

REQUEST FOR PROPOSAL

RFP 1524-577

Project Title: Background Check System Project

Estimated Contract Period: March 1, 2016 through February 28, 2021. Amendments extending the period of performance, if any, shall be at the sole discretion of DSHS.

Proposal Due Date: All Proposals must arrive by 3:00 p.m. Pacific Standard time on January 14, 2016.

Submit Proposal To: Sarah Pendleton, RFP Coordinator
sarah.pendleton@dshs.wa.gov

WEBS: <https://fortress.wa.gov/ga/webs/>
Procurement Website: <http://www.dshs.wa.gov/CCS/>

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SECTION A. SUMMARY OF PROJECT

1. **Definitions.** The following terms which appear in this RFP have the meaning that is defined below for the purposes of this RFP:
 - a. Apparent Successful Bidder - A Bidder selected as having submitted a successful Proposal, based on the final determination of DSHS management taking into consideration the Bidder's final Proposal score and which Proposal(s) best meet the needs of DSHS. The Bidder is considered an "Apparent" Successful Bidder until a contract is finalized and executed.
 - b. Agency – The Department of Social and Health Services is the agency of the State of Washington that is issuing this RFP.
 - c. Bidder - An individual, organization, public or private agency, or other entity submitting a Proposal in response to this RFP.
 - d. Contractor – Individual or Company whose Proposal has been accepted by the Agency and is awarded a fully executed, written contract.
 - e. Issue - To mail, post, or otherwise release this RFP as a public document to interested parties.
 - f. Key Personnel - Staff being proposed to do the work under this Proposal.
 - g. Proposal - All material prepared and assembled by a Bidder, and which the Bidder submits in response to this RFP.
 - h. Protest - An objection by the Bidder, in writing, protesting the results of this RFP, and which complies with all requirements of this RFP.
 - i. RCW - Revised Code of Washington. (All references to RCW chapters or sections shall include any successor, amended, or replacement statute.)
 - j. RFP - Request for Proposals; i.e., this RFP document.
 - k. RFP Coordinator - The person named in this RFP as the RFP Coordinator, or the RFP Coordinator's designee within Central Contract Services. The sole point of contact within DSHS regarding this RFP for potential Bidders and other interested parties.
 - l. Requirements - MR: A mandatory requirement (MR) is an essential DSHS need that must be met by the bidder. Mandatory requirements are scored as pass or fail. DSHS will disqualify from the evaluation process any bidder not fulfilling all mandatory requirements or not presenting an acceptable alternative.
 - m. Requirements - SR: A scored requirement (SR) is an essential DSHS need that must be met by the bidder. Bidders are required to respond to all scored

requirements. Because scored requirements represent the minimum acceptable level DSHS will accept; they are evaluated and scored on a scale as defined in the section of this solicitation document entitled Section D Evaluation.

- n. Response or Proposal: A formal “offer” made by the bidder submitting the information required by a specific procurement.
- o. Software: The object code version of computer programs and any related documentation, excluding maintenance diagnostics. Software also means the source code version, where provided by Bidder.
- p. Solicitation: A documented formal procurement process providing Bidders an equal and open opportunity to compete on DSHS contracts. Also referred to as the procurement.
- q. Statement of Work - A statement of the work or services which the Contractor is to perform under any contract awarded, and which is generally in the form of an exhibit attached to the contract.
- r. Submit - To deliver to the DSHS RFP Coordinator any of several documents described in this RFP and in the manner specified in this RFP.
- s. Vendor – Individual or Company whose Proposal has been accepted by the Agency and is awarded a fully executed, written contract.
- t. WAC - Washington Administrative Code. (All references to WAC chapters or sections shall include any successor, amended, or replacement regulation.)
- u. WEBS – Washington’s Electronic Business Solution. DSHS encourages all bidders to register with WEBS at <https://fortress.wa.gov/ga/webs/>.

2. Purpose of Request for the Background Check System Project

The State of Washington Department of Social & Health Services (DSHS) is soliciting vendor proposals to replace its existing Criminal History System (CHS).

The Successful Bidder will assist DSHS in meeting this objective by first assessing the CHS for reusability and then executing the design, development, and implementation of a web-based replacement system that leverages existing technical assets wherever possible to reduce cost and project duration. This replacement system shall be known as the Background Check System (BCS).

This project will:

- assess current CHS components and develop a detailed design for the new BCS that leverages existing components of CHS where appropriate
- provide a web-based solution for DSHS customers to initiate and complete background checks submitted to the Background Check Central Unit (BCCU), eliminating handling of mailed and faxed requests
- integrate the new BCS with existing CHS interfaces with agency partners and their information repositories
- support data quality and process governance through the implementation of automated business rule enforcement
- simplify the current technical environment by replacing existing CHS utilities and supporting applications
- provide technical and end-user training for the new BCS in both its use and its administration
- establish a schedule and detailed plan for implementing the new BCS and decommissioning the current CHS

At the completion of the project, the BCCU will utilize the new BCS for the submission and receipt of background checks. The BCS will retain, and where possible, improve upon the functionality and efficiencies of the current CHS. This web-based solution will be easily maintainable in a modern network infrastructure that will enable DSHS to respond to frequently changing federal and state mandates as well as organizational changes. The BCS will eliminate background checks received via mail or fax as well as eliminate the need to process form rejects. The new BCS will also allow DSHS to retire multiple legacy components of the existing CHS.

3. **Background**

Federal and state law requires DSHS administrations, service providers, and licensees to conduct background checks to determine the character, competence and suitability of individuals who will have unsupervised access to vulnerable people. DSHS also conducts background checks on individuals with access to sensitive information in certain federal and state data systems.

The DSHS BCCU uses the DSHS CHS to process approximately 320,000 background check requests per year for DSHS programs, service providers, licensees, and the Department of Early Learning (DEL). BCCU also provides the results of long-term care background checks to the Department of Health (DOH) as required by state law. A functioning background check system is critical to the Department's ability to meet its background check responsibilities. The DSHS Financial Services Administration (FSA), BCCU is responsible for CHS.

CHS consists of several components that include: A centralized repository of background check results; an automated processing system with interfaces to the Washington State Patrol (WSP), the Administrative Office of the Courts (AOC), multiple findings data sources; electronic fax intake; automated e-mail result imaging & parsing, and automated no-record result processing. Four Department web applications and the DEL licensing system electronically submit requests and receive results from CHS. CHS also has a limited interface with DOH for providing the results of long-term care background checks.

CHS was developed in 1995 and has been modified numerous times to meet changing legislative mandates, organizational needs, and to automate manual processes that enable BCCU to respond to increased workload with minimal staffing resources. The complexity and volume of background checks has increased significantly since the system was created, though the methods for inputting background checks and receiving results has become outdated. Most background checks are submitted by mail or fax requiring BCCU staff to input data and sort forms into work queues. The fax system experiences issues almost daily requiring frequent support from the DSHS Technology Services Division (TSD), Washington Technology Services (WaTech), and WaTech contracted switch vendors. Further, the CHS must be maintained in a non-standard 32-bit environment requiring special environmental configuration and network access to provide maintenance.

DSHS Background Check Business Needs

BCCU processes over 320,000 background checks for over 80 business areas within DSHS and DEL annually. Federal and state laws as well as core business needs for the various business areas mandate:

- The type of background check a business area can perform (name/date of birth or fingerprint)
- The purpose of the background check (access to vulnerable people or access to sensitive information)

- Recheck requirements and frequency
- Disqualifying crimes/negative actions
- Who makes the suitability determination
- Who can view/receive FBI records

DSHS uses an inquiry type structure that allows the application of a common set of business rules for business areas that share the same or similar mandates, eliminating the need to write specific business rules for each.

Unlike most other states, DSHS is required to pay the cost of the background checks we conduct, including those conducted for external providers. DSHS programs spend millions of dollars each year on background checks. Background check costs vary depending on the type of background check and include WSP and Federal Bureau of Investigation (FBI) processing fees, fingerprint vendor rolling fees, and BCCU operational charge back. The inquiry type structure is designed to ensure the appropriate funding sources are charged.

To minimize background check cost for the Department, CHS incorporates a number of automated processes that enable BCCU to efficiently process background checks with minimal FTEs. When a new background check request is received in the work flow, the system automatically searches seven integrated data sources to determine possible hits. Seventy-five percent of name/date of birth background checks are processed by the system with no BCCU review after the data is entered. For the background checks not automatically processed by the system, BCCU staff are expected to complete the name/date of birth background check process in less than two minutes on average.

BCCU is an information pass through and does not determine if an applicant is cleared by the background check. BCCU gathers information, conducts equivalency reviews, categorizes the results by the type of information found, and distributes results to the entity who is required to conduct the character, competency and suitability review and make the hiring, contracting, or placement decision.

The DSHS BCS must be able to incorporate business rules to enforce the mandates for numerous business areas, have a method for ensuring the appropriate funding sources are charged for the costs of background checks, incorporate an efficient workflow to ensure BCCU can process background checks with existing FTE resources, and incorporate validation to ensure unnecessary background checks costs are not incurred.

Project Approach

DSHS performed a detailed analysis of the current CHS to determine the viability of reusing CHS components. The analysis showed that the foundation of the system is sound, though the application code written in Visual Basic 6 (VB6)

needs to be updated. DSHS intends to leverage reusable components of CHS in order to expedite release of essential functionality to production.

The BCS Project will follow an iterative development process. After project initiation, the project team will focus on assessing the current system and high level system design to identify the best way to reuse components of the existing CHS and review the documented Business Requirements Package (including future state process flows). After the CHS Assessment and Requirements Review, the Vendor will collaboratively create the Development Plan to group functionality into releases for iterative release cycles including detailed design, development, testing, training, and implementation. Once a sound Development Plan is accepted, the team will execute an iterative development process to meet DSHS objectives to put high-quality, essential functionality into use by BCCU staff as early as possible.

