

Bidders must complete **Appendix C** (Qualifications and Experience Form) describing their qualifications and skills to provide the requested services in the RFP. Bidders must include three examples of projects which demonstrate their experience and expertise in performing these services as well as highlighting the Bidder’s stated qualifications and skills.

* 1. **Subcontractors**

If subcontractors are to be used, Bidders must provide a list that specifies the name, address, phone number, contact person, and a brief description of the subcontractors’ organizational capacity and qualifications.

* 1. **Organizational Chart**

Bidders must provide an organizational chart.  The organizational chart must include the project being proposed.  Each position must be identified by position title and corresponding to the personnel job descriptions.

* 1. **Litigation**

Bidders must attach a list of all current litigation in which the Bidder is named and a list of all closed cases that have closed within the past five (5) years in which the Bidder paid the claimant either as part of a settlement or by decree.  For each, list the entity bringing suit, the complaint, the accusation, amount, and outcome.

* 1. **Licensure/Certification**

Bidders may provide documentation of any applicable licensure/certification or specific credentials that are related to providing the proposed services of the RFP.

* 1. **Certificate of Insurance**

Bidders must provide a certificate of insurance on a standard ACORD form (or the equivalent) evidencing the Bidder’s general liability, professional liability and any other relevant liability insurance policies that might be associated with the proposed services.

**Section III Proposed Services** (File #3)

* 1. **Services to be Provided**

Bidders are to complete Appendix F (Part A.1 & B Proposed Content Template) and include their narrative response document to Parts A.1 through A.7 in Appendix E, both in Microsoft Word. Bidders are to describe the methods and resources you will use and how you will accomplish the tasks involved. Also, describe how you will ensure expectations and/or desired outcomes as a result of these services will be achieved. If subcontractors are involved, clearly identify the work each will perform.

* 1. **Technical Assessment**

Bidder must complete **Appendix G** (Technical Assessment Form) describe the Bidder’s capability to meet the stated requirements and policies identified.

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

* 1. **General Instructions**
		1. Bidders must submit a cost proposal that covers the period starting July 1, 2024 and ending on June 30, 2026, for the initial period of performance. The cost proposal must also include costs for two two-year renewal increments. In each of these renewal periods, explain any cost increases. State if any are estimates; if so, provide a not to exceed figure.
		2. The cost proposal must include the costs necessary for the Bidder to fully comply with the contract terms, conditions, and RFP requirements.
		3. No costs related to the preparation of the proposal for the RFP, or to the negotiation of the contract with the Department, may be included in the proposal. Only costs to be incurred after the contract effective date that are specifically related to the implementation or operation of contracted services may be included.
	2. **Cost Proposal Form Instructions**

Bidders must fill out **Appendix D** (Cost Proposal Form), following the instructions detailed here and in the form. Failure to provide the requested information, and to follow the required cost proposal format provided, may result in the exclusion of the proposal from consideration, at the discretion of the Department.

**PART V PROPOSAL EVALUATION AND SELECTION**

Evaluation of the submitted proposals will be accomplished as follows:

1. **Evaluation Process – General Information**
	1. An evaluation team, composed of qualified reviewers, will judge the merits of the proposals received in accordance with the criteria defined in the RFP.
	2. Officials responsible for making decisions on the award selection will ensure that the selection process accords equal opportunity and appropriate consideration to all who are capable of meeting the specifications. The goals of the evaluation process are to ensure fairness and objectivity in review of the proposals and to ensure that the contract is awarded to the Bidder whose proposal provides the best value to the State of Maine.
	3. The Department reserves the right to communicate and/or schedule interviews/presentations with Bidders, if needed, to obtain clarification of information contained in the proposals received. The Department may revise the scores assigned in the initial evaluation to reflect those communications and/or interviews/presentations. Changes to proposals, including updating or adding information, will not be permitted during any interview/presentation process and, therefore, Bidders must submit proposals that present their rates and other requested information as clearly and completely as possible.
2. **Scoring Weights and Process**
	1. **Scoring Weights:** The score will be based on a 100-point scale and will measure the degree to which each proposal meets the following criteria.

