

STATE OF MAINE
Department of Health and Human Services
Maine Center for Disease Control and Prevention



RFP# 202209152

Problem Gambling Services

RFP Coordinator	<p><i>All communication regarding the RFP <u>must</u> be made through the RFP Coordinator identified below.</i></p> <p>Name: Brittany Hall Title: Procurement Administrator Contact Information: Brittany.Hall@maine.gov</p>
Submitted Questions Due	<p><i>All questions <u>must</u> be received by the RFP Coordinator identified above by:</i></p> <p>Date: September 28, 2022, no later than 11:59 p.m., local time</p>
Proposal Submission	<p><i>Proposals <u>must</u> be received by the Division of Procurement Services by:</i></p> <p>Submission Deadline: October 19, 2022, no later than 11:59 p.m., local time.</p> <p><i>Proposals <u>must</u> be submitted electronically to the following address:</i></p> <p>Electronic (e-mail) Submission Address: Proposals@maine.gov</p>

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PUBLIC NOTICE

**State of Maine
Department of Health and Human Services
RFP# 202209152
Problem Gambling Services**

The State of Maine is seeking proposals for Problem Gambling Services.

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 October 19, 2022. 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.

RFP TERMS/ACRONYMS with DEFINITIONS

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

<u>Term/Acronym</u>	<u>Definition</u>
Department	Department of Health and Human Services
Gambling	As defined in 17-A M.R.S. §952(4) .
Gambling Addiction Treatment Reimbursement Network (GAT Reimbursement Network)	A network of providers approved by the Department who are eligible to receive a limited amount of reimbursement, subject to availability of funds, for the treatment of individuals who have no other means to pay for Gambling addiction treatment.
Maine Council on Problem Gambling (Maine Council)	A volunteer-driven 501(c)3 non-profit committed who works with other organizations and individuals to reduce Problem Gambling and its impact on individuals, families, and communities in the State. In addition, the Maine Council advocate for Problem Gambling awareness, prevention, intervention, treatment, and recovery in the State.
Maine 2-1-1	A free, confidential information and referral service that connects people of all ages across the State to local services.
Mass Reach Health Communication (MRHC)	The various ways public health information is distributed to a large number of people.
Memorandum of Understanding (MOU)	A written and signed agreement between the awarded Bidder and Self-Exclusion (SE) Sites and/or clinicians or agencies who participate in the GAT Reimbursement Network.
Problem Gambling	An urge to Gamble continuously despite harmful negative consequences or a desire to stop. Problem Gambling is often defined by whether harm is experienced by the Gambler or others.
Public Health District	In 2008, the Maine Legislature in conjunction with the Department approved the establishment of eight (8) Public Health Districts, using population size, geographic areas (county borders), and hospital service areas. In 2011, in collaboration with the five (5) Maine Tribal jurisdictions, a Tribal Health District was established with boundaries determined by Tribal Health Center service areas and tribal jurisdictional boundaries.
Recovery Centers	Where individuals in recovery from addiction or contemplating addiction recovery can go to receive support and services to assist them with the recovery process.
Responsible Gambling	The act of engaging in Gambling activities without causing harm to oneself or others in the process.
RFP	Request for Proposal
SE Site	Locations which allow people to sign up for Self-Exclusion (SE) to disqualify themselves from collecting casino winnings in Maine for a set amount of time.

Self-Exclusion (SE)	Self-directed action an individual takes at an approved location to ban themselves from collecting casino winnings in the State for a specific period of time.
State	State of Maine
Youth	Individual under the age of eighteen (18).

State of Maine - Department of Health and Human Services
Maine Center for Disease Control and Prevention
RFP# 202209152
Problem Gambling Services

PART I INTRODUCTION

A. Purpose and Background

The Department of Health and Human Services (Department) is seeking Problem Gambling services 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.

The Department is dedicated to promoting health, safety, resiliency, and opportunity to all Maine Residents. The Maine Center for Disease Control and Prevention (Maine CDC) provides leadership, expertise, information, and tools to assure all residents in the State have the access and opportunity to live healthy lives.

