



## Invitation for Proposal for Website Hosting Solutions

### SCHEDULE

Issued: Monday, March 21, 2022

Deadline for Questions: Friday, April 8, 2022, at 5:00 p.m. EST

Deadline for Submitting Proposals: Friday, April 22, 2022,  
at 5:00 p.m. EST

MaineHousing Contact for this RFP: Amanda Ouellette, Webmaster

E-mail: [aouellette@mainehousing.org](mailto:aouellette@mainehousing.org)

Maine State Housing Authority ("MaineHousing") does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, national origin, ancestry, age, physical or mental disability, familial status, or receipt of public assistance in the admission or access to, or treatment in, its programs and activities. In employment, MaineHousing does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, national origin, ancestry, age, physical or mental disability, or genetic information. MaineHousing will provide appropriate communication auxiliary aids and services upon sufficient notice. MaineHousing will also provide this document in alternative formats upon sufficient notice. MaineHousing has designated the following person responsible for coordinating compliance with applicable federal and state nondiscrimination requirements and addressing grievances: Lauren Bustard, Maine State Housing Authority, 26 Edison Drive, Augusta, Maine 04330-4633, Telephone Number 1-800-452-4668 (voice in state only), (207) 626-4600 (voice), or Maine Relay 711.

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## Invitation for Proposal for Web Hosting Solutions

### I. INTRODUCTION

#### Overview

In this **Invitation for Proposal for Web Hosting Solutions** (the "Invitation"), Maine State Housing Authority ("MaineHousing") is requesting proposals from experienced, qualified, and professional companies who can provide hosting services for the MaineHousing website (<https://www.mainehousing.org>.)

Functionality included in the scope of this RFP includes, but is not limited to, a stable web hosting environment to support the MaineHousing website (<https://www.mainehousing.org>).

#### About MaineHousing

MaineHousing's mission is to assist Maine people in obtaining and maintaining quality affordable housing and services suitable to their housing needs. MaineHousing is an independent quasi-state agency that, at its core, couples the efficiencies of the private financial markets with public purpose goals to provide affordable home ownership and rental housing opportunities for Maine people. In addition, it administers a number of federal housing-related programs including the Low Income Housing Tax Credit Program, the Section 8 Rental Assistance programs, the Emergency Solutions Grant Program, the Weatherization Program, and the Home Energy Assistance Program on behalf of the State of Maine. These federal programs, as well as others, reduce costs associated with housing for Maine people.

For more information about MaineHousing, please go to [www.mainehousing.org](http://www.mainehousing.org).

### II. GENERAL TERMS AND CONDITIONS

#### Review and Compliance

It is the responsibility of each Vendor to review this entire document, including its attachments, and comply with all requirements of this Invitation. "Vendor" refers to any person or entity who may, or does, submit a proposal in response to this Invitation.

#### Questions and Answers

All Vendor questions deemed relevant and material to this Invitation along with the response answers will be posted by MaineHousing at <http://www.mainehousing.org/>, no later than Friday, April 22, 2022.

Any responses or answers provided by MaineHousing to Vendor questions will automatically become a part of this Invitation.

### **Proposal Terms**

All proposals submitted by Vendors and received by MaineHousing will be treated as contract offers. A Vendor's proposal must remain open from the time of receipt of the proposal by MaineHousing and continue for a minimum of 90 days after the date of Vendor's product demonstration, pursuant to this Invitation, and may not be unilaterally modified by Vendor during that period.

Alterations, modifications or variations of a proposal after the submission deadline will not be considered by MaineHousing, unless authorized by an amendment or addendum to this Invitation issued by MaineHousing.

In the case of any award pursuant to this Invitation, the awarded Vendor must keep in effect all proposal terms, including pricing, throughout any contract negotiations.

### **Proposal Costs**

MaineHousing is not liable for any expenses incurred by the Vendor in the preparation, delivery, or presentation of their proposals, or in connection with any product demonstrations.

Costs of developing and delivering proposals and demonstrations pursuant to this Invitation are solely at the expense of the Vendor.

### **Proposal Materials**

All proposals submitted, including all items and materials submitted as part of the proposals, become the property of MaineHousing, whether or not selected. Proposal materials may be appended by MaineHousing to any contract between MaineHousing and the Vendor providing such materials.

### **Contract Term**

The initial term of the contract awarded, pursuant to this Invitation, will be for a minimum of one (1) year and a maximum of five (5) years from the date the contract is executed between the Vendor and MaineHousing. MaineHousing reserves the sole right and option to extend the contract in incremental terms of one (1) year each which, including the initial contract term, will not exceed a total of five (5) years.