**Section I. Organization Qualifications and Experience (15 points)**

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

**Section II. Proposed Services and Technical Assessment (50 points)**

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

**Section III. Cost Proposal (35 points)**

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

* 1. **Scoring Process:** For proposals that demonstrate meeting the eligibility requirements in Section I, the evaluation team will use a consensus approach to evaluate and score Sections II & III above. Members of the evaluation team will not score those sections individually but, instead, will arrive at a consensus as to assignment of points for each of those sections. Sections IV, the Cost Proposal, will be scored as described below.
	2. **Scoring the Cost Proposal:** The total cost proposed for conducting all the functions specified in the RFP will be assigned a score according to a mathematical formula. The lowest bid will be awarded 35 points. Proposals with higher bids values will be awarded proportionately fewer points calculated in comparison with the lowest bid.

The scoring formula is:

(Lowest submitted cost proposal / Cost of proposal being scored) x 35 = pro-rated score

No Best and Final Offers: The State of Maine will not seek or accept a best and final offer (BAFO) from any Bidder in this procurement process.  All Bidders are expected to provide their best value pricing with the submission of their proposal.

* 1. **Negotiations:** The Department reserves the right to negotiate with the awarded Bidder to finalize a contract. Such negotiations may not significantly vary the content, nature or requirements of the proposal or the Department’s Request for Proposal to an extent that may affect the price of goods or services requested. The Department reserves the right to terminate contract negotiations with an awarded Bidder who submits a proposed contract significantly different from the proposal they submitted in response to the advertised RFP. In the event that an acceptable contract cannot be negotiated with the highest ranked Bidder, the Department may withdraw its award and negotiate with the next-highest ranked Bidder, and so on, until an acceptable contract has been finalized. Alternatively, the Department may cancel the RFP, at its sole discretion.
1. **Selection and Award**
	1. The final decision regarding the award of the contract will be made by representatives of the Department subject to approval by the State Procurement Review Committee.
	2. Notification of conditional award selection or non-selection will be made in writing by the Department.
	3. Issuance of the RFP in no way constitutes a commitment by the State of Maine to award a contract, to pay costs incurred in the preparation of a response to the RFP, or to pay costs incurred in procuring or contracting for services, supplies, physical space, personnel or any other costs incurred by the Bidder.
	4. The Department reserves the right to reject any and all proposals or to make multiple awards.
2. **Appeal of Contract Awards**

Any person aggrieved by the award decision that results from the RFP may appeal the decision to the Director of the Bureau of General Services in the manner prescribed in [5 M.R.S.A. § 1825-E](http://www.mainelegislature.org/legis/statutes/5/title5sec1825-E.html) and [18-554 Code of Maine Rules Chapter 120](https://www.maine.gov/dafs/bbm/procurementservices/policies-procedures/chapter-120).  The appeal must be in writing and filed with the Director of the Bureau of General Services, 9 State House Station, Augusta, Maine, 04333-0009 within 15 calendar days of receipt of notification of conditional contract award.

**PART VI CONTRACT ADMINISTRATION AND CONDITIONS**

1. **Contract Document**
	1. The awarded Bidder will be required to execute a [**IT Service Contract (IT-SC)**](https://www.maine.gov/dafs/bbm/procurementservices/sites/maine.gov.dafs.bbm.procurementservices/files/inline-files/IT%20Service%20Contract%20%28IT-SC%29%20Template_1.12.24_0.pdf) with appropriate riders as determined by the issuing department. Bidders shall carefully review the IT-SC and make note of any *proposed* exceptions utilizing **Appendix H – IT-SC Exception Form**.

*All exceptions will be negotiated between the awarded Bidder(s) and the State. The State will not accept any proposed exceptions as part of this RFP process. The State is not obligated to accept, negotiate, or compromise of any proposed exceptions.*

The complete set of standard State of Maine Service Contract documents, along with other forms and contract documents commonly used by the State, may be found on the Division of Procurement Services’ website at the following link: [Division of Procurement Services Forms Page](https://www.maine.gov/dafs/bbm/procurementservices/forms)

* 1. Allocation of funds is final upon successful negotiation and execution of the contract, subject to the review and approval of the State Procurement Review Committee. Contracts are not considered fully executed and valid until approved by the State Procurement Review Committee and funds are encumbered. No contract will be approved based on an RFP which has an effective date less than fourteen (14) calendar days after award notification to Bidders. (Referenced in the regulations of the Department of Administrative and Financial Services, [Chapter 110, § 3(B)(i)](https://www.maine.gov/dafs/bbm/procurementservices/policies-procedures/chapter-110).)

This provision means that a contract cannot be effective until at least 14 calendar days after award notification.