The [National Council on Problem Gambling \(NCPG\)](#) reports the overall prevalence rate of Problem Gambling in the United States is at four percent (4%). While exact prevalence rates for people with Problem Gambling in the State cannot be ascertained, experts estimate the behavior of each Problem Gambler negatively affects an additional five (5) to ten (10) people such as family, friends, and co-workers. This translates to an estimated fifty-three thousand (53,000) Maine residents who may have Problem Gambling with the potential of affecting five hundred thirty thousand (530,000) others. The [Maine Integrated Youth Health Survey \(MIYHS\)](#) offers another glimpse into the extent of Problem Gambling in the State. Data for 2019 indicated two point three percent (2.3%) of high schoolers reported money and/or time spent on Gambling led to financial problems or problems with family, work, school, and/or family life. Problem Gambling causes significant problems for those involved including substance abuse, domestic violence, criminal activity, and the inability to be a productive member of the workforce.

In compliance with [5 M.R.S. Chapter 521 §20006-B](#), a Gambling Addiction Prevention and Treatment Fund is provided annually to the Department to carry out services for prevention, education, intervention, treatment, and awareness of Problem Gambling in the State pursuant to [8 M.R.S. Chapter 31, Subchapter 3, §1036](#). Collaborating among State and private partners to continue to grow and develop at regional and national levels, Problem Gambling Services maintains a goal that effective prevention, intervention, treatment, and recovery services are available to Maine residents across their lifespan.

The services outlined in this RFP shall require the awarded Bidder to strike the balance between Responsible Gambling for entertainment, the awareness of Problem Gambling, and the provision of services for those of whom Gambling has become a problem, including providing prevention, intervention, treatment, and recovery services for individuals whose health and well-being may be harmed due to Problem Gambling. In addition, a workforce development component shall be included as an integral part of building the State's capacity for community-based prevention and treatment services.

B. 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](#) 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.

C. Eligibility to Submit Bids

All interested parties are invited to submit bids in response to this Request for Proposals, with the exception of any establishments that participate in or have earnings resulting from participation in the Gambling industry including the casino or lottery industry, as well as any fantasy sports Gambling, sports betting, or other types of Gambling operations.

D. 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 two (2) 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	1/1/2023	9/30/2024
Renewal Period #1	10/1/2024	9/30/2026
Renewal Period #2	10/1/2026	9/30/2027

E. Number of Awards

The Department anticipates making one (1) award as a result of the RFP process.

PART II SCOPE OF SERVICES TO BE PROVIDED

Specific instructions for the Bidder to provide a narrative response to the Scope of Services may be found in Part IV, Section III, 1, Services to be Provided.

A. Prevention Campaign

1. Enhance and coordinate existing Statewide Problem Gambling awareness campaigns.
 - a. Developing and implementing a Department reviewed and approved plan for a Mass Reach Health Communication (MRHC) marketing campaign including but not limited to:
 - i. Utilizing the Department's existing video ads for Youth and adult Problem Gambling.
 - ii. Securing Department-approved, paid social media posts, targeting identified key audience sectors across the State.
 - iii. Coordinating with, and providing video ads to stakeholders, for publication on their websites and social media platforms. Stakeholders include but are not limited to:
 - 1) Coalitions;
 - 2) Casinos;
 - 3) State agencies;
 - 4) Behavioral health facilities; and
 - 5) Treatment network members.
 - iv. Posting and distributing relevant articles, studies, and links to Gambling resources on a regular basis.
 - v. Gathering available data, including from Maine 2-1-1 to measure the penetration and impact of each advertisement.
 - 1) Analyze data and implement necessary refinements in the messaging and/or targeting of the advertisements to increase reach and effectiveness going forward.
 - b. Implementing a Youth-focused MRHC marketing campaign during March, which is National Problem Gambling Awareness Month.
 - i. Engage and connect with experienced stakeholders serving Youth.
 - ii. Research Youth-focused Problem Gambling campaigns in other states; and
 - iii. Gather and analyze the latest data and science regarding Youth Problem Gambling.
 - c. Reviewing existing marketing materials and presenting suggested updates to the Department to ensure messaging remains accessible and uses stigma-free language.

