



**EFFICIENCY MAINE TRUST  
REQUEST FOR PROPOSALS (RFP) FOR INFORMATION  
TECHNOLOGY SERVICE PROVIDER**

**RFP EM-012-2020**

Version 3

**Date Issued: February 21, 2020**

**Proposals Due: April 24, 2020, 3:00 p.m. Eastern Time (US)**

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**Separate attachments:**

Attachment A – Proposal Cover Sheet Form

Attachment B – Standard Agreement

Attachment C – Project Proposal Cost Form

## SECTION 1 – RFP INFORMATION AND INSTRUCTIONS

### 1.1 Purpose

The Efficiency Maine Trust (the Trust) seeks a qualified bidder or team of bidders to administer information technology (IT) services for the maintenance of our network, hardware and software, and for timely resolution of IT-related issues raised by staff, as needed.

### 1.2 Designated Contact Person for this RFP

Tim Reed  
 Communications Manager  
 Efficiency Maine Trust  
 168 Capitol Street, Suite 1  
 Augusta, ME 04330-6856  
 Phone: (207) 213-4157  
 Email: [tim.reed@efficiencymaine.com](mailto:tim.reed@efficiencymaine.com)

### 1.3 Schedule

	Milestone	Date/Deadline
1	RFP Issued	2/21/2020
2	Questions Due	3/20/2020
3	Responses to Questions Posted	3/27/2020
4	Proposals Due at Efficiency Maine Trust Office	<b>5/1/2020, 3:00 p.m. Eastern Time (US)</b>
5	Anticipated Award Date	5/15/2020
6	Anticipated Contractor Start	7/1/2020

Schedule changes: The Trust reserves the right to modify this schedule at its discretion. Any changes or additional information regarding the RFP schedule and pre-bid activities, including responses to questions, will be posted on the Trust's website at: <http://www.efficiencymaine.com/opportunities>

### 1.4 Anticipated Contract Term

The Trust anticipates awarding three consecutive, one-year contracts to a single bidder to cover a period of performance from July 1, 2020 through June 30, 2023, with the option of adding two one-year extensions at the discretion of the Trust. The contracts will be Time and Materials with a not-to-exceed maximum.

### 1.5 Anticipated Contract Budget

The Trust will develop a budget for IT services after reviewing submitted bids. Bidders are encouraged to propose the most cost-effective solution that meets the requirements laid out below. The contract will be structured on a Time and Materials basis with a Not-To-Exceed maximum budget. Over the last few years, the budget for IT services has averaged approximately \$80,000 per year. The Trust will consider proposed budgets at other amounts, depending on the overall value of the services and on available funding.

### 1.6 Proposal Submittal Deadline

Proposals must be received at the Trust's office by the due date and time specified in section 1.3. Any proposal received after the deadline will not be considered. Proposals must be complete when submitted; changes or additions will not be accepted after the specified due date and time, except for any clarifications requested of bidders by the Trust.

### **1.7 Submitting Questions**

Questions regarding this RFP must be submitted by email to the Designated Contact Person listed in section 1.2 prior to the due date above. The subject line of the email should be: "Information Technology Service Provider RFP Questions". Responses to questions will be posted on <http://www. efficiencymaine.com/opportunities>.

### **1.8 Proposal Confidentiality**

Bidders should be aware that information provided to the Trust is subject to the Maine Freedom of Access Act (FOAA), 1 M.R.S. §§ 401 et seq., unless there is a specific confidentiality exemption in the Efficiency Maine Trust Act, 35-A M.R.S. §10106. Unless there has been an express request by a bidder that certain information within the statutory exemption be designated confidential and the Trust's Board has made an express determination of confidentiality under the Efficiency Maine Trust Act, all information submitted in response to this RFP will be considered public records available for public inspection pursuant to the Maine FOAA following announcement of an award decision.

### **1.9 Contract Award**

The Trust will notify all bidders of the contract award decision by email and will post the decision on the Trust's website. The Trust reserves the right to negotiate the final terms and conditions of the contract award with a winning bidder whose proposal is selected by the Trust, and to reject any winning bidder with whom the Trust cannot agree to terms and conditions meeting the Trust's needs, in the Trust's sole judgment. The Trust reserves the right to reject any proposal that does not meet these requirements.

### **1.10 Contracting Process**

The selection process is governed by the Efficiency Maine Trust Rule Chapter 1: Contracting Process for Service Providers and Grant Recipients, which can be found on the Trust's website: <http://www. efficiencymaine.com/docs/Chapter-1-Contracting-Process-for-Service-Providers-and-Grant-Recipients.pdf>.