## **III. REQUIREMENTS**

### **General Requirements**

MaineHousing's expectation is to select a website hosting solution which will provide the breadth of functionality necessary to support the MaineHousing website and its MS SQL Database.

Proposals must demonstrate the Vendor's understanding of MaineHousing's needs and expectations as prescribed in this Invitation, and must demonstrate the Vendor's capability to meet those needs and requirements.

## Detailed Functional Requirements

Proposals must describe specific features of Vendor’s software and how the software meets each of the detailed functional requirements listed in Appendix D.

## Security Requirements

The Vendor must describe how the software solution will maintain the highest level of security protection of all sensitive, protected, and/or confidential data and materials throughout the contracted relationship.

Any Vendor that is invited to the demonstration phase of the selection process will be required to complete the MaineHousing Vendor Security Survey prior to the software demonstration. If you would like a copy of the MaineHousing Vendor Security Survey please make that request via email to [aouellette@mainehousing.org](mailto:aouellette@mainehousing.org). The findings of the security survey may disqualify the vendor from moving forward in the selection process.

## **IV. BUSINESS REFERENCES**

Vendors must provide a minimum of three (3) business references from clients who have Vendor’s proposed hosting solutions for similar websites in production for at least two years. MaineHousing reserves the right to contact and verify any or all references provided.

Using the following table format, Vendors must provide up-to-date, accurate, and complete contact information for each of the three (3) business references:

<b>Invitation: MaineHousing Invitation for Website Hosting Solutions</b>	
<b>Business Name:</b>	
<b>Business Reference Contact Information</b>	
Name:	
Street Address:	
City, State, Zip:	
Phone, including area code:	
Email address:	
<b>Alternate Contact Information</b>	
Name:	
Street Address:	
City, State, Zip:	
Phone, including area code:	

Email address:	
<b>Project Information</b>	
Brief description of vendor's software modules being used in production for this reference.	
How long have you partnered with this reference?	
What federal or state housing programs are tracked using this software solution?	

## V. PROPOSAL PRICING

### Cost Items

The Vendor must provide:

A detailed, **itemized firm pricing** for all costs associated with this Invitation.

Include all necessary labor, hardware, software, configuration and programming and the selection of the proper type and quantities of the system components to assure a complete and operational solution.

A fee schedule for one time or monthly recurring costs, including any extra costs necessary to support software upgrades, incident response, scalability of services or off hours access or services.

The basis of the price and any underlying assumptions must be included in the Vendor's cost proposal.

### Payment

Generally, payment by MaineHousing will be tied to specific milestones, which may include satisfactory acceptance testing, and/or deliverables.

Payment terms are net 30 days after receipt of correct invoice containing information required by MaineHousing and acceptance of deliverable (after testing).

## VI. PROPOSAL SUBMISSION

This section of the Invitation deals with the requirements for the contents and submission of proposals.

### RFP Point of Contact

To ensure clear communications, the following individual has been designated the point contact for this RFP. All requests, questions, proposal documents and/or correspondence must be communicated through this designated RFP contact:

<b>Name:</b>	Amanda Ouellette
<b>Title/Dept:</b>	Webmaster, Communications & Planning Department
<b>Address:</b>	MaineHousing, 26 Edison Drive, Augusta, ME 04330
<b>Email:</b>	<a href="mailto:aouellette@mainehousing.org">aouellette@mainehousing.org</a>
<b>Tele#:</b>	(207) 626-4605

Vendor contact with any MaineHousing employee, consultant, or other MaineHousing representatives concerning this Invitation other than the MaineHousing contact person given above will be grounds for proposal rejection.

### **Questions**

All questions must be in writing and submitted only to the designated RFP contact email address previously given. Attempting to ask questions in person, or by telephone, will not be allowed and can disqualify a Vendor.

Vendors will only rely on written statements issued from MaineHousing’s designated RFP point of contact.

### **Deadlines & Delivery**

It is the responsibility of each Vendor to ensure timely submission of their proposal to MaineHousing at [aouellette@mainehousing.org](mailto:aouellette@mainehousing.org). See Appendix C for all proposal deadlines.

All proposals **must be submitted by e-mail in PDF format.**

MaineHousing is not responsible for late delivery of a proposal for any reason.