B. Education and Training

1. Develop, produce, and update materials, as needed and approved by the Department, for use in educational opportunities, such as presentations, workshops, and webinars.
 - a. Produce educational materials and provide coordination to key stakeholders regarding the use of such materials.
 - b. Ensure educational materials include, but are not limited to:
 - i. Creating and distribute at least six (6) new on-demand training modules for target groups such as Recovery Centers, community coalitions, clinicians, Self-Exclusion (SE) Sites, casinos, etc.
 - ii. Training modules housed on the awarded Bidder's website, publicized via email, on social media, and during live trainings, etc., including but not be limited to:

- 1) The latest science on Problem Gambling;
 - 2) Emerging trends in gaming, screening, and treatment options;
 - 3) Prevention strategies;
 - 4) Recovery messaging; and
 - 5) How to help a family member or friend who might be suffering from Problem Gambling.
2. Plan, coordinate, and offer educational workshops and training sessions on the prevention of Problem Gambling and the promotion of Responsible Gambling to multiple audiences throughout the State, including State, public, and private agencies, and other key stakeholders.
 - a. For each educational workshop and training session, coordination shall include:
 - i. Selecting topics;
 - ii. Setting agenda;
 - iii. Arranging presenters;
 - iv. Obtaining a location and/or virtual platform;
 - v. Marketing and promotion;
 - vi. Creating and sending invitations; and
 - vii. Developing, distributing, and collating results of evaluations of presenter(s), topics, and materials.
 - b. Educational workshops and training sessions include, but are not limited to:
 - i. A minimum of four (4) live annual trainings utilizing the “Problem Gambling 101” slide bank; and
 - ii. Problem Gambling workshops:
 - 1) Live for a variety of audiences, including, but not limited to:
 - a.) Casino administration and staff;
 - b.) Department of Corrections;
 - c.) Elder-serving organizations;
 - d.) Recovery organizations;
 - e.) Maine 2-1-1 staff;
 - f.) Prevention coalitions;
 - g.) Faith-based organizations; and
 - h.) Youth-focused organizations.
 - 2) Webinars recorded and made available on the awarded Bidder’s and other appropriate websites.
 - c. Introduce Problem Gambling training to middle and high schools, and colleges and universities with the goal of educating staff to recognize Problem Gambling risks in students.
 - i. Encourage the introduction of Responsible and Problem Gambling education for students and serve as a resource and support to any receptive staff.

C. Annual Problem Gambling Awareness Conference

1. In collaboration with the Department, plan, coordinate, and host an annual Statewide Problem Gambling awareness conference in March, including but not limited to:
 - a. Developing the conference theme;
 - b. Identifying topics areas for presentation and breakout sessions;
 - c. Identifying keynote speakers and breakout presenters;
 - d. If a live conference is possible, securing a venue; otherwise secure a video conference platform for live webinar sessions;
 - e. Engaging speakers and presenters and arranging their travel;
 - f. Sending invitations;

- g. Developing and monitoring the registration site;
 - h. Marketing and promotion; and
 - i. Developing, distributing, and collating results of evaluations of the conference, including presenter(s), topics, and materials.
 - i. Provide a copy of the evaluation results to the Department.
2. Begin promotion of the conference, annually within the first week of January.

D. Intervention Services – Self Exclusion Sites and Screening

1. Maintain, and where necessary, increase the number of non-casino or Gambling Control Board Office SE Sites available in the State.
 - a. Conduct an assessment of existing SE Sites within each Public Health District, identifying gaps and reaching out to appropriate stakeholders to identify organizations within each Public Health District that could serve as a SE Site.
 - b. Develop and submit recommendations for SE Site recruitment to the Department for review and approval, specifically:
 - i. Geographic locations of new SE Sites, where needed, within each Public Health Districts;
 - ii. A process to recruit organizations to serve as SE Sites within the Public Health Districts; and
 - iii. A budget and reimbursement process for the network of SE Sites in the State.
 - c. Implement the SE Site recruiting process upon Department approval.
 - d. Develop and enter in to a Memorandum of Understanding (MOU) with each approved SE Site, including at a minimum:
 - i. Required Department training for all SE Site staff prior to conducting SE services;
 - ii. Funding terms; and
 - iii. Check-in meetings requirements and reporting to the awarded Bidder.
 - e. Select entities to serve as SE Sites and present recommendations to the Department for review and approval, as needed.
 - f. Manage the administrative tasks related to the SE Sites, including, but not limited to:
 - i. Reviewing and approving requests for reimbursement from SE Sites;
 - ii. Processing reimbursement;
 - iii. Organizing calls;
 - iv. Collecting SE program use data from each SE Site; and
 - v. Reporting reach data, SE program use, and any other available monthly demographics to the Department.
 - g. Ensure the awarded Bidder's staff responsible for supporting SE Site services are trained on the purpose and nature of SE Services upon hire.
 - h. Conduct active promotion of SE services and Sites.
 - i. Gather and analyze data on any marketing campaigns previously conducted that focused on or included information about SE services.
 - ii. Develop and implement a Department reviewed and approved, Statewide marketing plan to actively promote SE services and the Sites at which such services are available.
 - 1) Collect data on marketing efforts, at least quarterly, to determine effectiveness of each campaign and report results to the Department.
 - 2) Present recommendations to the Department for review and approval for changes to the marketing plan designed to increase effectiveness of the marketing efforts.
 - 3) Research and submit a report to the Department to explore offering SE services remotely, via video conferencing.