### **1.11 RFP Process – Reservation of Rights**

The Trust reserves the right to cancel or extend the RFP process at any time. The Trust also reserves the right to reject noncompliant submissions in response to this RFP and to waive minor formalities in the Trust's reasonable discretion. Issuance of this RFP does not commit the Trust to make an award or to pay any costs or expenses incurred by a bidder in connection with preparation of a proposal or response to this RFP.

### **1.12 Contract Agreement**

A copy of the Efficiency Maine Trust Standard Agreement appropriate to this RFP is provided as **Attachment B – Standard Agreement**. This is the standard document that will complete the agreement for services between the winning bidder and the Trust. Information regarding a customer that has participated or that may participate in a Trust program is deemed confidential by the Efficiency Maine Trust Act. The winning bidder and its agents and subcontractors will be required to execute a nondisclosure agreement. See <http://legislature.maine.gov/statutes/35-A/title35-Asec10106.html> for additional information on related confidentiality restrictions.

### 1.13 Request for Reconsideration

An aggrieved person may request a hearing for reconsideration of a contract award decision by filing a written petition with the Executive Director of the Trust within 14 calendar days of the notification of the contract award. Each petition to reconsider must meet the requirements specified in Efficiency Maine Trust Rule Chapter 1, Contracting Process for Service Providers and Grant Recipients, Section 5(B), which can be found on the Trust's website under Documents and Services:

<http://www.efficiencymaine.com/docs/Chapter-1-Contracting-Process-for-Service-Providers-and-Grant-Recipients.pdf>

## SECTION 2 – BACKGROUND INFORMATION

### 2.1 Efficiency Maine Trust

The Trust is the independent administrator for programs to improve the efficiency of energy use and reduce greenhouse gases in Maine. The Trust does this primarily by delivering financial incentives on the purchase of high-efficiency equipment or changes to operations that help customers save electricity, natural gas and other fuels throughout the Maine economy. The Trust also promotes education and training, maintains a website of consumer information and vendor registries, initiates pilot projects to explore the effectiveness of new energy technology and program designs, and conducts or manages measurement, verification and third-party evaluation of program activity.

The Trust is a quasi-state agency governed by a Board of Trustees with oversight from the Maine Public Utilities Commission. The Trust currently employs 20 in-house staff who work from two office locations and manages a number of contractors that assist with program delivery and related analyses.

### 2.2 IT Infrastructure Overview, Design and Requirements

The Trust utilizes a standard network architecture that includes a firewall, switches, servers, client workstations, and TCP/IP over Ethernet for connectivity. The Trust has a dedicated, locked, air-conditioned server room in addition to multiple printers, scanners and copiers at its main office in Augusta, Maine and a backup server, IT infrastructure (e.g., cabling and wireless modems), and printer/copier/scanner at an office in Westbrook, Maine. Telephone and internet service is provided by FirstLight (40/40 fiber connection). All systems operate at gigabit speeds for improved network performance. Windows servers run the Windows Server 2019 platform and the domain functional level is Windows Server 2016. The domain runs Microsoft Active Directory to handle its directory services. E-mail services for the Trust are run by Office 365 in a Hybrid configuration using Exchange 2016. Approximately 25 client workstations on the network run Microsoft Windows 10. Internet connectivity is provided via a business class cable connection. More detailed information on the Trust's current system follows:

#### 2.2.1 Hardware

- HP Proliant DL380 Gen 9 configured as ESXI 6.0 vHost:
  - Virtual Windows Server 2019 Standard running Active Directory domain controller (1), DHCP, DNS, Azure AD Connect
  - Virtual Windows Server 2019 Standard running file/print services
  - Virtual Windows Server 2019 Standard running financial management application

- Virtual Windows Server 2019 Standard running financial management SQL 2017
- Virtual Windows Server 2016 Standard running EAC/IIS
- HP Proliant DL380 Gen 9 configured as ESXI 6.0 vHost (for Disaster recovery):
  - Virtual Windows Server 2019 Standard running Active Directory domain controller (2)
- Dell PowerEdge R710 in Westbrook:
  - ESXI 6.0 vhost (for offsite Disaster recovery).
- Firewall device - Augusta:
  - Brand and Model information left out for security purposes. The firewall has features such as deep packet inspection, SSL VPN and expandability.
- Firewall device - Westbrook:
  - Brand and Model information left out for security purposes. The firewall has features such as deep packet inspection, SSL VPN and expandability.
- VPN device:
  - LoginTC RADIUS Appliance/Connector
- Spam filter device:
  - Barracuda Email Security Service
- Backups:
  - Barracuda Appliance 390 in Augusta backs up to Barracuda Appliance 490 in Westbrook and the cloud
- UPS device:
  - APC Smart-UPS X 3000 in Augusta
  - APC UPS 3000 in Westbrook
- Client machines:
  - Efficiency Maine's 25 client machines are a mix of Dell Latitude E5440, 5480, Precision 4700, 6800, 7200 laptops. Each laptop also has a docking station and external keyboard, mouse, monitor and other peripherals.
- Printers:
  - Brother HL-L6200DW
  - HP LaserJet 3010
  - Xerox AltaLink C8045
  - Brother HL-3170CDW