Late proposals **will not be accepted or considered.**

Hard copy, facsimile or telephone proposals **will not be accepted or considered.**

When submitting your proposal to [aouellette@mainehousing.org](mailto:aouellette@mainehousing.org) the email subject line must state:  
**"Website Hosting Solutions"**

### **Organization/Formatting**

Proposals must be presented following the prescribed instructions within this Invitation. The proposal, along with all supplemental documentation required under this Invitation must be:

Submitted in electronic .PDF format

Pages numbered consecutively

Provided in the sequential order listed below:

- |   |
|---|
| 1. Vendor Information Sheet (see Appendix A)                                |
| 2. Vendor Proposal Response – include Detailed Requirements from Appendix D |

3. Company W-9
4. Current Certificate of General Liability Insurance
5. Current Certificate of Workers Compensation Insurance
6. Business References (See table under Section IV)
7. Itemized Costs
8. Service Level Agreement
9. Vendor Certification Form. (see Appendix B)

**Content**

All information requested by this Invitation must be submitted as part of Vendor’s proposal. **Only information that is received in response to this Invitation will be evaluated.**

References to information submitted to MaineHousing outside this Invitation process or references to Internet website addresses will be deemed non-responsive and will not be considered by MaineHousing.

Cross-references to other portions of a Vendor’s proposal submitted in response to this Invitation are acceptable, but must reference the specific section number and heading for identification.

All proposals must include completed and signed Vendor Information Sheet (Appendix A) included in this Invitation. The Vendor Information Sheet must be placed at the front of the proposal.

All proposals must include a completed and signed Vendor Certification form attached to this Invitation under Appendix B.



## VII. PROPOSAL EVALUATION

An RFP Evaluation Committee, consisting of MaineHousing employees, will review all proposals. This Evaluation Committee may contact any of the references provided by the Vendor, contact any Vendor for clarification of response, and/or seek information from any other sources concerning any aspect of this Invitation.

Subject to the selection factors, reservation of rights, and other terms and conditions of this Invitation, MaineHousing will select the proposal most advantageous to MaineHousing. The Evaluation Committee will be evaluating the detail, completeness, and accuracy of each proposal and will select the proposal(s) that provide the best value in meeting MaineHousing's business objectives. Final selection will be based on the vendor's ability to demonstrate how their solution will meet the requirements presented in this invitation. Vendor will be provided an agenda to follow during the software demonstration.

Vendors are cautioned the Evaluation Committee is in no way obligated to make inquiries for clarification or request omitted information regarded essential to complete a thorough evaluation of a Vendor proposal. Proposals at the time of submission that are not complete, accurate or concise, or contain discrepancies or omissions may not be considered.

Any award is contingent upon the successful negotiation of finalized contract terms. In no event will any claimed obligations of any kind be enforceable against MaineHousing, unless and until such time MaineHousing and the selected Vendor have entered into a written contract.

This Invitation and the successful Vendor's proposal, as may be modified pursuant to this Invitation, will be incorporated by reference into, and be a part of, any contract between MaineHousing and the Vendor.

RFP award scores will be based on both technical and financial evaluations through a comprehensive review and analysis by the Evaluation Committee.

<b>Evaluation Scoring</b>	<b>Points</b>
Qualifications and experience of entity / persons assigned	10
Ability of proposed services to meet requirements outlined in RFP	40
Completeness of proposal; all required documentation submitted	15
Methodology/Work Plan and Time Line	15
Proposal Pricing - Costs covered under this proposal are exempt from all Federal and State Taxes. Prices must be clear, accountable, and auditable, covering the full spectrum of services required. Costs and compensations must be consistent with current market rates.	20
<b>Maximum Award Points:</b>	<b>100</b>

## VIII. TERMS AND CONDITIONS

### Rights Reserved by MaineHousing

In addition to the rights reserved by MaineHousing elsewhere in this Invitation, MaineHousing reserves the right to:

Adjust the timetable for this Invitation as deemed necessary.

Waive informalities and minor irregularities in proposals received.

Reject and not consider any or all Vendors who do not meet the requirements of this Invitation, including but not limited to incomplete responses and/or non-responsive proposals.

Reject any or all proposals received and not to award a contract pursuant to this Invitation, or to cancel or terminate this Invitation process at any time, whether before or after any proposals have been submitted or received, if deemed by MaineHousing to be in its best interest.

Negotiate price or other factors included in any proposal submitted to MaineHousing, and in the event MaineHousing is unable to negotiate a mutually satisfactory contract with the successful Vendor under this Invitation, MaineHousing may, in its sole discretion, negotiate with another Vendor or cancel this Invitation and not award a contract to any Vendor.