- 4) Report on the process, pros and cons, and anticipated costs of offering such a service in the future.
 - 5) Research and submit a report to the Department to explore:
 - a) Offering a call-back service option to check in on individuals who chose SE and/or intake through Maine 2-1-1 for Problem Gambling.
 - b) Having a checkbox on the SE form and on the Maine 2-1-1 intake form to offer the individual the option of having a packet of resources mailed or emailed to them.
2. Develop and implement a Statewide marketing plan, to the Department for review and approval, which actively promotes Problem Gambling self-screening tools that are available, as well as the providers within the Problem Gambling treatment network.
 - a. Ensure self-screening tools and the list of providers is available to the public on the awarded Bidder's and other appropriate websites and monitor visits to this/these section(s) of the website(s).
 - i. Report results to the Department at least quarterly and present recommendations for changes to increase visibility and number of visits.
 - b. Collect data on marketing efforts, at least quarterly, to determine effectiveness of each campaign and report results to the Department.
 - c. Present recommendations to the Department for review and approval of changes to the marketing plan designed to increase effectiveness of the marketing efforts.
 - d. Maintain the Problem Gambling screening toolkit, provide informational materials about the toolkit, and actively promote the toolkit as needed to help professions such as healthcare organizations, clergy, and social services providers.
 - i. Self-screening toolkit must include at a minimum samples of screening tools, instructions for use, scoring guides, and guidance on next steps when screenings indicate a need for further evaluation and/or treatment services.
 - ii. Develop, offer, and record an informational webinar on Problem Gambling screening and post recorded webinar to the awarded Bidder's and other appropriate websites.
 - iii. Conduct training on utilizing the Problem Gambling screening toolkit upon request.

E. Treatment – Gambling Addiction Treatment (GAT) Reimbursement Network

1. Coordinate the GAT Reimbursement Network.
 - a. Process applications from private practice clinicians or the agencies for which they work who/which want to participate in the GAT Reimbursement Network.
 - b. Enter into a MOU with each clinician or agency approved for membership.
 - c. Maintain and provide to the Department upon request, a master list of approved GAT Reimbursement Network members.
 - d. Process, approve, and reimburse (subject to available funding) requests from GAT Reimbursement Network members at the current reimbursement rate.
2. Develop and implement strategies designed to increase network membership and utilization of the GAT Reimbursement Network.
 - a. Work in collaboration with existing GAT Reimbursement network members, the Department, and the Maine Council on Problem Gambling (Maine Council) to develop and implement Department reviewed and approved strategies for GAT Reimbursement Network members to implement to increase the number of individuals being screened and identified as needing Problem Gambling treatment.
 - i. Develop metrics to monitor the effectiveness of implemented strategies.

- ii. Collect and present data to the Department monthly to determine effectiveness of each strategy implemented and recommend changes to increase effectiveness.
- iii. Research and submit a report to the Department about expanding GAT Reimbursement Network utilization by making a small number of visits available to individual in the State for the purpose of screening and planning next steps.