* 1. The State recognizes that the actual contract effective date depends upon completion of the RFP process, date of formal award notification, length of contract negotiation, and preparation and approval by the State Procurement Review Committee. Any appeals to the Department’s award decision(s) may further postpone the actual contract effective date, depending upon the outcome. The contract effective date listed in the RFP may need to be adjusted, if necessary, to comply with mandated requirements.
	2. In providing services and performing under the contract, the awarded Bidder must act as an independent contractor and not as an agent of the State of Maine.
1. **Standard State Contract Provisions**
	1. Contract Administration

Following the award, a Contract Administrator from the Department will be appointed to assist with the development and administration of the contract and to act as administrator during the entire contract period. Department staff will be available after the award to consult with the awarded Bidder in the finalization of the contract.

* 1. Payments and Other Provisions

The State anticipates paying the Contractor on the basis of net 30 payment terms, upon the receipt of an accurate and acceptable invoice. An invoice will be considered accurate and acceptable if it contains a reference to the State of Maine contract number, contains correct pricing information relative to the contract, and provides any required supporting documents, as applicable, and any other specific and agreed-upon requirements listed within the contract that results from the RFP.

**PART VII LIST OF RFP APPENDICES AND RELATED DOCUMENTS**

**Appendix A** – Proposal Cover Page

**Appendix B** – Debarment, Performance, and Non-Collusion Certification

**Appendix C** – Qualifications and Experience Form

**Appendix D** – Cost Proposal Form

**Appendix E** – Submitted Question Form

**Appendix F** – Proposed Content Template

**Appendix G** – Response to Proposed Services Form

**Appendix H –** Technical Assessment Form

**APPENDIX A**

**State of Maine**

**Maine State Library**

**PROPOSAL COVER PAGE**

**RFP# 202404081**

**Statewide Database Package of Online Resources**

|  |  |
| --- | --- |
| **Bidder’s Organization Name:** |  |
| **Chief Executive - Name/Title:** |  |
| **Tel:** |  | **E-mail:** |  |
| **Headquarters Street Address:** |  |
| **Headquarters City/State/Zip:** |  |
| ***(Provide information requested below if different from above)*** |
| **Lead Point of Contact for Proposal - Name/Title:** |  |
| **Tel:** |  | **E-mail:** |  |
| **Headquarters Street Address:** |  |
| **Headquarters City/State/Zip:** |  |

* This proposal and the pricing structure contained herein will remain firm for a period of 180 days from the date and time of the bid opening.
* No personnel currently employed by the Department or any other State agency participated, either directly or indirectly, in any activities relating to the preparation of the Bidder’s proposal.
* No attempt has been made, or will be made, by the Bidder to induce any other person or firm to submit or not to submit a proposal.
* The above-named organization is the legal entity entering into the resulting contract with the Department if they are awarded the contract.
* The undersigned is authorized to enter contractual obligations on behalf of the above-named organization.

*To the best of my knowledge, all information provided in the enclosed proposal, both programmatic and financial, is complete and accurate at the time of submission.*

|  |  |
| --- | --- |
| **Name (Print):** | **Title:** |
| **Authorized Signature:** | **Date:** |

**APPENDIX B**

**State of Maine**

**Maine State Library**

**DEBARMENT, PERFORMANCE, and NON-COLLUSION CERTIFICATION**

**RFP# 202404081**

**Statewide Database Package of Online Resources**

|  |  |
| --- | --- |
| **Bidder’s Organization Name:** |  |

*By signing this document, I certify to the best of my knowledge and belief that the aforementioned organization, its principals and any subcontractors named in this proposal:*

1. *Are not presently debarred, suspended, proposed for debarment, and declared ineligible or voluntarily excluded from bidding or working on contracts issued by any governmental agency.*
2. *Have not within three years of submitting the proposal for this contract been convicted of or had a civil judgment rendered against them for:*
	1. *Fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a federal, state, or local government transaction or contract.*
	2. *Violating Federal or State antitrust statutes or committing embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property.*
3. *Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or Local) with commission of any of the offenses enumerated in paragraph (b) of this certification.*
4. *Have not within a three (3) year period preceding this proposal had one or more federal, state, or local government transactions terminated for cause or default*.
5. *Have not entered into a prior understanding, agreement, or connection with any corporation, firm, or person submitting a response for the same materials, supplies, equipment, or services and this proposal is in all respects fair and without collusion or fraud. The above-mentioned entities understand and agree that collusive bidding is a violation of state and federal law and can result in fines, prison sentences, and civil damage awards.*

|  |  |
| --- | --- |
| **Name (Print):** | **Title:** |
| **Authorized Signature:** | **Date:** |