Reusable components of CHS are anticipated to include:

- System Database
- Web Services and Other Data Feeds
- Portions of the User Interface

System Database

The CHS Database Environment meets standards for modern automated software systems in the ways listed below. Reusing the CHS database will significantly reduce risk, cost, and time on this new project by eliminating the need to upgrade database platforms or migrate data to a new platform.

Advantages:

- Modern Database can be expanded for new functionality
 - Microsoft SQL Server 2012
 - Running on Windows 2012 Server
 - Normalized Database with all Tables having Primary Keys (PK) and Foreign Keys (FK)
 - Microsoft MVC5 compatible and already mapped and used by Microsoft Entity Framework
- Database is configured to run DSHS background checks (over 320,000 checks added on a yearly basis)
- No Legacy Data Migration Needed – the Department’s background check requirements rely heavily on stored fingerprint records, legal documentation, and applicant self-disclosures as a source of information for future background checks, making access to legacy data in a useable form essential.
- All of the CHS interfaces have been tested and are functioning in production in a way that meets the documented system requirements with minor modifications.

While the current database meets all the technical requirements, some functionality must be developed to meet the documented requirements. The functionality below must be developed:

- Active Directory (AD)/Secure Access Washington (SAW) login (to accommodate Online Applicant Form and use by external entities) if DSHS does not opt for vendor hosted services.
- Web User functionality for submitting and receiving results of background checks.
- Customer Support.
- Entity management structure to allow DSHS Programs to perform oversight functions on authorized entities.

Likewise, some data elements will not be necessary in the new system. Tasks to remove unused data elements will need to be included in the BCS Project.

Web Services and Other Data Feeds

CHS depends on several services and feeds to correctly process background check requests. Most of the services are functional and do not require any changes beyond normal Software Development Lifecycle maintenance.

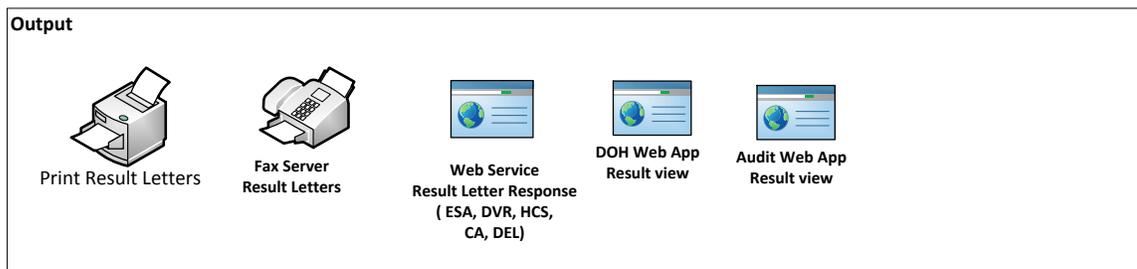
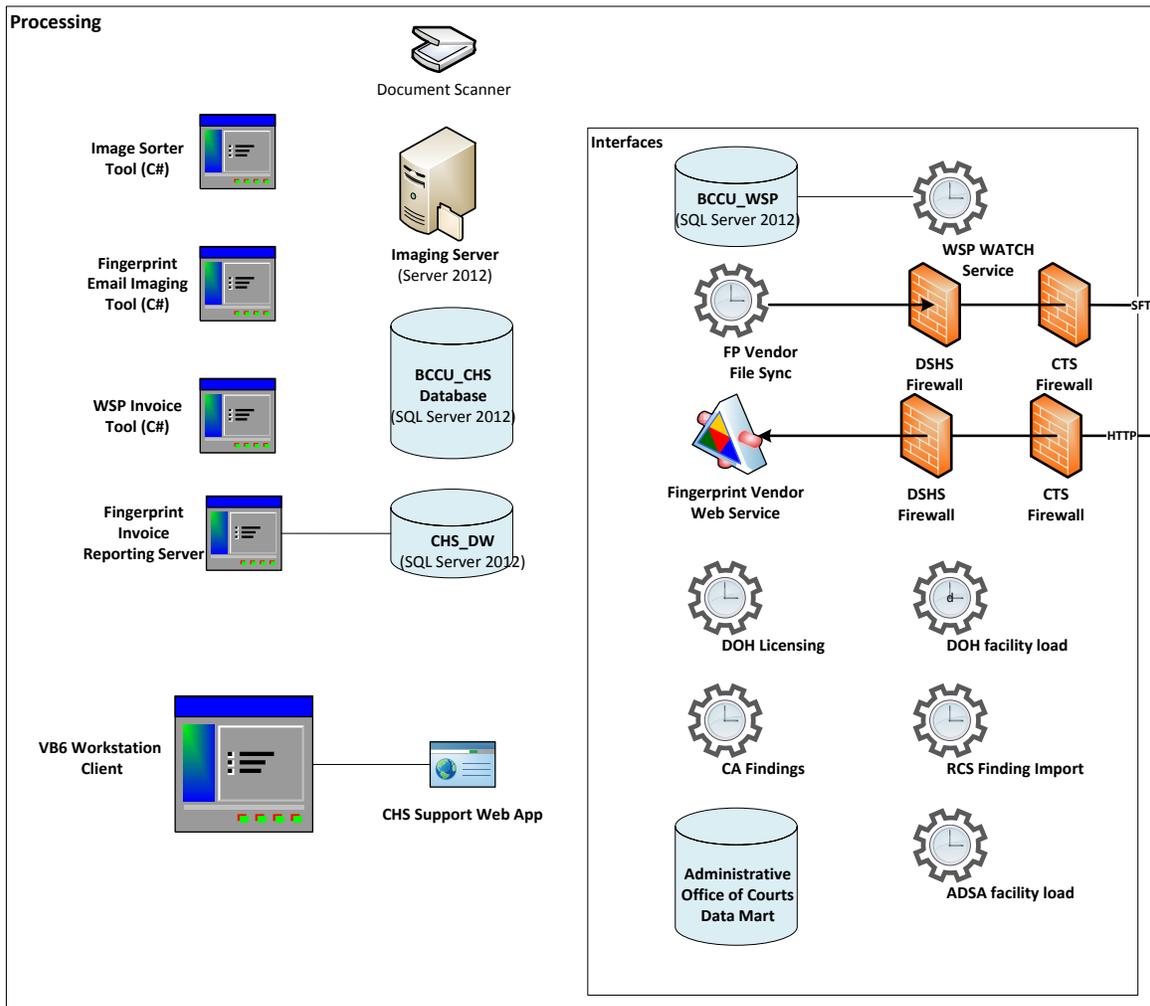
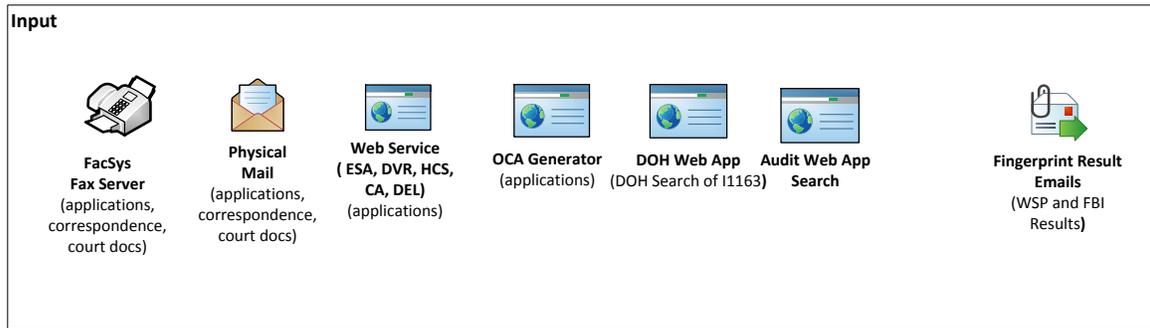
Service	Description
WSP Watch Web Service	The Washington State Patrol owns and operates this web service and provides access to State Agencies for name and date of birth checks. DSHS is charged on a “per check” basis for CHS to use this service. The current WSP Watch web service can be used with no modification.
Fingerprint Vendor Web Service	This web service was written by DSHS/TSD. Its purpose is to provide information to a fingerprint vendor to help determine whether or not the information for an individual scheduling a fingerprinting appointment matches information in the CHS database. The current web service will be modified to meet the requirement for a live web service interface with the fingerprint vendor.
Administrative Office of the Courts Data Mart	This public data mart is maintained and operated by AOC. DSHS holds a data sharing agreement with AOC which not only allows it to link directly to the data mart but also to host DSHS stored procedures on the data mart for better performance. This service can be used with no modification.
Department of Health Licensing	The Department of Health provides a file containing licensing actions against individuals to DSHS weekly. This data is used in CHS to determine which individuals have undergone due process resulting in a finding. This service can be used with no modification.
Department of Health Facility Load	The Department of Health provides a list of facilities approved by the Department of Health and licensed by

Service	Description
	ALTSA through a web service maintained by DSHS/TSD. This service can be used with no modification.
Children's Administration Founded Findings	CA provides this data to the CHS through the Enterprise Service Bus. This data provides a list of individuals who have undergone due process resulting in a finding. This service can be used with no modification.
Residential Care Services Findings (ALTSA)	ALTSA provides this data to the CHS through the Enterprise Service Bus. This data contains a list of individuals who have a record of abuse, neglect and/or exploitation of vulnerable adults. This service can be used with no modification.
ALTSA Facility Load	ALTSA provides this data to CHS via an SSIS package. This data contains a list of licensed accounts for Adult Family Homes, Nursing Homes, Boarding Homes and Individual Providers. This service can be used with no modification.
ESA – BCCU Inquiry Web Services	ESA provides a web service interface with its Bar Code System to send background check requests and transmit background check results for Name/DOB background checks. This service can be used with minimal modifications.
DEL – BCCU Inquiry Web Services	The Department of Early learning provides a web service interface with its child care licensing system to send background check requests and transmit background check results for Name/DOB and fingerprint-based background checks. This service can be used with minimal modifications.
DOH Inquiry Status Web Service	DOH provides a nightly feed of the Inquiry IDs it is currently tracking that are awaiting licensing approval. This web service responds with the current status of the inquiry or an error message if the Inquiry ID is for a non-Private Home Care organization or is not found in the CHS system. This service can be used with minimal or no modifications.