F. Recovery

1. Enhance and strengthen the knowledge about Gambling addiction within the State's treatment and recovery community by developing and distributing messages and materials that address relapse prevention.
 - a. Research effective messaging models, including but not limited to:
 - i. Conducting outreach to groups in other states that developed such materials; and
 - ii. Seeking feedback on draft materials from treatment and recovery communities within the State.
 - b. Draft and provide messages and materials, to be reviewed and approved by the Department, for use in multiple formats which include at a minimum information on:
 - i. Warning signs of relapse;
 - ii. Coping strategies and exercises to reduce the likelihood of relapse; and
 - iii. Available online and local support resources that can help prevent relapse.
 - c. Produce Department approved materials and distribute/make available to Recovery Centers, provider agencies, prevention agencies, public health organizations, social services entities, faith-based organizations, Youth-focused organizations, and elder-services organizations.
 - i. Publish messages and materials on the awarded Bidder's and other appropriate websites and social media platforms.
 - ii. Encourage organizations supporting individuals in recovery to make digital materials available on their web-sites and social media platforms.
2. Collaborate with Recovery Centers and addiction recovery chapters throughout the State to raise awareness about Problem Gambling and Responsible Gambling by.
 - a. Providing Problem Gambling 101 slide bank and related training, including screening materials and toolkit for screening and referring individuals to the GAT Reimbursement Network, to all paid and volunteer staff at each Recovery Center;
 - b. Providing print and digital materials related to Problem Gambling to therapists, preventionists, employees in gambling industries, and the general public; and
 - c. Recruiting Recovery Centers to become SE Sites.
3. Promote, post on the awarded Bidder's website and social media platforms, and provide to partner organizations a list of Gambler's anonymous meetings held throughout the State and other online recovery services for Problem Gambling.

G. Workforce Development

1. Establish and coordinate professional development, networking, and educational opportunities based on evidence-based practices to further develop clinical provider competencies for the treatment of Gambling disorders.
 - a. Schedule, promote, and coordinate at least twelve (12) hours of Department approved live development training annually.
 - i. Prior to scheduling a training session, provide agenda, materials, and list of presenters to the Department for review and approval.

- 1) Determine topics and agenda for each training.
 - 2) Identify and engage qualified, knowledgeable trainers.
 - 3) Secure training facilities as needed; otherwise secure a virtual live webinar platform.
- b. Promote webinars created or hosted by Problem Gambling councils or service organizations in other states.
 - c. Develop and host at least two (2) webinars annually, and record and post webinars online.
 - d. Coordinate and host live quarterly Gambling services meetings with a call-in option.
 - i. Identify and invite stakeholders.
 - ii. Develop and distribute agenda for each meeting.
 - iii. Take minutes at each meeting and provide a copy to the Department no later than ten (10) business days after each meeting.

H. Quality Assurance

1. Meet regularly with key Problem Gambling stakeholders as agreed upon between the Department and awarded Bidder, including but not limited to the Department, the Maine Council, and members of the GAT Reimbursement Networks, to monitor quality assurance and quality improvement of the overall Problem Gambling services, including:
 - a. Review of all appropriate metrics collected related to Problem Gambling Services outlined in this RFP;
 - b. Developing actionable steps to address any identified gaps and barriers;
 - c. Identifying opportunities for technical assistance from other states, the National Council on Problem Gambling, or other Problem Gambling technical assistance experts.

I. Reports

1. Track and record all data/information necessary to complete the required reports listed in **Table 1**:

Table 1 – Required Reports		
Name of Report		Description
a.	Monthly Progress Reports	Written report regarding the number of applications received, number of applications approved, number of MOUs entered into, number of reimbursement requests received, number of reimbursement requests approved, and the total amount of reimbursement to be paid out.
b.	Quarterly Report on SE Sites	Details the number of individuals who chose SE and any other relevant information.

2. Submit all the required reports to the Department in accordance with the timelines established in **Table 2**:

Table 2 – Required Reports Timelines

Name of Report		Period Captured by Report	Due Date
a.	Monthly Progress Report	Each Month	Fifteen (15) days after the end of each month
b.	Quarterly Report on SE Sites	Each Quarter	Fifteen (15) days after the end of each quarter

PART III KEY RFP EVENTS

A. 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.
 - a. Bidders and other interested parties must use **Appendix H** (Submitted Questions Form) for submission of questions. The form is to be submitted as a WORD document.
 - b. 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.
 - c. 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](#). 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.

B. Amendments

All amendments released in regard to the RFP will also be posted on the following website: [Division of Procurement Services RFP Page](#). 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.

C. 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. 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.
 - a. Only proposal submissions received by e-mail will be considered. The Department assumes no liability for assuring accurate/complete e-mail transmission and receipt.
 - b. 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.
 - c. 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.
 - d. 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.

