



Finance & Accounting ERP System Request for Proposal

Maine Turnpike Authority is seeking proposals for an accounting software system, to accommodate fund accounting, including implementation, training and technical support.

A copy of the RFP and all related documents can be obtained at:

Details about the submission are as follows:

RFP Coordinator	NAME:	Nathaniel F. Carll
	TITLE:	Purchasing Manager
	EMAIL:	ncarll@maineturnpike.com
<i>All communication regarding the RFP <u>must</u> be made through the RFP Coordinator.</i>		

Proposal Submission Deadline	DATE:	April 6, 2026, no later than 11:59 p.m., local time.
	TO:	ncarll@maineturnpike.com
<i>Proposals <u>must</u> be received electronically by the date and time listed above. Proposal files, received after the 11:59 p.m. deadline, will be rejected without exception.</i>		

Clarifying Questions Deadline	DATE:	March 23, 2026
	TO:	ncarll@maineturnpike.com
<i>All questions <u>must</u> be received electronically by the date and time listed above.</i>		

Please Note:

- 1) Bidders are to insert the following into the subject line of their e-mail **“MTA Finance & Accounting ERP System”**.
- 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. Bidders should work with their Information Technology team to ensure that the proposal submission will not be encrypted due to any security settings.
- 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.

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RFP TERMS/ACRONYMS with DEFINITIONS

Term/Acronym	Definition
ACH	Automatic Clearing House
ADP	MTA Payroll processing software
AP	Accounts Payable
Awarded Bidder	A Bidder to which the project has been conditionally awarded in accordance with Section V(C)(2).
AR	Accounts Receivable
BAFO	Best and Final Offers
ERP	Enterprise Resource Planning
GL	General Ledger
IS	Information Systems
SC	Service Contract
MTA	Maine Turnpike Authority
N/A	Not Applicable
NDA	Non-Disclosure Agreement
NIST	National Institute of Standards and Technology
PII	Personally Identifiable Information. Data that is maintained by an agency that could potentially identify a specific individual and needs to be protected in accordance with state and/or federal law, including: (1) any information that can be used to distinguish or trace an individual's identity, such as name, social security number, date and place of birth, mother's maiden name, or biometric records; and (2) any other information that is linked or linkable to an individual, such as medical, educational, financial, and employment information.
PII Confidentiality Impact Level	The PII confidentiality impact level—low, moderate, or high—indicates the potential harm that could result to the subject individuals and/or the organization if PII were inappropriately accessed, used, or disclosed. (NIST SP 800-122). See Appendix D. PII is evaluated to determine its confidentiality impact levels, so that appropriate safeguards can be applied to the PII.
RFP	Request for Proposals
SBOM	Software Bill of Materials
SLA	Service Level Agreement

PART I - INTRODUCTION

A - Purpose and Background

"Maine Turnpike Authority is seeking an ERP system to replace multiple unconnected systems. The new system will streamline all accounting and finance processes, improve system integration, enhance financial reporting, and automate manual workflows.

This Request for Proposals (RFP) document outlines the functional and technical requirements for the new ERP system, including installation, training, and technical support. This document contains instructions for proposals and clarifying questions submission, as well as the procedure and criteria by which the awarded Bidder will be selected; including the contractual terms which will govern the relationship between Maine Turnpike Authority (MTA) and the awarded Bidder."

B - General Provisions

- 1) From the time the RFP is issued until award notification is made, ALL contact with MTA regarding the RFP must be made through the RFP Coordinator. No other person/ MTA employee is empowered to make binding statements regarding the RFP. Violation of this provision may lead to disqualification from the bidding process, at the MTA's discretion.
- 2) Issuance of the RFP does not commit MTA to issue an award and will not be liable for any damages or expenses incurred by a Bidder in the preparation of a response to the RFP or in anticipation of this RFP. This includes, but is not limited to 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. Please respond all questions and follow the instructions specified 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 MTA will consider materials provided in the proposal, information obtained through interviews/presentations (if any), and internal MTA information relating to previous contract history with the Bidder (if any). The MTA 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, even after a conditional award has been issued under Section V(C)(2).
- 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 MTA.
- 7) Following announcement of an award decision, all submissions in response to this RFP will be public records, potentially available for public inspection pursuant to the State of Maine

Freedom of Access Act (FOAA) (1 M.R.S. § 401 et seq.). MTA's contracts and information related to contracts, including bid submissions, are generally public records per FOAA.