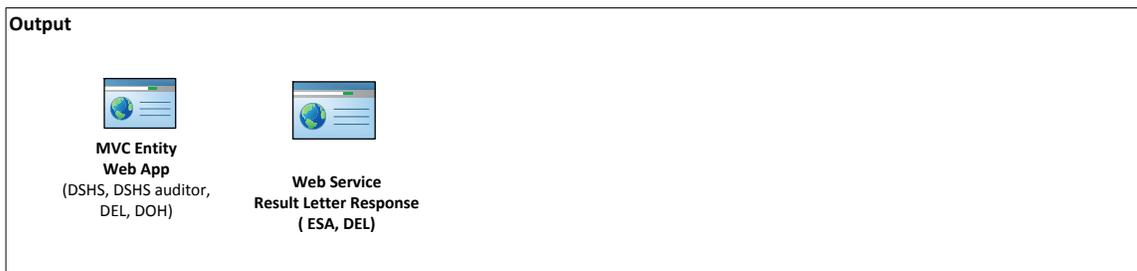
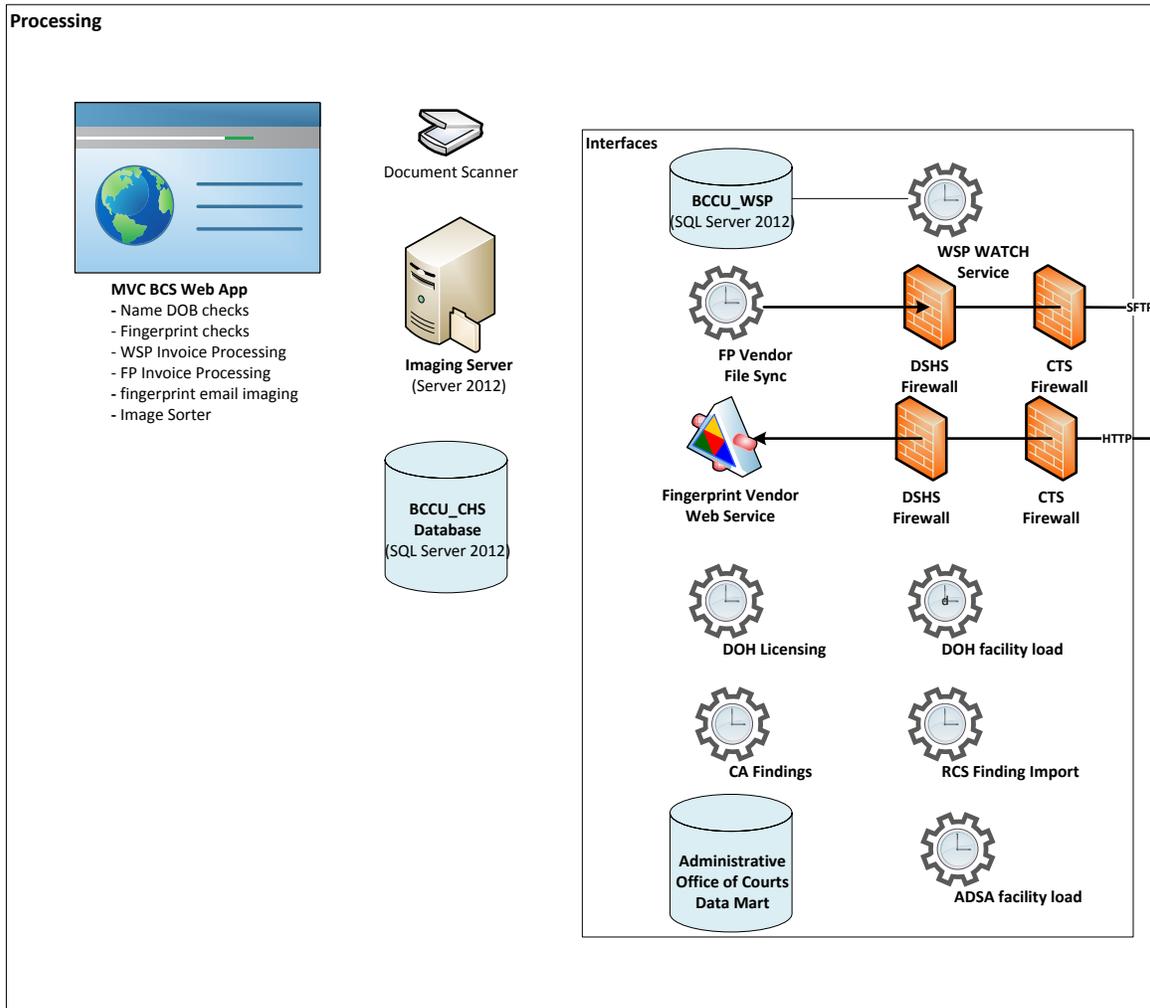
Architecture Comparison

The diagrams below show the current Inputs/Outputs of the CHS and the future Inputs/Outputs based on reusable components. The future state Inputs/Outputs components are the same regardless of whether DSHS reuses components from CHS or opts for a different system. Please note that inputs, outputs, and processes are all streamlined and consolidated in the future state, though the Interface components are unchanged between the two diagrams, indicating that much of CHS is reusable.

Current CHS Input-Output Diagram



MVC Input-Output Diagram



4. Project Scope

The State of Washington, Department of Social and Health Services, Background Check Central Unit (BCCU) is initiating this procurement to solicit proposals from bidders interested in partnering with BCCU to design, develop, and implement a new Background Check System.

DSHS is exploring both on-premise and off-premise hosting and maintenance of the Background Check System. Options include hosting in the DSHS data center or outsourcing to a vendor-provided hosting solution.

BCS will have functionality to enable customers to submit online requests for background checks, enable BCCU to manage background check processing and distribute the results of background checks to its customers. The background check process requires retrieving information about the person subject to the background check from several internal and external data sources including law enforcement, courts, and government agencies. The results of these inquiries are retained for historical purposes and to manage the frequency of background checks on the person. For business requirements, business rules, and process flows of the future Background Check System, see Exhibit D – Background Check System Project Business Requirements Package.

This procurement will ensure that BCCU contracts with a vendor to design develop and implement a background check system that will:

- Reduce project risk and cost by leveraging reusable components of the current Criminal History System (CHS) into a new Background Check System (BCS).
- Eliminate manual entry of background check requests by providing a web-based system for its customers
- Simplify background check processing and training
- Support interfaces with other systems to enable information retrieval and improved coordination with external agencies and programs inside of DSHS.

These elements are in the scope of the project:

- Processes that enable the system to
 - initiate background checks
 - perform automated query of internal and external administrative findings and criminal history repositories
 - enable review and distribution of background check results, including applicant self-disclosures and rap sheets

- report system operation and performance information
- administer system accounts, users, and supporting data
- manage and distribute system-generated and external documents
- Data
 - data to support the required functionality
 - conversion of applicant and self-disclosure data, as well as documents, to be available in the new system if needed
- Interfaces
 - interfaces to approximately sixteen internal and external information repositories by various methods – web services, FTP, direct connection
 - communication with any required applications that enable the Background Check System to manage scanned images and documents, email and invoices.
- Software components and configuration
 - development, test, and production environments
 - software environment
 - database

Not included in scope:

- The project will not make changes to agency web applications to permit continued use of the Background Check System. DSHS will work with the agencies that require changes to perform their own interface updates.

Reporting to the DSHS Project Manager, the Vendor will be responsible for

- managing, tracking (i.e., tracing), and validating requirements
- assessing the viability of reusable components of CHS
- conducting development, configuration, testing, and implementation of the solution
- ensuring the BCS complies with all security standards, including the Federal Bureau of Investigation Criminal Justice Information Services (CJIS) Security Policy, DSHS Data Security Requirements, WaTech Office of the Chief Information Officer security policies, and any other rules, procedures, and standards established by the Compact Council

and the United States Attorney General. Further, the vendor must comply with the current versions of the Security and Management Control Outsourcing Standard for Non-Channelers.

- providing project management and project leadership in addition to all duties and responsibilities set forth in this solicitation document and related contract.

a. Project Assumptions

(1) Some components of CHS are reusable. If the vendor deems a component listed below as not reusable, then the vendor shall provide evidence demonstrating why a component should not be reused and provide a proposal for replacing the component to meet the business requirements.

- System Database
- Web Services and Other Data Feeds
- Portions of the User Interface

(2) The bidder and DSHS shall mutually agree on deliverable acceptance criteria

(3) The DSHS BCS Project Steering Committee functions as the Change Control Board

(4) DSHS will ultimately decide on the hosting approach as part of the procurement review

b. Work Description, Tasks, and Deliverables

The successful bidder shall provide services and deliverables to complete the design, development, testing, and implementation of the Background Check System.

The project plan will include gates for determining if the project is progressing on track. Tasks described later in this section are listed to provide the bidders with a clear idea of the level of effort required to complete this project. The Bidder shall describe the work and proposed deliverables in their Technical Proposal.

- Gate 1: Complete design and accept development plan with Release definition and preliminary schedule.
 - Project Initiation (Task 1) – A collaborative effort with DSHS to confirm the project schedule, compile project planning documents (e.g., communication, risk management, change management, project roles), and conduct a project kick off meeting.