- e. Bidders are to insert the following into the subject line of their e-mail proposal submission: “**RFP# 202209152 Proposal Submission – [Bidder’s Name]**”
- f. 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)
Appendix C (Attestation Statement)
All required eligibility documentation stated in PART IV, Section I.
 - **File 2 [Bidder’s Name] – Organization Qualifications and Experience:**
PDF format preferred
Appendix D (Organization Qualifications and Experience Form)
Appendix E (Subcontractors Form), if applicable
All required information and attachments stated in PART IV, Section II.
 - **File 3 [Bidder’s Name] – Proposed Services:**
PDF format preferred
Appendix F (Response to Proposed Services Form)
All required information and attachments stated in PART IV, Section III.
 - **File 4 [Bidder’s Name] – Cost Proposal:**
Excel format preferred
Appendix G (Cost Proposal Form)
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.

2. 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.

3. Eligibility Requirements

Bidders must provide documentation to demonstrate meeting eligibility requirements stated in PART I, C. of the RFP. This documentation includes:

- a. Appendix C** (Attestation Statement)

Section II Organization Qualifications and Experience (File #2)

1. Overview of the Organization

Bidders must complete **Appendix D** (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.

2. Subcontractors

If subcontractors are to be used, including consultants, Bidders must complete **Appendix E** by providing a list that specifies the name, address, phone number, contact person, and a brief description of the subcontractors’ organizational capacity and qualifications.

3. Organizational Chart

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

4. 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. If no litigation has occurred, write “none” on the submitted attachment.

5. Financial Viability

Bidders must provide the following information for each of the past three tax years:

- a. Balance Sheets
- b. Income (Profit/Loss) Statements

6. Certificate of Insurance

Bidders must provide a valid 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.

Required Attachments Related to Organization Qualifications and Experience	
Attachment #:	Attachment Name:
One (1)	Qualifications and Experience Form
Two (2)	Subcontractors/Consultants
Three (3)	Organizational Chart
Four (4)	Litigation
Five (5)	Financial Viability
Six (6)	Certificate of Insurance

Attachments 1 – 6, must be included in numerical order, as part of File 2, as outlined in PART III “Submitting the Proposal” of this RFP. Attachments 1 – 6 will be reviewed and evaluated by the Department’s evaluation team under the Organization Qualifications and Experience section of this RFP.

Section III Proposed Services (File #3)

Bidder must complete **Appendix F** - Response to Proposed Services form by providing a detailed response to the requirements outlined in this RFP.

Required Attachments Related to Proposed Services	
Attachment #:	Attachment Name:
Eight (7)	Job Descriptions
Nine (8)	Staffing Plan
Ten (9)	Implementation - Work Plan

Attachments 7 – 9, must be included in numerical order, as part of File 3, as outlined in PART III “Submitting the Proposal” of this RFP. Attachments 7 – 9 will be reviewed and evaluated by the Department’s evaluation team under the Proposed Services section of this RFP.

Section IV Cost Proposal (File #4)

1. General Instructions

- a. Bidders must submit a cost proposal that covers the initial period of performance, starting 1/1/2023 and ending on 09/30/2024.
- b. The cost proposal must include the costs necessary for the Bidder to fully comply with the contract terms, conditions, and RFP requirements.
- c. 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 G** (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:

A. 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.

B. 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. Preliminary Information (No Points – Eligibility Requirements)

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

Section II. Organization Qualifications and Experience (35 points)

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

Section III. Proposed Services (40 points)

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

Section IV. Cost Proposal (25 points)

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

2. **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.
3. **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 25 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 25 = 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.

- 4. 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.

C. 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.

D. 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](#) and [18-554 Code of Maine Rules 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

A. Contract Document

1. The awarded Bidder will be required to execute a State of Maine Service Contract with appropriate riders as determined by the issuing department.

Forms and contract documents commonly used by the Department can be found on the Department's [Division of Contract Management website](#).

2. 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\(B\)\(i\)](#).)

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

3. 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.
4. 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.