- 8) If a Bidder believes any information submitted in response to this RFP is confidential, it must mark that information accordingly and include citation to legal authority in support of the Bidder's claim of confidentiality. If and when, MTA receives a FOAA request that includes submissions marked as confidential; MTA shall evaluate the information and any legal authority from the Bidder to determine whether the information is an exception to FOAA's definition of public record. If MTA determines to release information marked as confidential, it shall provide advance notice to the Bidder to allow them to seek legal relief.
- 9) MTA, at its sole discretion, reserves the right to recognize and waive minor informalities and irregularities found in proposals received in response to the RFP.
- 10) All laws applicable to this RFP, whether or not herein contained, are incorporated by reference. It is the Bidder's responsibility to determine the applicability and requirements of any such laws and to abide by them.
- 11) MTA reserves the unqualified right to reject all proposals, or to negotiate with one or more proposers prior to acceptance, and will to accept that proposal which in its sole judgement will under all circumstances serve its best interest.

C - Number of Awards

MTA anticipates making one (1) award as a result of this RFP process, though MTA is under no obligation to make any.

PART II SCOPE OF SERVICES TO BE PROVIDED

Under MTA's supervision, the awarded Bidder will be responsible for providing and maintaining a platform that encompasses the desired features outlined below. Please note that these features represent our ideal requirements and may be adjusted at the MTA's discretion depending on the awarded Bidder's solution and recommendations. The go live date is yet to be determined.

The ERP system will replace multiple unconnected systems while integrating with a variety of external software or systems. It will provide a scalable, secure and user-friendly platform to automate manual processes as well as improve data access within and between MTA departments.

Overall, the new ERP system should combine an array of modules that will retrofit the reporting and analysis module, ideally supporting documentation upload at transactional level. Through a single sign-on, based on individual's clearance, users should be able to utilize each modular function. The table below shows the modules MTA is looking for with their desirable functions. Meanwhile, Appendix A through Z detail MTA's ambition as questionnaires for the Bidder.

<p><u>Accounting Module</u></p> <ul style="list-style-type: none"> ◆ Chart of Accounts ◆ General Ledger Transactions ◆ Activity Costing ◆ Internal Service Charges ◆ Ref/Proj/Bond Tracking ◆ Closing ◆ Financial Reporting 	<p><u>Budget</u></p> <ul style="list-style-type: none"> ◆ Operating Budget ◆ Capital Improvement Planning (CIP) ◆ Capital Budget ◆ Budget Adj/Amendments 	<p><u>Assets</u></p> <ul style="list-style-type: none"> ◆ Asset Acquisition ◆ Asset Lifecycle ◆ Service Request ◆ Work Order ◆ Inventory ◆ Depreciation ◆ Transfer / Disposal / Retirement
<p><u>Procurement</u></p> <ul style="list-style-type: none"> ◆ Vendors ◆ Purchase Requisitions ◆ Purchase Orders ◆ Contract Management ◆ RFP / Bid Process ◆ Change Orders ◆ Receiving 	<p><u>Inventory</u></p> <ul style="list-style-type: none"> ◆ Warehouse Management ◆ Inventory Requisition ◆ Issuance ◆ Physical Counting ◆ Replenishment 	<p><u>Payables</u></p> <ul style="list-style-type: none"> ◆ Invoice Processing ◆ 1099 ◆ Refunds ◆ Issuing & Voiding Checks ◆ 3rd Party integration ◆ ACH capabilities
<p><u>Treasury</u></p> <ul style="list-style-type: none"> ◆ Bank Register ◆ Customer File ◆ Billing ◆ Accounts Receivable ◆ Aging ◆ Collections ◆ Write-off ◆ Receipts ◆ Disbursements ◆ Interest Allocation ◆ Bank Reconciliation ◆ Investments 	<p><u>Dashboards</u></p> <ul style="list-style-type: none"> ◆ Customizable ◆ Accessible ◆ Real time information 	<p><u>Expense Management</u></p> <ul style="list-style-type: none"> ◆ P-cards transactions tracking ◆ Expense coding by type ◆ Approval path for card holders

A - Project Management and Work Plan

The Awarded Bidder will be required to utilize a formalized approach to project management which, at a minimum, will be compliant with the Project Management Institute (PMI) A Guide to the Project Management Body of Knowledge (PMBOK guide).