- Design, Analysis, and Development Planning (Task 2) – Based on business process and requirements documents included with this Solicitation, work with DSHS staff to review and understand requirements to system functions, assess reusable components of CHS and document a detailed development plan that includes frequent build releases to production.
- Implementation and Cut-over planning (Task 8) – Plan technical cut-over procedures and any needed adjustments in business procedures or schedules prior to or just after go-live.
- Gate 2: Development Iteration Releases; Go/No Go to UAT, Training, and Implementation for each release iteration.
 - System development and configuration (Task 3) –Develop or configure needed user and system interfaces. Test interfaces, review and approve results.
 - System testing (Task 4) – Develop test scripts. Load integration database and initialize test system. Execute test scripts, review results, make any needed system adjustments. Work with DSHS to assess readiness for User Acceptance Testing.
 - System installation and configuration (Task 8) – Install software and set up database. Complete any needed system modifications and system configuration. Conduct any needed unit tests.
 - User Acceptance Testing (UAT) (Task 5) – Work with DSHS to define UAT scripts. Train UAT testers. Establish UAT technical environment, including database, to support scripts. Provide technical support during UAT. Adjust system as needed during UAT. Review test results, support DSHS readiness assessment for go-live.
 - Staff training (business and technical) (Task 6) – Provide system training for DSHS/BCCU staff and support BCCU to provide end-user training. Provide any needed technical training for DSHS/TSD (Technology Solution Division) staff.
 - System documentation (Task 7) – create, update and maintain required system documentation.
 - Cut-over and go-live (Task 8) – Implement cut-over plan. Support DSHS staff as the system is implemented statewide.

- Gate 3: Final Planned Release Implementation complete. Go/No Go to initiate transition during system stabilization period.
 - Support during system stabilization period – Provide an extra level of technical and user support during the first 90 days of system operation. Provide quick-turnaround resolution of any technical issues which may arise.
- Gate 4: System Stabilization Complete. Go/No Go for Project Closure
 - Close Project (Task 9 and Task 10) – Complete all system documentation, conduct Post Implementation Review, transition to Operations and Maintenance.

DSHS is responsible for acceptance of all contracted vendor deliverables. Acceptance criteria for each deliverable will be jointly developed by the vendor and DSHS. Other responsibilities of the vendor and DSHS are listed for each task. Specific tasks and deliverables for System Architecture, Performance and Stress Testing, Security Testing, and Disaster Recovery are subject to the option selected by DSHS for system hosting and operations.

Bidder's plan should include at minimum the following deliverables, including a description of each that demonstrates a clear understanding of the deliverables listed in the task list below. The Bidder may combine or split the deliverables as long as the total content is the same.

- A revision of the work plan and schedule presented in the bidder's proposal based on discussions with DSHS personnel.
- A fully configured system design and definition and design for all needed interfaces to external systems.
- Results of an integration test conducted to demonstrate that the system functions reliably and accurately as configured, including all external system interfaces and successful data conversion, if needed.
- Results of User Acceptance Testing that demonstrates the system is ready to be used by DSHS staff and external users in production mode.
- Fully-trained BCCU key staff and systems administrator(s), including training on any third-party software used to monitor and maintain the system, as demonstrated by training evaluation results.
- A fully functioning system
- Resolution of critical and serious incident reports: Completed work, validation and testing of adjustments or fixes needed to the application or configuration settings that are either critical or serious in nature. Critical and serious incidents are include levels 1-3 from the following list:
 - Level 1 - Emergency - The System no longer functions.

- Level 2 - Disabled, No Workaround – A problem with software causing critical impact to DSHS’s business operation. No workaround is immediately available and work using the software cannot continue.
- Level 3 - Disabled, Workaround – A problem with software causing significant impact to DSHS’s business operation. A workaround is available but is unacceptable on a long term basis.
- Level 4 - Minor - Non-critical, but having a negative effect on one or more business functions.
- Level 5 - Cosmetic - Non-critical and non-impacting to one or more business functions.

Project Task and Deliverables List

(1) Project Management

DSHS Tasks

- 1.1. Review and accept Vendor deliverables
- 1.2. Compile DSHS/BCCU comments on draft deliverables into a single response to the Vendor
- 1.3. Provide Oversight/Stakeholder reporting
- 1.4. Review and accept/reject project change control requests
- 1.5. Assist in scheduling meetings and providing meeting rooms as necessary
- 1.6. Assign a single point of contact that has the authority to make project related decisions and direct all project communications
- 1.7. Create and maintain Integrated Project plan
- 1.8. Create and maintain Project Management Deliverables
- 1.9. Provide for security clearance to buildings and equipment
- 1.10. Provide workstations equipped with desktop computers and necessary software for Vendor staff on-site at DSHS office in Olympia, WA. Additional work space may be arranged for Vendor staff on a temporary basis as needed to meet project plan and deliverables

Vendor Tasks

- 1.11. Review Scope of Work and the contractual responsibilities with DSHS/BCCU
- 1.12. Prepare and maintain a detailed project plan which identifies and assigns tasks, shows major milestones, provides estimated start/end dates and indication of critical path
- 1.13. Establish and administer project management procedures to include contact information and guidelines for effective communications and documentation, establishing the methods for scheduling meetings, conference calls, follow-ups, resolving

issues, tracking memos and change requests and all other information detailed in this section

- 1.14. Assemble the project team and assign responsibilities
- 1.15. Coordinate orientation for Vendor's key staff with DSHS/BCCU
- 1.16. Measure, track and evaluate progress against the project plan
- 1.17. Resolve deviations from the project plan with DSHS/BCCU
- 1.18. Review project tasks, schedules, and resources and make changes or additions, as appropriate
- 1.19. Track all actions associated with status meetings and project issues
- 1.20. Review and analyze project change requests, maintain change request log
- 1.21. Conduct weekly scheduled meetings with DSHS/BCCU to review project status
- 1.22. Provide bi-weekly status reports to DSHS/BCCU
- 1.23. Provide bi-weekly work plan reviews with DSHS/BCCU
- 1.24. Proactively raise issues and risks and mitigation strategies in collaboration with DSHS/BCCU
- 1.25. Perform and coordinate tasks with DSHS/BCCU technical staff for system installation, configuration, and testing
- 1.26. Perform and coordinate with DSHS/BCCU technical staff, the database installation, tuning and configuration
- 1.27. Assign a single point of contact that has the authority to make project related decisions and direct all project communications

DSHS Deliverables

1. Master Work Plan and Schedule
2. Budget Management Plan
3. Deliverables Management Plan
4. Schedule Management Plan
5. Change Management Plan
6. Communication Plan
7. Issue Management Plan
8. Risk Management Plan

Vendor Deliverables

9. Orientation for Vendor staff
10. Kickoff meeting with DSHS/BCCU
11. Detailed Project Work Plan
12. Weekly Status Meetings
13. Bi-Weekly Project Status Reports
14. Bi-Weekly Work Plan Review
15. Draft Acceptance Criteria for all Vendor Task Deliverables (to be included in Deliverables Management Plan)
16. Transition Plan for all DSHS/BCCU Source Code, Data and Documentation at Contract Termination

Milestone: Project Management Practices Established and Ready for Monitor and Control

(2) Design and Analysis

DSHS Tasks

- 2.1. Participate in requirements and design sessions, deliverable and code walkthroughs, and various project meetings (e.g., risk, issue, status, and Change Control meetings)
- 2.2. Provide additional information, supporting documentation, and subject matter expertise to the vendor
- 2.3. Facilitate the WaTech Security Design Review per OCIO Policy 141 - Securing Information Technology Assets
<https://ocio.wa.gov/policies/141-securing-information-technology-assets>

Vendor Tasks

- 2.4. Develop a Requirements Traceability Matrix
- 2.5. Organize and facilitate System Design Sessions to review the Business Requirements Document
- 2.6. Assess CHS to determine which existing components can be reused
- 2.7. Develop a high level system design based on the Business Requirements Document
- 2.8. Create System Development Plan (follows iterations for frequent delivery to test and module delivery to production)
- 2.9. Create/Draft system documentation (e.g. Detailed Functional Design Document, Detailed Technical Design Document, Use Cases, System Flows, Mockups)
- 2.10. Create a Data Management Plan
- 2.11. Support the WaTech Security Design Review per OCIO Policy 141 - Securing Information Technology Assets
<https://ocio.wa.gov/policies/141-securing-information-technology-assets>

DSHS Deliverables

17. Implementation Plan

Vendor Deliverables

18. Requirements Traceability Matrix
19. Draft System Documentation (e.g. Detailed Functional Design Document, Detailed Technical Design Document, Use Cases, System Flows, Mockups of screen layouts)
20. System Development Plan
21. Data Management Plan
22. Draft Database Schema
23. Draft Entity Relationship Diagram with full Data Dictionary

Tasks – responsibility to be determined based on selected hosting option

- 2.12. Develop the System Architecture and Security Documents
- 2.13. Develop, test, and document the Disaster Recovery procedures
- 2.14. Establish stress performance measurements and criteria
- 2.15. Setup and configuration of development, test, and production environments

Deliverables – responsibility to be determined based on selected hosting option

- 24. System Architecture Document
- 25. Provide technical support and guidance on the System Architecture Document
- 26. Review and Accept System Architecture Document
- 27. Disaster Recovery Plan
- 28. Development, Test, and Production Environments

Milestone: Design Phase Complete and Ready for Development

(3) Development

DSHS Tasks

- 3.1. Participate in Vendor demonstrations of completed or in-progress system functionality
- 3.2. Develop Business Readiness Plan based on system design
- 3.3. Communicate system design to Stakeholders
- 3.4. Develop Cutover Plan based on system design
- 3.5. Create Business Readiness check list
- 3.6. Develop Business Readiness Plan based on system design
- 3.7. Communicate system design to Stakeholders
- 3.8. Develop Cutover Plan based on system design

Vendor Tasks

- 3.9. Develop, implement, and document rigorous and professionally sound procedures for writing and commenting source code for the Background Check System
- 3.10. Perform testing on individual units of source code
- 3.11. Revise Detailed Functional Design Document
- 3.12. Revise Detailed Technical Specification Document
- 3.13. Provide regular demonstrations of coded system functionality that is completed or in progress
- 3.14. Update the Requirements Traceability Matrix

DSHS Deliverables

- 29. Business Readiness Plan
- 30. Cutover Plan

Vendor Deliverables

- 31. Revised Detailed Functional Design Document
- 32. Revised Detailed Technical Specification Document
- 33. Tested software that meets functional and technical requirements
- 34. Regular demonstrations of coded system functionality

Milestone: Development complete for all Iterations; full System Ready for Integration Test

(4) Testing

DSHS Tasks

- 4.1. Record defects in a log for resolution
- 4.2. Coordinate defect resolution with Vendor
- 4.3. Define Go/No Go to UAT criteria

Vendor Tasks

- 4.4. Develop, implement, and document rigorous and professionally sound unit, system, integration and regression test procedures
- 4.5. Develop Integration Plan
- 4.6. Conduct Integration Test
- 4.7. Create Integration Test Report
- 4.8. Develop test scripts and data to perform tests
- 4.9. Resolve Defects
- 4.10. Regression Test
- 4.11. Execute Pre-Implementation Test (for iterations)
- 4.12. Execute Post Implementation Test (for iterations)
- 4.13. Update the Requirements Traceability Matrix
- 4.14. Test documents and training materials for accuracy, validity, completeness, and usability

Disaster Recovery

The Vendor shall conduct a disaster recovery exercise with the assistance of the selected hosting facility. The Vendor shall also review and provide an assessment of hosting environment security and disaster recovery procedures regardless of the hosting option selected.