Reject the Vendor selected pursuant to this Invitation and to offer a contract to another Vendor in the event the selected Vendor does not enter into the required contract to provide related services described in this Invitation.

Negotiate directly with one Vendor if the responses to this Invitation demonstrate a lack of competition.

Correct or amend this Invitation. In no case will this Invitation be amended within seven (7) days of the proposal submission deadline unless the amendment includes an extension of time. MaineHousing will not be liable for any costs incurred as a result of changes to this Invitation.

### **Other Terms and Conditions**

**Conflict of Interest.** The Vendor, any principal or affiliate of the Vendor, or anyone who will be paid for work on the Contract, that has business ties, familial relations, or other close personal relations with a current MaineHousing employee or a commissioner, or anyone who was a MaineHousing employee or a commissioner within the past year must disclose this information under **Appendix A - Vendor Information Sheet**.

**Vendor Certification Form.** As a mandatory requirement of this proposal, all Vendors must complete and submit the Vendor Certification Form attached to this Invitation as **Appendix B**, along with their proposal submission.

**Confidentiality and Nondisclosure.** Vendor shall maintain in trust and confidence and shall not disclose to any third party, except as such disclosure may be authorized in writing in advance by MaineHousing, and shall not use for any unauthorized purpose, any and all information, documents and data received or obtained from or on behalf of MaineHousing. Vendor may use such information, documents and data only to the extent required for the purposes described in this Invitation. Vendor shall adhere to all security, confidentiality and nondisclosure policies and procedures required by MaineHousing for the protection of such information and data from unauthorized use and disclosure and from loss.

**Maine Freedom of Access Act.** Information submitted by a Vendor in any proposal becomes public

information, and is subject to disclosure in accordance with the requirements of law, including without limitation the Maine Freedom of Access Act, 1 M.R.S.A. Section 401 et seq. ("FOAA"), except as provided therein. Vendor acknowledges that MaineHousing is required to comply with FOAA.

**Protest Procedures.** Protests of any award made pursuant to this Invitation must be submitted in writing to MaineHousing at the address given on the cover page of this Invitation, to the attention of: Deputy Director. To be considered, protests must be received by MaineHousing within fifteen (15) calendar days from the date of notification of the contract award and provide specific reasons and any supporting documentation for the protest.

**Women and Minority Owned Businesses.** Women and minority owned businesses are encouraged to apply. To subcontract any of the work, Vendor must follow the steps outlined in 2 CFR 200.321

APPENDIX A  
**VENDOR INFORMATION SHEET**

*for*

MaineHousing Invitation for Proposals for Website Hosting Solutions

Please provide the following information, completed and signed, and place this form at the front of the proposal:

<b>General Information</b>	
Company Name:	
Federal Tax ID:	
Street Address:	
City, State, Zip:	
Telephone#:	
<b>Contact Person for Questions</b>	
Name:	
Title:	
E-mail Address:	
Telephone#:	
<b>Business Description</b>	
# Years in Business:	
# Years providing multifamily affordable housing software of similar scale and composition as described in this Invitation:	
Current Company Size:	
Current # Workers and Current # of Customers:	
Evidence of Workforce expertise, experience, qualifications, and knowledge	

	<i>Please be sure to include all supplemental qualification documents.</i>
<b>Summarized Narrative of Vendor’s ability to provide the services, materials, and labor required under this RFP:</b>	
<b>List of planned resources to be assigned to meet the obligations of this Invitation:</b>	
<b>Conflict of Interest. Does the Vendor, any principal or affiliate of the Vendor, or anyone who will be paid for work on the contract have business ties, familial relations, or other close personal relations with a current MaineHousing employee or commissioner, or anyone who was a MaineHousing employee or commissioner within the past year? If yes, please describe here:</b>	