- 1) **Project Methodology:** The Awarded Bidder must structure and follow a project management approach for planning, organizing, and managing the staff and activities throughout the life of the project. The Awarded Bidder's project management approach must facilitate open and timely communication with MTA and a strong working relationship to achieve the overall goal of completed system design performance that meets or exceeds user needs on time and within budget.
- 2) **Project Manager:** The Awarded Bidder will be required to assign an experienced Project Manager to the project. It is required that the Awarded Bidder's Project Manager be knowledgeable with the Awarded Bidder's proposed solution. It is preferred that the Awarded Bidder's Project Manager be Project Management Professional (PMP) certified. The Awarded Bidder's Project Manager will be responsible for the successful completion of all work tasks as defined within the project work plan and will work under the direction of the MTA's Project Manager. MTA reserves the right to require the Awarded Bidder to replace their Project Manager at any time during the project if, in the MTA's sole discretion, such replacement will be conducive or necessary to the successful completion of the project.
- 3) **Change Management:** The Awarded Bidder's Project Manager will be required to formally document and track all changes to the functional design, technical design, and/or to approved deliverables. For each potential change, the Awarded Bidder's Project Manager will work closely with MTA's Project Manager to define and document the change, its benefits, and if necessary, its impact on the project schedule and budget. All changes must be approved by the MTA, in its sole discretion, and no work associated with a documented change will begin without first receiving written authorization from MTA's Project Manager.
- 4) **Workplan:** The Awarded Bidder's Project Manager will be required to maintain a detailed project work plan, with content to be approved by MTA's Project Manager, through the full term of the contract. The Awarded Bidder's Project Manager will be required to submit an updated work plan to MTA's Project Manager on a date and time that will be determined during contract negotiations. The work plan will be incorporated into the contract between MTA and the Awarded Bidder and will be made a part thereof.

The work plan will be created and maintained with an automated project management tool and will include appropriate detail to provide project status, dependencies and risk/mitigation. The project work plan will be updated and submitted to MTA's Project Manager on a bi-weekly basis or at an alternative time period that is formally specified and agreed to in writing by the MTA's Project Manager.

B - Quality Assurance and Acceptance

Project Quality Management ensures that the project satisfies the needs for which it was undertaken. The Awarded Bidder must develop a plan for overall system and user acceptance testing.

- 1) **Testing:** Prior to moving the proposed system to the production environment, the Awarded Bidder will test all aspects of the solution. The Awarded Bidder must provide testing results prior to MTA making a Go-No-Go decision to introduce system changes into its software production environment.
- 2) **Test Plan:** The Awarded Bidder, in cooperation with MTA, will create a test plan including all tests required in accordance with providing and operating a fully certified system.
 - i. The Awarded Bidder will describe its strategy for ensuring that new systems and all interfaces function properly when releasing new versions of any software application.
 - ii. The Awarded Bidder will indicate at what point in a new release MTA will receive access to new versions of software or applications.
 - iii. All components of the application must be tested in a non-production environment to ensure that the application test responses represent the exact behavior that will be expected of the application in the production environment.
- 3) **Test Execution:** The Awarded Bidder will be responsible for scheduling and coordinating all testing activities to ensure that each of the tests is prepared for and performed in accordance with the test plan.
 - i. The Awarded Bidder will train MTA's personnel as appropriate to participate in the testing effort.
 - ii. Unless specified otherwise within the test plan, the Awarded Bidder will be required to provide all tools, testing materials, and resources necessary to effectively perform the required tests.
 - iii. The Awarded Bidder is responsible for and must certify their system to be fully secure for all work provided under this procurement.
- 4) **Acceptance:** System acceptance of the solution will occur following system implementation and Awarded Bidder's demonstration that the system successfully provides all the functionality required by MTA and that the system meets or exceeds the performance standards in the contract.