- Switches:
  - HP 1920S 48P POE in Augusta
  - HP 1920S 24P POS in Westbrook
- Wireless
  - (4) Ubiquiti UniFi UAP-AC-LR in Augusta
  - (1) Ubiquiti UniFi UC-CK in Augusta
  - (1) Ubiquiti UniFi UAP-AC-LR in Westbrook

### 2.2.2 Software

All Trust laptops run Windows 10 Professional and utilize Office 365 (2016). Many laptops utilize additional software such as Adobe Creative Suite, earlier versions of Microsoft products, and various plugins to integrate cloud software such as Asana and/or Infusionsoft.

### 2.2.3 Information Technology Services Provider Role

The Information Technology Service Provider (ITSP) will serve as the point of contact for all information technology and certain data-related functions, systems, products, services and advice for the Efficiency Maine Trust. The ITSP will report to and through the Trust's IT Lead. Before undertaking any special projects that will include billable hours, the contractor will submit an outline of the project and its best estimate of the time and costs that would be incurred. The Trust may deny any costs of activities not approved in advance. Time-critical requests for assistance must receive high-priority attention from the ITSP. Less urgent requests for assistance can be bundled for efficiency and cost-effectiveness, with anticipated timeframes for response communicated to the relevant staff member.

## SECTION 3 – SCOPE OF WORK

Following is a task-by-task description of the work covered by this RFP.

### Task 1: Information Technology Servicing Transition Plan

The winning bidder must develop a transition plan that outlines all major tasks associated with taking over the management of the Information Technology infrastructure. The successful ITSP shall function as the main point of contact for the Trust's information technology management.

### Task 2: Network Support and Administration

The ITSP will manage, administer and support the Trust's computer network and servers, system backups and maintenance and will develop and implement policies for organization of electronic files and version control to support organizational efficiency. The Trust's computer network includes all servers, laptops, mobile devices, printers, peripherals and programs loaded to those devices whether currently owned or leased and operational or later acquired during the term of the contract. The ITSP is expected to:

- Work with Trust staff to define requirements and plan project lifecycle deployment;
- Define resources and schedule for project/program implementation;
- Create strategies for risk mitigation and contingency planning;
- Plan and schedule project deliverables, goals, milestones;
- Maintain the integrity and continual operation of the network;

- Ensure the continual functioning of mission critical operations;
- Maintain security and privacy of the information systems, communication lines, and equipment;
- Develop, review, and certify all back-up and disaster recovery procedures and plans;
- Plan and implement additions, deletions and major modifications to the IT infrastructure in coordination with the IT Lead;
- Oversee the implementation of network security;
- Anticipate future network needs, identifies proactive solutions to satisfy needs; and,
- Assist with Freedom of Information Act (FOIA) 5 U.S.C. section 552 and/or Freedom of Access Act (FOAA) 1 M.R.S.A. section 401 requests for information, as needed.

**Task 3: General IT Support**

The ITSP will provide responsive and timely assistance to Trust staff to address IT-related questions, problems and issues as they arise consistent with a service level agreement. It is anticipated that the contractor will address many issues and concerns remotely and by phone. The ITSP also must schedule regular visits to address in-office service issues. The ITSP will arrange routine maintenance and program upgrades so as to minimize or avoid disruption to Trust staff. The ITSP will provide general support to resolve hardware (including mobile devices) and network problems, upgrade software and hardware, monitor expiring licenses and assure that there is no lapse in necessary coverage and protection, and recommend improvements in security, policies and procedures. Time-critical requests from staff for assistance must receive high-priority attention from the ITSP. Less urgent requests for assistance can be bundled for efficiency and cost-effectiveness, with anticipated timeframes for response communicated to the relevant staff member.