APPENDIX B  
**VENDOR CERTIFICATION FORM**

*for*  
MaineHousing Invitation for Website Hosting Solutions

<b>Vendor Name</b>	
<b>Vendor Address</b>	

**The undersigned Vendor represents and certifies as follows:**

1. The prices in this proposal have been arrived at independently and without consultation, communication, agreement or disclosure with or to any other Vendor or potential Vendor.
2. No attempt has been made at any time to induce any firm or person to submit any intentionally high or noncompetitive proposal or to otherwise submit or refrain from submitting a proposal for the purpose of restricting competition.
3. Vendor has not given, and will not give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to any employee or representative of MaineHousing in connection with this Invitation.
4. Vendor acknowledges that MaineHousing will determine whether a conflict of interest exists and that MaineHousing reserves the right to disqualify any Vendor on the grounds of actual or apparent conflict of interest.
5. Vendor has not employed or retained any person or entity to solicit or obtain any contract resulting from this Invitation and has not paid or agreed to pay to any person or entity any commission, percentage, brokerage, or other fee contingent upon or resulting from the award of any such contract.
6. Vendor understands and acknowledges that the representations in its proposal are material and important and will be relied on by MaineHousing in evaluating the proposal. Vendor certifies that, to the best of its knowledge, all of the information contained in its proposal is true, correct and complete and acknowledges that any intentional misrepresentation by Vendor will disqualify Vendor from further consideration in connection with this Invitation.
7. The undersigned individual is legally authorized to sign this Vendor Certification Form for and on behalf of Vendor and to bind Vendor to the statements made herein.

<b>Name, Title and Signature of Individual with Authority to Bind Vendor</b>	
<b>Name</b>	
<b>Title</b>	
<b>Signature</b>	
<b>Date</b>	

APPENDIX C  
**KEY PROPOSAL DATES**

*for*

MaineHousing Invitation for Proposals for Website Hosting solutions

All dates are subject to change at MaineHousing’s discretion.

All proposal documents, correspondence, and/or questions must be emailed to: [aouellette@mainehousing.org](mailto:aouellette@mainehousing.org)

<b>RFP Issuance:</b>	
Date Issued:	<u>Monday, March 21, 2022</u>
<b>Questions &amp; Answers:</b>	
Questions:	<p>Questions will be received:  <b>From:</b> <u>Monday, March 21, 2022 to Friday, April 8, 2022 no later than 5 p.m. EST</u>            Questions must be emailed directly to: <a href="mailto:aouellette@mainehousing.org">aouellette@mainehousing.org</a></p>
Answers:	<p>All questions, and their subsequent answers, will be posted on the MaineHousing website for public viewing.            Questions will be answered no later than <u>Wednesday, April 13, 2022</u>  <i>To locate these postings, go to the MaineHousing website located at:</i>  <a href="https://www.mainehousing.org/rfp">https://www.mainehousing.org/rfp</a></p>
<b>Pertinent Proposal Dates:</b>	
Deadline for Proposal Submission:	<p><u>Friday, April 22, 2022, no later than 5:00 p.m. EST</u>  <i>**Please be sure emailed proposal is in PDF format, as well as all supplemental documentation.</i></p>
Proposal Evaluation Review and Demonstration Phase:	<b>From:</b> <u>Monday, April 25, 2022 to Friday, May 13, 2022</u>
Contract Offering:	<u>Monday, May 23, 2022</u>

## APPENDIX D

# DETAILED FUNCTIONAL REQUIREMENTS

### Hosting Service

1. All proposed web hosting services should have the ability to host a website built on Progress Sitefinity Content Management System.
  - a. More info about Sitefinity can be found on their website here: <https://www.progress.com/sitefinity-cms>
  - b. More info about the system requirements for Sitefinity can be found on their website here: <https://www.progress.com/documentation/sitefinity-cms/system-requirements>
2. Hosting service must provide a stable platform for the following website usage:
  - a. 750,000 annual sessions
  - b. 1,000,000 annual page views
3. Ability to provide scalable service during peak times.
4. Support/Help Desk –service must provide some type of help desk/ticketing system for 24/7 service level support.

### Technology

1. Cloud Based Systems
  - a. Access to file system for uploads/downloads to website.
  - b. Access to MS SQL Database to run queries and create views.
2. Server Based Systems
  - a. Windows-based server with the ability to remote to the server.
    - i. CPU
      1. Speed – 3.60 GHz
      2. Cores – 4 cores
    - ii. Memory – minimum of 16GB RAM
    - iii. Diskspace - minimum 1TB of storage space
  - b. One Microsoft SQL Server database, standard license with Management Studio.
  - c. Security – Please specify who maintains the update patching on the server.
  - d. Firewall – Please specify how the firewall for the service is maintained.

### Other

1. Backups –
  - a. Minimum amount of one backup per day.
  - b. Recovery and timelines to completion of backup should be an easily requested and completed service.
2. Service must include Distributed Denial of Service (DDos) Protection
3. All responses should include a sample of a standard Service Level Agreement (SLA)