C - User Training and Documentation

- 1) The Awarded Bidder will be responsible for providing training for MTA staff. The training shall be adequate to enable MTA's users to configure, administer, operate, and update the selected solution.
- 2) The Awarded Bidder must offer training to support the needs of both MTA and its users. These trainings can be written, web-based, and/or instructor-led, (live and/or pre-recorded).

- 3) The Awarded Bidder will develop and implement a training plan.
- 4) The training plan must detail the strategy to develop, implement, and deliver training to MTA identified individuals and identify the role-based modules, tailored materials, learning on-demand opportunities, and refresher trainings to meet the distinctive needs of each stakeholder group.
- 5) Documentation must include:
 - i. User Manuals & Quick Guides: Provide electronic copies of all user manuals, quick reference guides, and online help documentation. These documents should be updated to reflect the system at the time of go-live.
 - ii. Ongoing Support: Maintain an online knowledge base and integrated help desk support for continued user assistance.
 - iii. Preferred systems will also include tooltips and online help functionality to quickly and effectively help users troubleshoot various aspects of the system.

D - Implementation

The Awarded Bidder will be responsible for implementing the solution within the Production Environment. They will work with MTA to help transition users to the new system.

MTA will consider accepting the solution in major stages, as successfully tested. However, the final acceptance of the system will be based on overall end-to-end testing of the entire system. The Awarded Bidder will be responsible for all documents related to the scope of work described in this RFP.

- 1) **Planning:** The Awarded Bidder will be required to create an Implementation Plan, which will identify the approach that will be taken and the critical tasks that will be involved with implementing the solution. The Awarded Bidder will schedule and coordinate all implementation activities to ensure that the work is performed in accordance with the Implementation Plan.
- 2) **System Design and Analysis:** System design and analysis activities must accomplish and meet all RFP requirements. MTA desires methodologies that allow for multiple opportunities to validate and approve requirements and design.
- 3) **Resources:** The Awarded Bidder will be required to provide all tools, equipment, materials, and resources necessary to effectively perform the required work tasks.
- 4) **Technical Documentation:** The Awarded Bidder will be responsible for creating and providing MTA with all technical documents and related manuals, which are subject to the MTA's review and acceptance prior to the implementation.

E - Support and Maintenance

- 1) MTA requires the Awarded Bidder to provide post-implementation software maintenance and technology support for the system for MTA's end users.
- 2) Awarded Bidder will produce and deliver an enhancement, operation, and maintenance plan that:
 - i. Describes the steps and procedures in operating the system.
 - ii. Includes standard service-level agreements for system performance and issue resolution.
 - The **Service Level Agreement (SLA)** in **Appendix H** includes provisions related to required levels of support. MTA will also consider options for additional levels of technical support.
 - The Awarded Bidder shall be open to negotiation to ensure the SLA meets the MTA's needs.
 - iii. Describes change management process.
- 3) The Awarded Bidder should describe their upgrade process and indicate what is included in the proposal. Any costs related to upgrades should appear only in the Cost Proposal in Appendix F.
- 4) The Awarded Bidder will maintain, manage, and repair the system using a structured approach which ensures:
 - i. Consistency, supportability, and stability of the system and it is flexible enough to allow for rapid problem and issue resolution where required.
 - ii. Coordination with MTA and all computer operating system upgrades, security patches, product licensing changes, as well as product releases containing MTA approved enhancements and fixes.
 - iii. Security patching is performed monthly.
- 5) It is MTA's expectation that the Awarded Bidder's solution will be comprehensive and include all components required for the development, implementation, and maintenance of the solution.

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.
 - i. Bidders and other interested parties should use Appendix G (Submitted Questions Form) for submission of questions. If used, the form is to be submitted as a WORD document.
 - ii. Questions 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.
 - iii. The RFP Number and Title must be included in the subject line of the e-mail containing the submitted questions. MTA 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, [Maine Turnpike Authority - Consultants](#) , no later than seven (7) calendar days prior to the proposal due date: April 6, 2026. 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 regarding the RFP will also be posted on the following website:

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.