B. 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.

2. 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 – Attestation Statement

Appendix D – Qualifications and Experience Form

Appendix E – Subcontractors Form

Appendix F – Response to Proposed Services Form

Appendix G – Cost Proposal Form

Appendix H – Submitted Questions Form

State of Maine
Department of Health and Human Services
Maine Center for Disease Control and Prevention
PROPOSAL COVER PAGE
RFP# 202209152
Problem Gambling Services

Bidder's Organization Name:			
Chief Executive - Name/Title:			
Tel:		E-mail:	
Headquarters Street Address:			
Headquarters City/State/Zip:			
<i>(Provide information requested below if different from above)</i>			
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
Department of Health and Human Services
Maine Center for Disease Control and Prevention
DEBARMENT, PERFORMANCE, and NON-COLLUSION CERTIFICATION
RFP# 202209152
Problem Gambling Services

Bidder's Organization Name:	
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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:

- a. 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.*
- b. Have not within three years of submitting the proposal for this contract been convicted of or had a civil judgment rendered against them for:*
 - i. Fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a federal, state, or local government transaction or contract.*
 - ii. Violating Federal or State antitrust statutes or committing embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property.*
- c. 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.*
- d. 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.*
- e. 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
Department of Health and Human Services
Maine Center for Disease Control and Prevention
ATTESTATION STATEMENT
RFP# 202209152
Problem Gambling Services

Bidder's Organization Name:	
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All interested parties are invited to submit bids in response to this Request for Proposals, with the exception of any establishments that participate in or have earnings resulting from participation in the Gambling industry including the casino or lottery industry, as well as any fantasy sports Gambling, sports betting, or other types of Gambling operations.

By signing this form, the Bidder is attesting to the fact they have not participated in or have earnings as a result of participation in the Gambling industry including the casino or lottery industry, or any fantasy sports Gambling, sports betting, or other types of Gambling operations.

Name (Print):	Title:
Authorized Signature:	Date:

State of Maine
Department of Health and Human Services
Maine Center for Disease Control and Prevention
QUALIFICATIONS and EXPERIENCE FORM
RFP# 202209152
Problem Gambling Services

Bidder's Organization Name:	
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Present a brief statement of qualifications, including any applicable licensure and/or certification. 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.

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APPENDIX D (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 the “Scope of Services” portion of the RFP. For each of the project examples provided, a contact person from the client organization involved should be listed, along with that person’s telephone number and e-mail address. 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	
Business Reference Name:	
Reference Contact Person:	
Telephone:	
E-Mail:	
Description of Project	

Project Two	
Business Reference Name:	
Reference Contact Person:	
Telephone:	
E-Mail:	
Description of Project	

APPENDIX D (continued)

Project Three	
Business Reference Name:	
Reference Contact Person:	
Telephone:	
E-Mail:	
Description of Project	

APPENDIX E

State of Maine
Department of Health and Human Services
Maine Center for Disease Control and Prevention
SUBCONTRACTORS FORM
RFP# 202209152
Problem Gambling Services

Bidder's Organization Name:	
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If subcontractors are to be used, including consultants, provide each individual subcontractor business name, contact person, address, phone number, and a brief description of the subcontractor's organizational capacity and qualifications.

Subcontractor	
Subcontractor Business Name:	
Contact Person:	
Address:	
Phone Number:	
E-Mail:	
Subcontractor's organizational capacity and qualifications	

Subcontractor	
Subcontractor Business Name:	
Contact Person:	
Address:	
Phone Number:	
E-Mail:	
Subcontractor's organizational capacity and qualifications	

APPENDIX E (continued)

Subcontractor	
Subcontractor Business Name:	
Contact Person:	
Address:	
Phone Number:	
E-Mail:	
Subcontractor's organizational capacity and qualifications	

Subcontractor	
Subcontractor Business Name:	
Contact Person:	
Address:	
Phone Number:	
E-Mail:	
Subcontractor's organizational capacity and qualifications	

APPENDIX F

State of Maine
Department of Health and Human Services
Maine Center for Disease Control and Prevention
RESPONSE TO PROPOSED SERVICES FORM
RFP# 202209152
Problem Gambling Services

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



Response to
Proposed Services For

State of Maine
Department of Health and Human Services
Maine Center for Disease Control and Prevention
COST PROPOSAL FORM
RFP# 202209152
Problem Gambling Services

Bidder's Organization Name:	
Proposed Cost:	\$

Instructions: The Bidder must complete and submit budget forms providing a detailed breakdown of expenses in performing the services for the initial period of performance as described in this RFP and in the Bidder's proposal. The total expenses amount is the proposed cost to be used in the scoring cost formula for evaluation purposes.

The Budget Form may be obtained in an Excel (.xlsx) format by double clicking on the document icon below.



Cost_Proposal_Line_1
tem_Expense(8).xlsx