- 4.15. Develop Disaster Recovery Test Plan
- 4.16. Conduct a disaster recovery exercise
- 4.17. Prepare the Disaster Recovery Test Results

Security Testing

The Vendor shall conduct security testing:

- 4.18. All components of the Software shall be reviewed and tested to ensure they protect the State's web site and its related Data assets. Tests shall focus on the technical, administrative and physical security controls in order to provide the necessary confidentiality, integrity and availability
- 4.19. Test for Identification and Authentication; supports obtaining information about those parties attempting to log onto a system or application for security purposes and the validation of users
- 4.20. Test for Access Control; supports the management of permissions for logging onto a computer or network
- 4.21. Test for encryption; supports the encoding of data for security purposes
- 4.22. Test the Intrusion Detection; supports the detection of illegal entrance into a computer system
- 4.23. Test the Verification feature; supports the confirmation of authority to enter a computer system, application or network
- 4.24. Test the Digital Signature; guarantees the unaltered state of a file

- 4.25. Test the User Management feature; supports the administration of computer, application and network accounts within an organization
- 4.26. Test Role/Privilege Management; supports the granting of abilities to users or groups of users of a computer, application or network
- 4.27. Test Audit Trail Capture and Analysis; supports the identification and monitoring of activities within an application or system
- 4.28. Test Input Validation; ensures the application is protected from buffer overflow, cross-site scripting, SQL injection, and unauthorized access of files and/or directories on the server
- 4.29. Prior to the System being moved into production, the Vendor shall provide results of all security testing to each program for review and acceptance

Vendor Deliverables

- 35. System Test Plan
- 36. System Test Results Report
- 37. Integration Test Plan
- 38. Integration Test Results Report
- 39. Security Test Plan
- 40. Security Test Results Report
- 41. Requirements Traceability Matrix updated with test traceability
- 42. BCS passes all System and Integration requirements
- 43. UAT Readiness Certification Assessment Document including Requirements Traceability Matrix

Tasks to be determined based on selected hosting option

- 4.30. Jointly establish stress performance measurements and criteria with Vendor
- 4.31. Develop test scripts and data to perform tests
- 4.32. Execute Stress Performance Test Plan

Deliverables to be determined based on selected hosting option

- 44. Stress Performance Test Plan
- 45. Stress Performance Test Scripts
- 46. Stress Performance Test Results Document

Milestone: Iterations pass System and Integration requirements and Ready for UAT

Milestone: Development and Test complete for all Iterations; full System Ready for UAT

(5) UAT

DSHS Tasks

- 5.1. Develop User Acceptance Test Plan
- 5.2. Develop UAT Scenarios
- 5.3. Schedule UAT Testers from programs and providers
- 5.4. Conduct UAT

5.5. Facilitate UAT Issue Resolution Meetings

Vendor Tasks

- 5.6. Conduct Implementation Initiation Meeting
- 5.7. Provide onsite support for the first 2 weeks of UAT
- 5.8. Create and maintain the UAT Environment
- 5.9. Deploy new builds to UAT environment
- 5.10. DSHS/BCCU User Acceptance Tester (UAT) training
- 5.11. Conduct UAT / Support UAT Testers
- 5.12. Participate in UAT Issue Resolution Meetings

DSHS Deliverables

- 47. User Acceptance Test Plan
- 48. UAT Scenarios/Test Cases
- 49. UAT Metrics/Results

Vendor Deliverables

- 50. Implementation Initiation Meeting
- 51. Regression Acceptance Test
- 52. DSHS/BCCU User Acceptance Tester (UAT) training

Milestone: UAT Complete for All Iterations

(6) Training

DSHS Tasks

- 6.1. Meet with Vendor's trainers to clarify requirements
- 6.2. Schedule DSHS/BCCU computer training room
- 6.3. Create training materials for Oversight/Audit/Entity Training
- 6.4. Communicate training schedule and expectations to DSHS/BCCU staff
- 6.5. Assure training is appropriate to different audience needs

Vendor Tasks

- 6.6. Develop Training Plan
- 6.7. Create training materials
- 6.8. Prepare training database and sandbox
- 6.9. Prepare practice scenarios
- 6.10. Prepare written training curriculum and materials
- 6.11. Conduct Train-the-Trainer type training
- 6.12. Provide trainees opportunity to provide written feedback on the training
- 6.13. Support DSHS/BCCU in developing training materials and conducting training for non-BCCU users
- 6.14. Create and maintain the Training Environment
- 6.15. Deploy new builds to Training environment

DSHS Deliverables

- 53. Oversight/Audit/Entity Training Plan
- 54. Schedule and Conduct Oversight/Audit/Entity Training

Vendor Deliverables

- 55. DSHS/BCCU staff training plan
- 56. Training curriculum and materials
- 57. DSHS/BCCU technical staff training
- 58. Training database and sandbox environment

Milestone: Training Complete for All Iterations/Modules

(7) System Documentation

Vendor Tasks

- 6.16. Provide draft Systems Operations Manual
- 6.17. Provide draft Detailed Functional Design Document
- 6.18. Provide draft Detailed Technical Specifications Document
- 6.19. Provide draft On Line Help files
- 6.20. Provide Final Systems Operations Manual
- 6.21. Provide Final Detailed Functional Design Document
- 6.22. Provide Final Detailed Technical Specifications Document
- 6.23. Provide Final On Line Help files
- 6.24. Provide Data Dictionary for data structures
- 6.25. Provide release notes

Vendor Deliverables

- 59. Systems Operations Manual
- 60. Final Detailed Functional Design Document
- 61. Final Detailed Technical Specifications Document
- 62. Final On Line Help files
- 63. Final Requirements Traceability Matrix
- 64. Data Dictionary
- 65. Entity Relationship Diagram
- 66. Release notes

(8) Implementation

DSHS Tasks

- 7.1. Identify staff and attend State Initiation Meeting
- 7.2. Communicate and schedule implementation activities
- 7.3. Identify staff and attend Implementation Checkpoint Meetings
- 7.4. Execute Business Readiness Plan
- 7.5. Execute Cutover Plan
- 7.6. Deploy and install hardware, as required
- 7.7. Provide System Operations Support
- 7.8. Identify staff and conduct Implementation Checkpoint Meetings

Vendor Tasks

- 7.9. Assist DSHS/BCCU in developing Implementation Plan
- 7.10. Provide post-implementation support (onsite at least first week for each iterative release to production)
- 7.11. Create and maintain production environment

- 7.12. Develop Implementation Readiness Certification Assessment Document
- 7.13. Implement system
- 7.14. Develop Implementation Evaluation Document
- 7.15. Revise System Documentation

Vendor Deliverables

- 67. Implementation Readiness Certification Assessment Document
- 68. Implementation Initiation Meeting
- 69. Regression Acceptance Test
- 70. Implementation/Cutover
- 71. Transition Plan

Milestone: Full System Implementation Complete

(9) Project Closure

DSHS Tasks

- 8.1. Create Project Closure Plan
- 8.2. Finalize the Project Closure Plan
- 8.3. Participate in the quality assurance consultant's project closure assessment
- 8.4. Conduct post implementation review
- 8.5. Execute Project Closure activities
- 8.6. Transition operation and maintenance as identified

Vendor Deliverables

- 8.7. Fulfill the project closure requirements
- 8.8. Participate in the quality assurance consultant's project closure assessment
- 8.9. Participate in a post implementation review
- 8.10. Participate in the development of the Project Closure activities
- 8.11. Transition operation and maintenance as identified
- 8.12. Turn over complete system source code

DSHS Deliverables

- 72. Project Closure Plan
- 73. Quality assurance consultant's project closure assessment
- 74. Post Implementation Review

Milestone: Project Complete

(10) System Maintenance and Support Services

The vendor shall provide maintenance services for the Background Check System for 3 years to include at a minimum:

- Functional Deficiency Corrections
- Scheduled Maintenance Releases
- System Documentation updates

DSHS Tasks

- 9.1. Assign a single point of contact that has the authority to make system maintenance related decisions and direct communications within DSHS/BCCU
- 9.2. Provide contract management
- 9.3. Assign a DSHS/BCCU business analyst to develop requirements documents and work with Vendor on change requests
- 9.4. Provide support and collaboration with Vendor to resolve system issues
- 9.5. Maintain and upgrade hardware configuration as identified
- 9.6. Provide application and database development, configuration, and setup standards as identified
- 9.7. Maintain the Quality Assurance and Production environments as identified

Vendor Tasks

- 9.8. Provide a maintenance release plan
- 9.9. Maintain a Test Environment
- 9.10. Perform source code testing (unit, integration, end to end, performance, and regression)
- 9.11. Maintain and upgrade hardware configuration as identified
- 9.12. Provide application and database development, configuration, and setup standards as identified
- 9.13. Maintain the Quality Assurance and Production environments as identified

Vendor Deliverables

1. Provide Maintenance Services
2. Annual Maintenance Plan
3. Service Level Agreement
4. Change Management Process
5. Release Implementation Plan (all releases to DSHS UAT)
6. Technology Roadmap

(11) System Hosting Solutions (Optional)

DSHS Tasks

- 10.1. Review and accept all Deliverables

Vendor Tasks

- 10.2. Provide all services/products in the Deliverables list

Vendor Deliverables

1. Implementation Plan
2. Server Environments and Configuration Plan (development, training, testing, sandbox)
3. Service Level Agreement (SLA)
4. Security Management Plan
5. Maintenance and Operations Plan (software, hardware, platform, licensing)
6. Change Control and Release Management Plan

7. Data Replication to DSHS Reporting Server Plan
8. Disaster Recovery Plan
9. Network connections, standards, and throughput Plan

c. Warranty

(1) Software Warranty

Vendor shall warrant and represent that all software will possess and perform the functions and features (i.e. functionality, response times, transaction throughput rates, database update speeds, etc.) described in the documentation and specifications provided to DSHS.