PART IV PROPOSAL SUBMISSION REQUIREMENTS

MTA seeks detailed yet succinct responses that demonstrate the Bidder's qualifications, experience, and ability to perform the requirements specified throughout the RFP. Therefore, Bidders' proposals must follow the outline shown. Failure to use the outline specified in this section, or failure to respond to all questions and instructions throughout the RFP, may result in the proposal being marked as disqualified, non-responsive, or receiving a reduced score. MTA and its evaluation team have sole discretion to determine whether a variance from the RFP specifications will result in disqualification or reduction in scoring of a proposal. Rephrasing 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. Material not requested by this bid will not be considered as part of the proposal and will not bear weight on the evaluation. Bidders must 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.

A - 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 shows 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 sign contracts on behalf of the Bidder.

2) **Responsible Bidder Certification**

Bidders must complete **Appendix B** (Responsible Bidder Certification). The Responsible Bidder Certification must be dated and signed by a person authorized to sign 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 (3) 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, 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.

3) **Organizational Chart**

Bidders must provide an organizational chart for the project. The organizational 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.

5) **Financial Viability**

Bidders must provide a current copy of their most recently audited financial statements or your stock trading symbol, if you are publicly traded.

6) **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) **Technical Assessment**

Bidders must complete **Appendix D** (Technical Assessment Form) to describe the Bidder's capability to meet the stated requirements and policies identified in this RFP.

2) **Services to be Provided**

Bidders must discuss the Scope of Services described in Part II of the RFP and what the Bidder will offer, including a description of the methods and resources the Bidder will use and how each task involved will be accomplished. Bidders must also describe how the expectations and/or desired outcomes will be achieved. If subcontractors are involved, Bidders must clearly identify the work each will perform. This narrative should provide a concise description of the Bidder's capabilities to produce aforementioned deliverables. The narrative should be no longer than twenty (20) pages total.

Bidders must complete **Appendix E** (General/Technical Requirements Form) to describe the Bidder's capability to meet the stated requirements and policies identified in this RFP.

3) **Implementation - Work Plan**

Bidders must provide a realistic work plan for the implementation of the program. The work plan must be displayed in a timeline chart, and concisely describe each program development and implementation task, the month it will be carried out, and the person or position responsible for each task. If applicable, Bidders must identify all tasks to be delegated to subcontractors.

Section IV Cost Proposal (File #4)

1) **General Instructions**

- i. Bidders must submit a comprehensive cost proposal that includes, but is not limited to software, including software updates, implementation, training, licensing, and maintenance.
- ii. The cost proposal must include all costs chargeable to the MTA that are necessary for the Bidder to fully comply with the contract terms, conditions, and RFP requirements.
- iii. No costs related to the preparation of the proposal for the RFP, or to the negotiation of the contract with MTA, 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 F** (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 disqualification or reduction in scoring of the cost proposal, at the discretion of MTA.

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) 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 MTA.
- 3) The MTA 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 MTA may revise the scores assigned in the initial evaluation to reflect those communications and/or interviews/presentations.
- 4) Changes to proposals, including updating or adding information, will not be permitted during any portion of the evaluation process. 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:** Proposal scores will be based on a 200-point scale and will measure the degree to which each proposal meets the following criteria:

Accounting Suite	25
Chart of Accounts	15
Project/Reference Codes	15
On Premise Software	15
SQL Platform	20
Software Updates	15
Financial Strength of Software Company	25
Software Support	20
Implementation and Training	20
Software Demonstration	15
Cost Proposal	15
Total	200

- 2) **Scoring Process:** For proposals that demonstrate meeting the requirements in Section I, if applicable, 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. Section 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 15 points. Proposals with higher bid values will be awarded proportionately fewer points calculated in comparison with the lowest bid.