**Task 4: Planning and Development**

The ITSP will work with the IT Lead, Executive Director, Deputy Director, and other Trust staff to monitor, assess and respond to division and agency-wide technology and data-related needs and opportunities. The ITSP will provide input on and manage implementation of IT policies and procedures. For example, as requested by the Trust, the ITSP will research and/or recommend:

- Revised system development priorities;
- Improvements to overcome procedural problems;
- New or revised standards, procedures, and policies;
- Recommended long-term plans (including implementation strategies) to address IT trends; and
- Non-traditional/creative approaches to solving problems faced by the organization and individual staff, as appropriate.

**Task 5: Products and Services**

At the direction of the EMT IT lead, the ITSP will coordinate IT-related purchases, installations, maintenance and repair and serve as the liaison to IT vendors for computer hardware/software, website, email, VPN, telecommunications, and other technology-based office equipment.

**Task 6: Contractors/Consultants**

The Trust may request input from the ITSP on contracts with other IT-related service providers and consultants for activities not covered by this RFP. In some cases, the ITSP may subcontract to additional providers to address time-limited requirements.

## SECTION 4 – PROPOSAL REQUIREMENTS

### 4.1 Proposal Packaging and Physical Contents

Proposals must be delivered to the Trust in an envelope or package clearly labeled, “**Response to Efficiency Maine Trust RFP for Information Technology Service Provider**” or sent digitally to the listed contact.

The proposal submission must include:

- One signed, original document that is unbound and includes all sections, forms and appendices,
- Four bound, hard copies of the entire original, and
- One electronic copy of the complete proposal. Files must be provided in Microsoft Word and/or PDF format and a copy of Attachment C must be provided in Microsoft Excel format.

### 4.2 Format Requirements

Proposals will be evaluated for adherence to the following format requirements:

- Proposals must be typewritten.
- Pages must be numbered.
- Unnecessary attachments (i.e., any attachments beyond those sufficient to present a complete, comprehensive, and effective proposal) will not be considered in the evaluation of the proposal.
- Proposals must adhere to prescribed page limits specified in this RFP. The Trust values concise proposals.

### 4.3 Content and Organization Requirements

The proposal must include the following contents, which should be presented in the following order:

#### 1. Proposal Cover Sheet Form

- Include a completed, signed Proposal Cover Sheet Form, which is provided in Attachment A of the Request for Proposals.
- Proposals that include teaming arrangements must designate one party as the lead bidder.

#### 2. Table of Contents

#### 3. Letter of Transmittal (1 page)

Include a brief Letter of Transmittal, on company letterhead, signed by an appropriate officer of the lead bidder who can bind the company to a contract.

#### 4. Letters of Commitment (1 page each)

If the proposal involves any subcontractors, include a letter of commitment from each subcontractor, signed by an appropriate officer of the subcontractor who can bind the company to a contract. Include a statement certifying that the provision of services to the Trust will not result in a conflict of interest.

#### 5. Introduction (2 pages maximum)

Summarize understanding of the services requested in the RFP and proposed approach to fulfilling the requirements of this RFP. Briefly describe the proposed project team and qualifications.

**6. Statement of Work (25 pages maximum)**

Provide the following information by task to address the activities described in Section 3.

**Task 1. Service Transition Plan**

Outline all major tasks associated with taking over the management of Information Technology Services. Describe the tasks, who will take the lead on each and the start and end date for each. Include activities such as establishing a periodic in-office presence; establishing an off-site customer service support; hiring/training personnel; updating all process documents; becoming acquainted with the Trust's security policies; and orchestrating a seamless transition of service. Describe your team's experience and proposed approach to taking over existing/established infrastructure.

**Task 2. Network Support and Administration**

Describe your team's experience and approach to network support and administration.

**Task 3. General IT support**

Describe your experience, capabilities and approach to general IT support, staffing, and training.

**Task 4. Planning and Development**

Describe your approach and any experience in planning and developing a process to stay ahead of operating system retirement, hardware failure, and meeting new security standards.

**Task 5. Products and Services**

Describe your experience and proposed process steps to coordinate IT-related purchases, installations, maintenance and repair and to serve as the liaison to IT vendors.

**Task 6. Contractors/Consultants**

Describe your experience and proposed approach to providing input on statements of work for contracts with IT-related service providers and consultants.

**7. Proposed Service Level Agreement**

Provide a proposed service level agreement (SLA) that covers performance measures for all tasks covered by this RFP. For general IT support (Task 3), include response times for both time-critical and less urgent requests for assistance from staff.

**8. Qualifications, Staffing and Management (10 pages maximum)****a. Corporate Qualifications**

Describe your team's qualifications, including brief descriptions of past experience on contracts of similar scope and size. For each, provide the client name, the results achieved, and how the work is relevant to the current RFP.