The Vendor shall warrant all software, materials, equipment, and/or services provided under this solicitation, shall be fit for the purpose(s) for which intended, for merchantability, and shall conform to stipulated requirements and specifications. Warranty shall be void if the customer uses materials, equipment, and/or services for any purpose other than that intended.

The Background Check System shall be warranted for a total of 12 months from the date released to production. This warranty includes migration to any subsequent version of the software that might become available during the warranty time period.

(2) System Warranty

The Vendor shall warrant the Background Check System is free of defects in the source code and meets all contract requirements. In the event defects covered by the contract are discovered, the Vendor shall fix them at no additional cost to DSHS for a period of 12 months. All defects covered by this contract and reported during the warranty period are included under this provision, even if the repair extends beyond the year.

At DSHS discretion, the 12 month warranty period can be restarted after a defect is resolved to DSHS satisfaction. The 12 month warranty period begins after successful completion of implementation and DSHS approval of the Vendor's final system documentation submission. At the expiration of the 12 month warranty period, DSHS may elect to extend the warranty period by contract amendment. The Vendor shall provide costs for three, one-year warranties on the Background Check System for services similar to the initial 12 month warranty. The Vendor would guarantee the availability of qualified staff during the extended warranty periods. Price shall be negotiated based on the Vendor's rates quoted in Section C. 4. Cost Proposal.

During the extended warranty period, DSHS shall communicate regularly with the Vendor to report the nature and type of problems identified. The Vendor shall provide DSHS with a written response to all reported system

problems addressing the technical nature of the problem, the proposed fix and the estimated timeframe to resolve the issue.

(a) Warranty Period

The warranty period shall begin on the first production date after DSHS has formally accepted and signed off of the production system. The warranty will be a 12 month warranty period after each module has been placed in production. The warranty period is provided for no additional charge. Formal acceptance and sign off is defined as:

- i. Completion of all system documentation and operating procedures
- ii. Completion of all training
- iii. Implementation of the automated environment
- iv. Testing, conversion, installation of each phase of the system and sufficiently monitored to validate all production cycles
- v. Compliance with all security policies and protocols, and
- vi. Final approval and production implementation by DSHS at the completion of each module.

(b) Warranty Period Support Services

The Vendor must provide during the warranty period support services that include:

- i. Defect/Bug fixes
- ii. System Updates and upgrades
- iii. Access to technical support

(c) Updated Documentation

The Vendor will provide documentation describing the items addressed by each new release provided to DSHS and including documentation sufficient to inform DSHS as to how to use the changed items.

(d) Support Hours

The Vendor must provide warranty period support Monday through Friday 8 AM – 5 PM PST time for all work days and mutually agreed upon holidays.

d. Off-Premise Hosting Requirements (Optional)

If the Background Check System is hosted by the vendor, the following requirements for System Hosting apply and are in addition to technical requirements.

(1) System Security

The Vendor and its employees must comply with all applicable federal and state laws, regulations, and standards, including the Federal Bureau of Investigation Criminal Justice Information Services (CJIS) Security Policy, DSHS Data Security Requirements, these procedures, and any other rules, procedures, and standards established by the Compact Council and the United States Attorney General. Further, the vendor must comply with the current versions of the Security and Management Control Outsourcing Standard for Non-Channelers.

(2) Rights and License in and to data acquired under this agreement

The parties agree that all rights including all intellectual property rights in and to the data acquired under this agreement shall remain the exclusive property of DSHS, and that the Vendor has a limited, nonexclusive license to use these data as provided in this Agreement solely for the purpose of performing its system hosting obligations.

(3) Location of Data acquired under this agreement

All data hosted by the vendor under this agreement shall be located in facilities located in the United States of America. At no time is it acceptable for any data acquired under this agreement to be stored in or transferred to facilities outside the United States of America. This restriction also applies to backups and disaster recovery; any disaster recovery plan must provide for system redundancy and data storage entirely within the United States of America.

(4) Audit

When hosting any data acquired under this agreement, the vendor agrees to:

- Conduct independent internal security audits annually, and complete an independent security audit by an accredited, third-party/independent auditing firm at least once every three years. The audits must include vulnerability assessments and penetration tests, and must confirm compliance with all security requirements in this RFP and the Statement of Work (SOW). Upon request the Vendor will provide DSHS with the results of these audits and plans to correct identified deficiencies.
- Rectify any issues the security audit and vulnerability assessments reveal. This includes additional security audits, vulnerability

assessments and penetration tests that may be necessary after any remediation efforts to confirm the serious security issues have been resolved and no further serious security issues exist.

- DSHS retains the right to conduct a security audit at its discretion and its own expense to confirm compliance with all security requirements in this RFP and the Statement of Work (SOW). Should DSHS elect to conduct a security audit, DSHS shall work with the Vendor to arrange the audit at a time least likely to create work load issues for the Vendor
- Grant authorized DSHS personnel access to inspect their systems, facilities, work areas, contractual relationships with third parties involved in supporting any aspects of the hosted system, and the systems which support/protect the hosted system.
- The vendor is subject to audits by the Washington State Patrol and Federal Bureau of Investigation and must comply with requests by those agencies.
- Provide documentation and, at the discretion of DSHS, allow for on-site inspections as needed to demonstrate that all facilities supporting the application have adequate safeguards to assure that needed logical and physical separation is in place and enforced to insure data security, physical security, and transport security.

(5) Disaster Recovery

When providing hosting services, the Vendor shall maintain a DSHS approved disaster recovery plan with respect to the services provided to DSHS. The Disaster Recovery Plan shall assure the system is recovered with 24 hours of a major disruption or disaster, and that no more than 24 hours of data are lost. This includes maintaining an alternate site to ensure the recovery time objective is met.

(6) Insurance

The Vendor is required to have and maintain insurance limits in the minimum amount of \$100 per claim and \$2,000,000 annual aggregate to be maintained for the duration of the agreement and three years following its termination to respond to privacy and network security liability claims arising for any reason.

(7) Liability

The Vendor shall be liable for all actual costs, punitive damages, legal fees, and any and all other associated first-party costs and third-party claims or assessed penalties, or preventative measures associated from, but not limited to:

- Failure to protect data, including unauthorized disclosure, use or access;
- Security failure or privacy breach;
- Failure to disclose such breaches as required by law, regulation, or contract;
- Notifications, public relations, credit monitoring, postage, advertising, and other services to assist in managing and mitigating a cyber-incident;
- Interruptions of business operations;
- Network security failure;
- Cyber-extortion or cyber-terrorism;
- EFT, computer, and electronic transmissions fraud and theft; and
- Other cyber-liability and cyber-crime expenses.

5. Minimum Qualifications

Bidders who do not meet these minimum qualifications shall be deemed non-responsive and will be disqualified from the solicitation process.

- a. The Bidder must be licensed to do business in the State of Washington at the time of contract execution.
- b. The Bidder must have successfully implemented solutions in at least three other projects with one project of similar size and complexity.
- c. The Bidder must have experience analyzing and assessing existing systems including database, database processes, and data interfaces to identify components for reuse or upgrade.

6. Funding

DSHS has budgeted an estimated amount not to exceed \$2,000,000.00 for this project (including ongoing system maintenance and operations). DSHS may reject any Proposal in excess of that amount. Any contract awarded is contingent upon the availability of funding.

7. Auxiliary Aids and Services

DSHS will provide access to this RFP document to individuals with disabilities. Please contact the RFP Coordinator to request auxiliary aids and services for this RFP.

If an individual believes that the department has discriminated on the basis of a disability, please contact the DSHS Investigations Unit (IU) for the Nondiscrimination Policy Brochure and complaint process. The brochure can be found at <http://www.dshs.wa.gov/sites/default/files/SESA/publications/documents/22-171.pdf>.

8. Minority & Women’s Business Enterprises (MWBE) and Veteran-Owned Business Enterprises

In accordance with the legislative findings and policies set forth in RCW 39.19, 43.60A.200, and 39.29.052, the State of Washington encourages participation by veteran-owned business enterprises and Minority- & Women-Owned Business Enterprises (MWBE), either self-identified or certified by, respectively, the Department of Veterans Affairs or the Office of Minority & Women’s Business Enterprises (OMWBE). While the State does not give preferential treatment, it does seek equitable representation from the veterans, minority and women’s business communities.

Participation by veteran-owned and MWBE contractors may be either on a direct basis in response to this RFP or as a subcontractor to a contractor. However, no preference will be given in the evaluation of Bids, no minimum level of MWBE or veteran-owned business participation shall be required, and Bids will not be evaluated, rejected, or considered non-responsive on that basis.

Bidders may contact the Office of Minority & Women’s Business Enterprises (OMWBE) at <http://www.omwbe.wa.gov/index.shtml> and/or the Department of Veterans Affairs at <http://www.dva.wa.gov/BusinessRegistry/default.aspx> to obtain information on certified firms for potential sub-contracting arrangements or for information on how to become certified.

Nothing in this section is intended to prevent or discourage participation from non-MWBE firms or non-veteran-owned businesses.

SECTION B. PROCUREMENT PROCESS

1. Procurement Contact Information

Upon release of this RFP, all communications concerning this RFP must be directed only to the RFP Coordinator listed below. Any communication directed to DSHS staff or consultants, other than the RFP Coordinator, may result in disqualification.