The scoring formula is:

Pro-rated score = 30 X (Lowest submitted cost proposal / Cost of proposal being scored)

No Best and Final Offers: MTA 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) **Demonstrations**: MTA reserves the right to request additional demonstrations to further clarify responses received as part of the RFP.
- 5) **Negotiations**: MTA reserves the right to negotiate with the Awarded Bidder to finalize a contract. Such negotiations may not vary the content, nature or requirements of the proposal or MTA's Request for Proposal to an extent that may significantly affect the price of goods or services requested. MTA reserves the right to terminate contract negotiations with an awarded Bidder who submits a proposed contract that is, in the MTA's sole judgment, 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, MTA may withdraw its award and negotiate with the next-highest ranked Bidder, and so on, until an acceptable contract has been finalized. Alternatively, MTA 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 MTA subject to approval by MTA's Board.
- 2) Notification of conditional award selection or non-selection will be made in writing by the MTA's RFP coordinator.
- 3) Issuance of the RFP in no way constitutes a commitment by MTA 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 services, supplies, physical space, personnel or any other costs incurred by the Bidder.
- 4) MTA reserves the right to reject any and all proposals or to make multiple awards.

PART VI CONTRACT ADMINISTRATION AND CONDITIONS

A - Contract Document

- 1) The Awarded Bidder will be required to execute an SC with MTA. All exceptions will be negotiated between the Awarded Bidder(s) and MTA; proposed exceptions submitted as part of this RFP process will not be accepted. MTA is not obligated to accept, negotiate, or compromise on any proposed exceptions.
- 2) Allocation of funds is final upon successful negotiation and execution of the contract, subject to the review and approval of the MTA's Board. No agreed upon contract or contract term will be binding in any way on the MTA until approved by the MTA's board.
- 3) MTA recognizes that the actual contract effective date depends upon many factors, including but not limited to, completion of the RFP process, date of formal award notification, length of contract negotiation, and preparation and approval by MTA's Board. Any contract effective date in the RFP is an estimate and may be adjusted as needed
- 4) In providing services and performing under the contract, the Awarded Bidder is an independent contractor and not an agent of MTA.

B - Standard Contract Provisions

- 1) **Contract Administration:** Following the award, a Contract Administrator from MTA will be appointed to assist with the development and administration of the contract and to act as administrator during the entire contract period. MTA staff will be available after the award to consult with the Awarded Bidder in the finalization of the contract.
- 2) **Payments and Other Provisions:** Payments to the Contractor will be on the basis of net 30 days term after receiving an accurate and acceptable invoice. An invoice will be considered accurate and acceptable if it contains a reference to MTA's 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. The MTA will not pay interest or fees on late payments, but in certain extenuating circumstances may reconsider.

PART VII RFP APPENDICES AND RELATED DOCUMENTS

Appendix A – Proposal Cover Page



PROPOSAL COVER PAGE
Finance & Accounting ERP System

Bidder's Organization Name: _____

Headquarters Address: _____
(Street/City/State/Zip Code)

Lead Point of Contact for Proposal: _____
(Name/Title)

Telephone: _____ **Email:** _____

Address: _____
(Street/City/State/Zip Code)

- 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 MTA, or any agency of the State of Maine, 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 that will enter into the resulting contract with MTA 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: _____ **Title:** _____
(Print)

Authorized Signature: _____ **Date:** _____

Appendix B – Responsible Bidder Certification



RESPONSIBLE BIDDER CERTIFICATION Finance & Accounting ERP System

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:
 - 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.
- 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.
- 6) Is not a foreign adversary business entity (<https://www.maine.gov/oit/prohibited-technologies>).
- 7) Is not on the list of prohibited companies (<https://www.maine.gov/oit/prohibited-technologies>) or does not obtain or purchase any information or communications technology or services included on the list of prohibited information and communications technology and services <https://www.maine.gov/oit/prohibited-technologies> (Title 5 §2030-B).

Appendix C – Qualifications and Experience Form



**QUALIFICATIONS and EXPERIENCE FORM
Finance & Accounting ERP System**

Bidder's Organization Name: _____

Present a brief statement of qualifications, 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.