**b. Individual Qualifications**

For each staff member that is bid on the project, please provide a brief narrative that includes a description of the individual's role on this project and a summary of his or her relevant education, training, experience and expertise. Include resumes.

**c. Organizational Chart**

Provide an organizational chart of the proposed team for the program. The chart should identify key team members where identified, their roles, and relationships between staff and organizations (the Trust, the contractor, and any subcontractors). Clearly indicate the day-to-day primary point of contact for the Trust as well as the lead executive contact.

**d. Financial capability**

Disclose and provide details regarding any bankruptcy petition (whether voluntary or involuntary), receivership, insolvency event, or similar adverse financial circumstance suffered or incurred by bidder (or any predecessor entity) within the three years preceding the date of submission of this proposal. Disclose and provide details regarding any litigation, arbitration, or administrative proceedings involving bidder within the three years preceding the date of submission of this proposal in which the amount claimed or adjudged against bidder exceeded \$50,000.

**9. Cost Proposal (use Project Cost Form provided)**

Provide a time-and-materials with a not-to-exceed bid for the Statement of Work for each year of the contract and a three-year Summary using the Project Proposal Cost Form (Attachment C) provided with the RFP. Any costs not included on this form may be disallowed.

**10. Appendices****a. Appendix A - References**

Provide a list of references for the lead bidder and any subcontractors included in the bid. At least three references must be provided for each organization included in the bid. For each reference, please provide current contact information (name, company, telephone number, and email address) and a brief description of the work conducted for the reference and its relevance to the current RFP. If evaluations of bidder's programs are available, please provide a list of them that includes the report title, author/independent evaluator, publication date, and URL (or filename if provided electronically) for accessing the report.

**b. Appendix B - Resumes**

Provide resumes of key project team members. Key project team members identified in the proposal must be dedicated to the proposed project in the role proposed. Any substitutions of key project team members must be approved by the Trust.

**SECTION 5 – PROPOSAL EVALUATION CRITERIA**

Proposals that meet the requirements established in the RFP will be evaluated by a proposal review team. The Trust reserves the right to decide whether a proposal is acceptable in terms of meeting the requirements of this RFP and to accept or reject any or all proposals received.

In evaluating proposals, the Trust reserves the right to take any of the following steps, with respect to either all of the proposals received or to a subset of proposals selected as superior to the others: (1) consult with prior clients on the performance of the bidder or of particular persons proposed for this bid; (2) schedule presentations or interviews with representatives of the bidder or persons proposed for the project; (3) conduct a review of past performance, including a review of reports, analyses, or other

materials that would reflect the bidder's performance; and, (4) request additional data or supporting material.

### 5.1 Evaluation Criteria

In evaluating proposals submitted in response to this RFP, the proposal review team will use the following criteria:

Scoring Category	Maximum Points
<b>1. Statement of Work</b> <ul style="list-style-type: none"> <li>a. Does the Statement of Work present a comprehensive, sound approach for accomplishing the requirements of this RFP?</li> <li>b. Is the Statement of Work thorough, specific and responsive to the requirements and details specified in the RFP?</li> <li>c. Does the proposal demonstrate a clear understanding of the Statement of Work and the Trust's expectations?</li> <li>d. Does the Statement of Work reflect best practices in delivering the specific programs described in this RFP?</li> </ul>	30
<b>2. Staff and Organization Qualifications</b> <ul style="list-style-type: none"> <li>a. Is the proposed project staffing plan clear, well-defined, appropriate and realistic for the scope of the services requested?</li> <li>b. How qualified are the proposed personnel in terms of skills, expertise and experience relevant to this program?</li> <li>c. How qualified are the proposed organizations (lead bidder and subcontractors) in terms of demonstrated experience and capacity to execute this type of program?</li> </ul>	30
<b>3. Project Cost/Budget</b> <ul style="list-style-type: none"> <li>a. Are appropriate resources being devoted?</li> <li>b. How does the total bid cost compare to other comparable proposals?</li> <li>c. Is the proposed budget consistent with the requested Statement of Work?</li> <li>d. How do the quoted rates compare to other comparable proposals?</li> </ul>	30
<b>4. Overall Quality and Responsiveness</b> <ul style="list-style-type: none"> <li>a. What is the overall quality of the proposal submission, including: completeness, clarity, attention to detail, adherence to instructions and lack of errors?</li> <li>b. Does the proposal reflect and respond to the Trust's priorities?</li> </ul>	10
<b>Total</b>	<b>100</b>