Contact: Sarah Pendleton, DSHS RFP Coordinator
Department of Social & Health Services
Operations Support & Services Division
Central Contracts and Legal Services

Mailing Address: P.O. Box 45811
(Optional) Olympia, WA 98504-5811

Physical Address: 1115 S. Washington Street
(Optional) Olympia, WA 98504

Telephone: 360-664-6050

E-mail Address: sarah.pendleton@dshs.wa.gov

2. Acceptance of RFP Terms

The Bidder acknowledges that the submission of a Proposal which includes a signed Bidder Certification and Assurances Form, attached as Exhibit A, constitutes a binding offer.

3. Procurement Schedule

The Procurement Schedule outlines the schedule for important action dates and times. All dates after the proposal submission due date are approximate and may be adjusted as conditions indicate, without amending this document. It is the Bidder's sole responsibility to periodically check the DSHS procurement website, and/or WEBS, for amendments to this document.

Figure 1. PROCUREMENT SCHEDULE

Item	Action	Date
1.	DSHS Issues RFP	November 9, 2015
2.	Bidder may submit written questions and comments until 3:00 p.m. Pacific Time	November 19, 2015
3.	DSHS will Issue responses.	November 24, 2015
4.	Bidders may submit written complaints by 3:00 p.m. Pacific Time.	January 7, 2016
5.	Bidder must submit Proposal by 3:00 p.m. Pacific Time	January 14, 2016
6.	DSHS evaluation of Proposals	January 19-21, 2016
7.	Bidder Oral Presentations if determined to be necessary by DSHS	January 22-25, 2016
8.	DSHS notifies Apparent Successful Bidder and begins contract negotiations	February 1-3, 2016
9.	DSHS notifies unsuccessful Bidders	February 5, 2016
10.	Bidders may request Debriefing until 3:00 p.m. Pacific Time	February 10, 2016
11.	DSHS holds debriefing conferences, if requested	February 12, 2016
12.	Unsuccessful Bidders may submit Protest(s) until 3:00 p.m. Pacific Time	February 22, 2016
13.	DSHS considers and responds to any Protests	February 29, 2016
14.	Contract Execution	March 1, 2016

4. Contract

DSHS intends to award **one (1) contract** to provide the services described in this RFP.

The term of the Contract will be five (5) years commencing upon the start date of this Contract or on its execution date, whichever is later. Amendments extending the period of performance, if any, shall be at the sole discretion of DSHS. The term of the contract may be extended by amendment two (2) times for up to one (1) year per amendment.

Additional services that are appropriate to the scope of this RFP, as determined by DSHS, may be added to the resulting contract by a written amendment mutually agreed to and executed by both parties.

5. Ethics

Specific restrictions apply to contracting with current or former state employees pursuant to RCW 42.52. Bidders should familiarize themselves with the requirements prior to submitting a Proposal.

In addition, as described in Section C.1, *Administrative Requirements*, Bidders must include, in their Letter of Submittal, a list identifying any current or former state employees who are employed by, or subcontracted with, Bidder. The list must include the name of the employee or subcontractor, the individual's employment history with the State of Washington, and a statement of the individual's involvement with the response to, or their proposed role in providing the services under a contract resulting from this solicitation.

If the Bidder has no employees or subcontractors that are current or former employees of the state of Washington, then the Letter of Submittal should so state.

6. Insurance

The Apparent Successful Bidder must comply with the insurance requirements identified in the sample contract attached hereto as an Exhibit B.

7. Proprietary information/public disclosure

Materials submitted in response to this RFP shall become the property of DSHS and the proposals shall be deemed public records as defined by RCW 42.56.

The Bidder's Proposal must include a statement on the Letter of Submittal (see Section C.1(a)(6)) identifying the pages of its Proposal, if any, which contain information the Bidder considers proprietary. Each page claimed to be proprietary must be clearly marked by stating the word "Proprietary" on the lower right hand corner. Bidders must be reasonable in designating information as proprietary or confidential. **Bidders may not mark their entire Proposal proprietary. Doing so will not be honored and will disqualify your Proposal from further consideration.**

If DSHS receives a request to view or copy a Bidder's Proposal, DSHS will respond according to applicable law and DSHS's policy governing public disclosure. DSHS will not disclose any information marked "Proprietary" in a

Proposal without giving the Bidder ten (10) days' notice to seek relief in superior court per RCW 42.56.540.

Do not include any DSHS client information in your proposal. Doing so will disqualify your proposal from further consideration. If you wish to include examples of any forms or processes, use a blank form or ensure client information is redacted.

8. Communications

All communications concerning this RFP must be directed only to the RFP Coordinator. Any communication directed to DSHS staff or consultants, other than the RFP Coordinator, may result in disqualification. Proposals should be based on the material contained in this RFP, any related amendment(s), and any questions and answers directed through the RFP Coordinator.

9. Questions and Answers

Bidders may e-mail or mail written questions to the RFP Coordinator. Questions will be accepted until the date set forth in the Procurement Schedule. Early submission of questions is encouraged. Questions and answers will be posted on the DSHS Procurement website. Bidders may only rely on written statements Issued by the RFP Coordinator. Any oral communications are unofficial and are not binding on DSHS.

10. Bidder Comments Invited

Bidders are encouraged to review the mandatory requirements of this RFP carefully, and submit any comments and recommendations to the RFP Coordinator. Where mandatory requirements appear to prohibit or restrict participation by your organization or firm, an explanation of the issue with suggested alternative language should be submitted in writing to the RFP Coordinator by the deadline for Bidders Questions and Comments set forth in the *Procurement Schedule* (Section B.3).

11. Bidder Complaints Regarding Requirements

Bidders may submit any complaints they have concerning the RFP requirements up to 5 business days prior to the bid response deadline. Bidders may submit specific complaints to the RFP Coordinator if the Bidder believes the RFP unduly constrains competition or contains inadequate or improper criteria. The complaint must be made in writing to the RFP Coordinator before the Bidder Complaints due date set forth in the *Procurement Schedule* (Section B(3)) and must clearly articulate the basis for the complaint as well as include a proposed remedy. The solicitation process may continue.

These complaints will **not** be handled through the protest procedures outlined in Section B.21 *Protest*; however, the RFP Coordinator will forward a copy of the complaint to the DSHS Contracts Administrator. Should a Bidder complaint identify a change that would be in the best interest of the DSHS to make, DSHS

may modify this RFP accordingly. The DSHS decision is final; no further administrative appeal is available.

12. RFP Amendments

DSHS reserves the right, at any time before execution of a contract, to amend all, or a portion, of this RFP. Amendments will be posted on the DSHS Procurements Web site and/or WEBS. If there is any conflict between amendments or between an amendment and this document, whichever document was issued last in time shall be controlling.

13. Retraction of this RFP

DSHS reserves the right to retract this RFP in whole, or in part, at any time without penalty.

14. Submission and Contents of Proposals

a. Submission of Proposal

Proposals must be prepared and submitted in their entirety no later than the proposal submission date and time specified in the Procurement Schedule. The Proposal must be sent to the RFP Coordinator electronically as an attachment to an email using the email address specified in Section B.1, Procurement Contact Information.

The email subject line must identify the email as "Response to RFP # 1524-577."

The "receive date/time" shown on the DSHS email system will be used as the official time stamp but may not reflect the actual time received.

Bidders should allow sufficient time to ensure timely receipt by the RFP Coordinator. DSHS will disqualify any Proposal and withdraw it from consideration if it is received after the proposal submission due date and time.

The "receive date/time" posted by the DSHS email system will be used as the official time stamp. DSHS assumes no responsibility for delays caused by Bidder's e-mail, network problems, or any other party.

Please contact the RFP Coordinator if you wish to arrange an alternative submission method. **No other submission methods will be accepted unless agreed to by the RFP Coordinator in writing prior to the Proposal deadline.**

All Proposals and any accompanying documentation and material become the property of DSHS and will not be returned.

Acceptable Electronic Formats (Software) for Submission of Offers

- (1) Files must be formatted in Portable Document Format (Adobe Acrobat PDF) or Microsoft Word, Excel, or PowerPoint.
- (2) **Spreadsheet documents must** be submitted in Microsoft Excel and in a live, **unprotected** file that includes all formulas, macros, and computations that are relied on or used to calculate any rates or values presented therein.
- (3) When scanning documents to be submitted in PDF format, scanner resolution should be set to at least 200 dots per inch.
- (4) Other electronic format. If you wish to submit an offer using any format other than described here, e-mail the RFP Coordinator who issued the solicitation. Please submit your request at least ten (10) calendar days before the scheduled closing date of the solicitation. Request a decision as to the format acceptability and make sure you receive approval of the alternate format **before** using it to send your proposal.
- (5) Please note that we cannot accept compressed or “.zip” files due to security concerns.

NOTE: DSHS cannot receive emails that are larger than 30MB. To keep file sizes to a minimum, Bidders are cautioned not to use unnecessary graphics in their proposal. If your Proposal approaches or exceeds 30MB, you must break it up and send it by more than one email so that no single email exceeds 30MB.

b. Format of Proposal

- (1) The Bidder must use a font size of 12 or larger.
- (2) Proposals must address the sections of this RFP in the same order as presented here, with the same headings.
 - (a) Table of Contents
 - (b) Section 1: Administrative Requirements
 - (c) Section 2: Technical Proposal
 - (d) Section 3: Management/Experience and Qualifications Proposal
 - (e) Section 4: Cost Proposal

15. Non-responsive Proposals

All Proposals will be reviewed by the RFP Coordinator to determine compliance with administrative requirements and instructions specified in this RFP. DSHS may reject or withdraw a Proposal at any time as nonresponsive and disqualify a Bidder from the solicitation process for any of the following reasons:

- a. Incomplete Proposal (Including non-compliance with all administrative requirements)
- b. Submission of a proposal that proposes services that deviate from the technical requirements set forth in this document
- c. Failure to comply with any part of this RFP or any exhibit to this RFP
- d. Submission of incorrect, misleading, or false information

16. Minor Irregularities

DSHS may waive minor administrative irregularities related to any Proposal.