**APPENDIX C**

**State of Maine**

**Maine State Library**

## QUALIFICATIONS and EXPERIENCE FORM

**RFP# 202404081**

**Statewide Database Package of Online Resources**

|  |  |
| --- | --- |
| **Bidder’s Organization Name:** |  |

|  |
| --- |
| **Present a brief statement of qualifications. Describe the history of the Bidder’s organization, especially regarding skills pertinent to the specific work required by the RFP and any special or unique characteristics of the organization which would make it especially qualified to perform the required work activities. You may expand this form and use additional pages to provide this information.** |
|  |

**APPENDIX C (continued)**

|  |
| --- |
| **Provide a description of projects that occurred within the past five years which reflect experience and expertise needed in performing the functions described in Part II – Scope of Services to be Provided of the RFP. Please note that contract history with the State of Maine, whether positive or negative, may be considered in rating proposals even if not provided by the Bidder.***If the Bidder has not provided similar services, note this, and describe experience with projects that highlight the Bidder’s general capabilities.*  |

|  |
| --- |
| **Project One** |
| **Client Name:** |  |
| **Client Contact Person:** |  |
| **Telephone:** |  |
| **E-Mail:** |  |
| **Brief Description of Project** |
|  |

|  |
| --- |
| **Project Two** |
| **Client Name:** |  |
| **Client Contact Person:** |  |
| **Telephone:** |  |
| **E-Mail:** |  |
| **Brief Description of Project** |
|  |

|  |
| --- |
| **Project Three** |
| **Client Name:** |  |
| **Client Contact Person:** |  |
| **Telephone:** |  |
| **E-Mail:** |  |
| **Brief Description of Project** |
|  |

**APPENDIX D**

**State of Maine**

**Maine State Library**

**COST PROPOSAL FORM**

**RFP# 202404081**

**Statewide Database Package of Online Resources**

Bidders are to provide their proposed cost for the initial period of performance and each available renewal period (4). Bidder's costs must include the cost for all content and services provided in Part A (A.1-A.7) and the additional no cost content, services or products provided in Part B (if applicable). Copyright, license and royalty fees must be included in the product price.

|  |  |
| --- | --- |
| **Bidder’s Organization Name:** |  |
| **Initial Period of Performance: July 1, 2024 to June 30, 2026** |  $ |
| **Renewal Period #1: July 1, 2026 to June 30, 2028** | $ |
| **Renewal Period #2: July 1, 2028 to June 30, 2030** |  $ |
| **Total Proposed 6-Year Cost** | **$ 0.00** |

The full total "5-year" cost of the single statewide package of databases and associated services will be used to calculate and score the cost proposals.

 **APPENDIX E**

**State of Maine**

**Maine State Library**

**SUBMITTED QUESTIONS FORM**

**RFP# 202404081**

**Statewide Database Package of Online Resources**

This form should be used by Bidders when submitting written questions to the RFP Coordinator as defined in Part III of the RFP.

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

|  |  |
| --- | --- |
| **RFP Section & Page Number** | **Question** |
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*\* If a question is not related to any section of the RFP, state “N/A” under “RFP Section & Page Number”.*

*\*\* Add additional rows, if necessary*

*\*\*\* Submit in WORD format, not PDF*

**APPENDIX F**

**State of Maine**

**Maine State Library**

**PROPOSED CONTENT TEMPLATE**

**RFP# 202404081**

**Statewide Database Package of Online Resources**

**The response to proposed services form may be obtained in a Word (.docx) format by double clicking on the document icon below.**



**APPENDIX G**

**State of Maine**

**Maine State Library**

**RESPONSE TO PROPOSED SERVICES FORM**

**RFP# 202404081**

**Statewide Database Package of Online Resources**

**The response to proposed services form may be obtained in a Word (.docx) format by double clicking on the document icon below.**



**APPENDIX H**

**State of Maine**

**Maine State Library**

**TECHNICAL ASSESSMENT FORM**

**RFP# 202404081**

**Statewide Database Package of Online Resources**

The Technical Assessment Form can be obtained by double-clicking the Excel (.xlsx) icon below.