Provide a description of projects that occurred within the past five (5) years which reflect experience and expertise needed in performing the functions described in Part II – Scope of Services to be Provided of the RFP. Contract history with MTA, whether positive or negative, may be considered in evaluating proposals even if not provided by the Bidder. Please note that if the Bidder has not provided similar services, describing experience with projects that highlight the Bidder's general capabilities. You may expand this form and use additional pages to provide this information. For each project use the format shown below:

Project No.	
Client Name:	
Client Contact Person:	
Telephone:	
E-Mail:	
Brief Description of Project	



TECHNICAL ASSESSMENT FORM
Finance & Accounting ERP System

Bidder's Organization Name: _____

Bidders and their solutions must adhere to all applicable State and Federal standards, policies, and laws that correspond to the PII impact level of MTA data that will be stored, accessed, transmitted and/or controlled by the solution. These standards include the requirements listed here, as well as any other applicable legal standards, which may not be listed here. For "Type of Data" column below, respond "Yes", "No", or "N/A" in the "Comply" column and provide an explanation as applicable.

Applicable State & Federal		Comply?	Explanation
Publicly available information	§ NIST 800-171		
	§ Maine Freedom of Access Act (Title 1 MRSA c. 13) and exceptions thereto.		
Confidential Personally Identifiable Information (PII)	§ State of Maine Breach Notification Law		
	§ National Institute of Standards & Technology: NIST SP 800-53 Revision 5 "Moderate" risk controls		
	§ Privacy Act of 1974, 5 U.S.C. 552a.		
	§ Security regulations from the U.S. DHHS, Administration for Children and Families, Office of Child Support Enforcement Program, Office of Child Support Enforcement (OCSE)		
Payment Card Information	§ Payment Card Industry Data Security Standard (PCI DSS) v 4.0		
	§ Nacha Operating Rules (ACH)		
Federal Tax Information	§ Internal Revenue Service Tax Information Security Guidelines for Federal, State and Local Agencies: IRS Pub 1075		
	§ IRS Pub 1075 Contractor Language Addendum required		
Personal Information from	§ Driver's Privacy Protection Act (Title XXX) ("DPPA") 18 U.S.C. Chapter 123, §§ 2721 – 2725		

Hosting	Comply?	Explanation
Any technical solution must be hosted in a data center.		
Any hosting provider must provide back-up and disaster recovery models and plans as needed for the solution.		
Any hosting provider will abide by NIST best practices for change requests, incident management, problem management and service desk.		

Application Solution	Comply?	Explanation
Any solutions Bidder must provide for the backup/recover, data retention and disaster recovery of a contracted/hosted application solution.		
Any solutions Bidder must provide for application management and design standard of all technology platforms and environments for the application solution (Development, Staging, Productions, DR, etc.)		
Any solutions Bidder must engage MTA using SLA for system and application performance, incident reporting and maintenance.		
MTA owns any data they enter, migrate, or transmit into the solution and the Bidder shall allow the State to pull or copy this data at any time free of charge in a format defined by MTA.		

Information Security Standards	Comply?	Explanation
Bidder provides and maintains a security plan that: 1. Complies with NIST security requirements; 2. Protects the confidentiality, integrity, and availability of the MTA's information systems; and 3. Comply with all applicable federal and state laws and regulations, as well as compliance with all Maine IT contractual requirements and information security policies.		
Bidder ensures that any agent or subcontractor of the bidder to whom MTA provides access agrees to the same restrictions and conditions that apply through this Agreement and agrees to implement reasonable and appropriate safeguards to ensure the confidentiality, integrity, and availability of MTA's IS.		
Bidder will report a security incident that occurs on the Agency's information systems that may affect MTA or State of Maine systems to the CISO within 24 hours of discovery in accordance with the terms of the Maine IT NDA.		
Provide the stated cyber risk appetite statement that has been approved by the board/leadership of your company.		
Provide the SBOM of the solution you are proposing as part of this bid.		

Cloud Service Provider Requirements	Comply?	Explanation
Configuration Management Policy		
Application Deployment Certification Policy		
Digital Accessibility and Usability Policy		
Remote Hosting Policy		
Data Exchange Policy		
Information Security Policy		
Access Control Policy		
Access Control Procedures for Users		
Risk Assessment Policy		
Vulnerability Scanning Procedure		
Security Assessment and Authorization Policy		
System And Information Integrity Policy		
Configuration Management Policy		
NIST Requirements	Comply?	Explanation
Physical and Environmental Protection		
Awareness and Training		
Planning		
Audit and Accountability		
Personnel Security		
Contingency Planning		
PII Processing and Transparency		
Identification and Authentication		
Incident Response		
System and Communications Protection		
Maintenance		
Media Protection		

Appendix E – Modules General/Technical Requirements



**MODULES GENERAL/TECHNICAL REQUIREMENTS
Finance & Accounting ERP System**

Bidder's Organization Name: _____

Please complete the Modules General/Technical Requirements questionnaire embedded on the excel icon below. Double clicking on the .xlsx icon will bring you to a workbook with various tabs containing questions specially tailored for the desired modules in the ERP system MTA is looking for with this RFP.



F&A ERP System
Appendix E-Modules

Appendix F – Cost Proposal Form



**COST PROPOSAL FORM
Finance & Accounting ERP System**

Bidder’s Organization Name: _____

Proposed Total Cost: _____

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

Description	Cost
<i>Implementation:</i>	
Accounting	
Budget	
Payables	
Treasury	
Assets	
Procurement	
Inventory	
Expense Management	
Integration, Interfaces, and Data Conversion	
Dashboards, Reports, Queries, and Forms	
Testing	
Training	
Deployment - Go-Live	
<i>Annual Cost:</i>	
System hosting cost (including production, testing, and development environments)	
Software licenses	
Software subscriptions	
Subcontract services and licenses	
Post Implementation Support	
Other (Please specify)	
Total Cost:	

Appendix H – Service Level Agreement (SLA)



SERVICE LEVEL AGREEMENT Finance & Accounting ERP System

MTA Administration Support

The successful Bidder must provide ongoing assistance to the Agency in the oversight and upkeep of profiles, users, and program data. This support shall include, but not be limited to:

- a) Updating the ERP accounting software over time to synchronize with new program requirements at no extra cost to MTA.
- b) Resolving defects (deviation from expected behavior as stated in agreed upon requirements).
- c) Developing ongoing improvements to the system, such as data validations, that are determined by MTA to be needed for effective oversight of the system.

The required availability metric for the system will be ninety-nine and a half percent (99.5%) of up time in a calendar month, as measured by the number of actual hours available as a percentage of total hours. The SLA will contain liquidated damages for failure to meet this metric, as well as for failing to meet the response and resolution times included below.

Help Desk Support

The successful Bidder must provide a user-focused Help Desk, where system users can receive live technical support regarding system functionality. This Help Desk must become available immediately after receiving MTA's official acceptance of the implemented solution.

Hours of Operation

The successful Bidder's shall be available to provide technical support between the hours of 8:00 AM EST and 5:00 PM EST, Monday through Friday, excluding major holidays.

Priority Levels and Response Time

A priority scheme will be applied to all technical support requests sent to the successful Bidder according to the criteria shown below.

Priority	Impact	Definition	Response Time	Resolution Time
1	Critical	Affects multiple people significantly	15 mins	Until Fixed
2	Serious	Affects a small number of people significantly	1 hour	8 hours
3	Important	Affects multiple people, but work can still be performed	2 hours	12 hours

4	Normal	Affects a small number of people, but work can still be performed	4 hours	24 hours
5	Other	Affects one person, but work can still be performed.	8 hours	24 hours

Outages and Planned Outages

The number of planned outages (system availability) during the business week shall be limited to one (1) time per month. Planned maintenance to be done during the business week must take place after 5:00 PM EST and must receive prior written approval by the MTA.

Hosting Environment

If a hosting environment is proposed, adequate capacity and processing capabilities must be provided. The hosting environment will provide adequate capacity to ensure prompt response to both data inquiry/lookup and data modification transactions, at all times. Application performance metrics must meet a maximum 5 second response time when measured under an ethernet connection.

Service Level Agreement (SLA) Review

The approved SLA will be reviewed every five (5) years.