17. Cost to Prepare Proposal

DSHS will not be liable for any costs incurred by the Bidder in preparing, submitting, or presenting a Proposal for this RFP.

18. Joint Proposals

If Bidders submitted a joint Proposal, with one or more other Bidders, the Bidders must designate the prime Bidder. The prime Bidder will be DSHS sole point of contact, will sign the contract and any amendments, and will bear sole responsibility for performance under the contract.

19. Exhibits

Exhibits to this RFP are:

- Exhibit A - Bidder Certification and Assurances Form
- Exhibit B - Sample Contract
- Exhibit C - Contractor Intake Form (Only required if Bidder has never contracted with DSHS in the past)
- Exhibit D – BCS Business Requirements Package

Bidders should download a complete copy of this RFP and all attached exhibits, as listed above. The procurement documents can be accessed at <http://www.dshs.wa.gov/fsa/central-contract-services/procurements-and-contracting> or WEBS at <https://fortress.wa.gov/ga/webs/>. Bidders who experience difficulty downloading the documents should contact the RFP Coordinator.

20. Withdrawal of Proposals

After a Proposal has been submitted, a Bidder may withdraw its Proposal at any time up to the proposal submission date and time specified in the Procurement Schedule. A written request to withdraw the Proposal, signed by an authorized representative of the Bidder, must be submitted to the RFP Coordinator. After withdrawing a Proposal, the Bidder may submit another Proposal at any time up

to the proposal submission date and time.

21. Notify Bidders

DSHS will notify the Apparent Successful Bidder in writing of its selection on or about the date and time specified in the Procurement Schedule, via mail or e-mail. DSHS will also notify unsuccessful Bidders on or about the date and time specified in the Procurement Schedule.

22. Bidder Debriefing Conference

Only Bidders who have submitted timely proposals, and who have not been disqualified or designated as non-responsive during the solicitation process may request a debriefing conference. Bidders may request a debriefing conference by submitting a request in writing to the RFP Coordinator by mail or email by the date and time specified in the Procurement Schedule.

Debriefing conferences will be held in accordance with the Procurement Schedule. A debriefing conference may, at DSHS's option, be conducted either in person or by telephone and is limited to a maximum of one hour in length.

Discussion at the debriefing conference will be limited to the following:

- Critique of Proposal based on evaluators' comments; and
- Review of final score in comparison with other Bidders' final scores without identifying the other Bidders.

DSHS will not identify the other Bidders or allow review of their Proposals or evaluations during debriefing.

23. Protest

In order to Submit a Protest under this RFP, a Bidder must have submitted a Proposal for this RFP, and must have requested and participated in a debriefing conference.

This protest process is the sole administrative remedy available within DSHS. The following is the process for filing a Protest:

- a. Grounds for Protest. A Protest may be made based on these grounds only:
 - (1) Mathematical errors were made by DSHS in computing the score;
 - (2) DSHS failed to follow the procedures established in this RFP document, or to follow applicable State or federal laws or regulations; or
 - (3) Bias, discrimination, or conflict of interest on the part of an evaluator.
- b. Posting of Protest Bond

The Bidder submitting a protest must post a bond or cashier's check for

\$50,000 (fifty thousand dollars) simultaneously with the protest. The bond or cashier's check will be used by DSHS to cover the costs associated with a protest (e.g., cost of processing the protest and any cost associated with the delay to the Project that would result from the protest). Any remaining funds will be returned to the protester. If the protest is successful, the entire \$50,000 will be returned. Bidders are not entitled to any interest accrued on any protest bond or cashier's check they submit. The protest shall be dismissed with prejudice if the Bidder fails to timely post such bond or cashier's check.

c. Protest Form and Content

A Protest must state all of the facts and arguments upon which the Protest is based, and the grounds for the Protest. It must be in writing and signed by a person authorized to bind the Bidder to a contractual relationship. At a minimum, the Protest must include:

- (1) The name of the protesting Bidder, mailing address and phone number, and the name of the individual responsible for submission of the Protest;
- (2) Proof of Protest Bond;
- (3) The RFP number and title;
- (4) A detailed and complete statement of the specific action(s) by DSHS under protest;
- (5) The grounds for the Protest;
- (6) Description of the relief or corrective action requested.

Bidders may attach to their Protest any documentation they have to offer in support.

d. Submitting a Protest

Protests must be in writing and must be signed. Bidders must mail or hand-deliver their Protest to the RFP Coordinator. Protests may not be submitted by fax or email. DSHS must receive the written Protest within five (5) business days after the debriefing conference.

e. Protest Process

The RFP Coordinator will forward the Protest to the DSHS designated Protest Coordinator with copies of the following:

- (1) this RFP and any amendments,
- (2) the protesting Bidder's Proposal,
- (3) the evaluators' scoring sheets, and

- (4) any other documents showing evaluation and scoring of the Proposal in question.

DSHS will follow these procedures in reviewing a Protest:

- (1) DSHS will conduct an objective review of the Protest, based on the contents of the written Protest and the above materials provided by the RFP Coordinator.
- (2) DSHS will send the Protestor a written decision within five (5) business days after DSHS receives the Protest, unless more time is required to review the Protest and make a determination. The protesting Bidder will be notified by the RFP Coordinator if additional time is necessary.

DSHS will make a final determination of the Protest and will either:

- (1) Find that the Protest lacks merit and uphold DSHS's actions;
- (2) Find that any errors in the RFP process or in DSHS's conduct did not influence the outcome of the RFP, and uphold DSHS's actions; or
- (3) Find merit in the Protest and provide options for corrective action by DSHS which may include:
 - (a) That DSHS correct any errors and re-evaluate all Proposals affected by its determination of the Protest;
 - (b) That DSHS reissue the RFP document; or
 - (c) That DSHS make other findings and take such other action as may be appropriate.

24. Right to Cancel

DSHS reserves the right to cancel or reissue all or part of this solicitation at any time as allowed by law without obligation or liability.

25. Execution of the Contract

The Apparent Successful Bidder is expected to sign a contract with DSHS and any subsequent amendments that may be required to address specific work or services as needed. A sample contract is attached as Exhibit B.

DSHS reserves the right to negotiate the specific wording of the Statement of Work, based on the requirements of this RFP and the terms of the winning Proposal.

If the Apparent Successful Bidder fails or refuses to sign the contract or any subsequent amendment within ten (10) business days of delivery, DSHS may elect to cancel the award and may award the contract to the next-highest ranked finalist.

Any subcontracts necessary to perform the contract shall be subject to the prior written approval of DSHS.

If at contract award or anytime thereafter any specifically named individual(s) identified in the Proposal to work on this engagement are not available, DSHS has the right to approve or reject any change in Contractor personnel.

SECTION C. PROPOSAL CONTENTS

The Bidder must answer all questions and must include all items requested in the order requested for the Proposal to be considered responsive. The Bidder must address every section of the RFP, even though certain items may not be scored.

For definitions of MR (Mandatory Requirements) and SR (Scored Requirements) see Section A Summary of Project, Sub-Section 8 Definitions.

1. Administrative Requirements (Section 1 of Proposal)

The Bidder must respond to each item in the same order in which they appear.

a. Letter of Submittal (MR)

Bidders must include a signed Letter of Submittal on Bidder's official business letterhead stationery as the first page of Section 1. Signing the Letter of Submittal indicates that the Bidder accepts the terms and conditions of RFP # 1524-577.

The Bidder's Letter of Submittal must include the following:

- (1) Name, address, principal place of business, telephone number, fax number, and e-mail address of legal entity or individual with whom contract would be written;
- (2) The name of the contact person for this RFP;
- (3) A detailed list of all materials and enclosures included in the Proposal;
- (4) A list of all RFP amendments downloaded by the Bidder from the DSHS Procurements Web site and/or WEBS, if applicable, and listed in order by amendment number and date. If there are no RFP amendments, the Bidder must include a statement to that effect;
- (5) A statement substantiating that the person who signs the letter is authorized to contractually bind the Bidder's firm;
- (6) Identification of the page numbers on the Bidder's Proposal that are marked "Proprietary or Confidential" Information (see Section B(7));
- (7) Bidders are required to include any and all exceptions and/or revisions to the sample contract language (including any and all Exhibits to the Sample Contract) as part of their response. DSHS will not consider changes to contract language or negotiate any new language that is submitted after the Bidder's response.

Simply replacing the entirety of the DSHS sample contract, Exhibit B, with Vendor contract language will not suffice and could be considered non-responsive.

- (8) A list identifying any current or former state employees who are employed by, or subcontracted with, Bidder. The list must include the name of the employee or subcontractor, the individual's employment history with the State of Washington, and a statement of the individual's involvement with the response to, or their proposed role in providing services under a contract resulting from this solicitation.

If the Bidder has no employees or subcontractors that are current or former employees of the state of Washington, then the Letter of Submittal must so state; and

- (9) Any statements describing variations between the Bidder's Proposal and the requirements of this RFP.

b. Bidder Certification and Assurances Form (MR)

Bidders must submit a completed Bidder Certification and Assurances Form, Exhibit A. Please sign and include any attachments that are necessary.

c. Prior Contract Performance (MR)

(1) Termination for Default (MR)

Bidders must submit full details of all Terminations for Default that have been experienced by the Bidder in the past five (5) years, including the other party's name, address, and telephone number.

"Termination for Default" is defined as notice to Bidder to stop performance due to the Bidder's non-performance or poor performance and the issue was either: (a) not litigated; or (b) litigated and such litigation determined the Bidder to be in default.

Bidders must describe the deficiencies in performance, and describe whether and how the deficiencies were remedied. Bidders must present any other information pertinent to its position on the matter. Bidders must present any such information in its completion of the Bidder's Letter of Submittal.

DSHS will evaluate the information and may, at its sole discretion, reject the Bidder's proposal if the information indicates that completion of a Contract or Work Order resulting from this RFP may be jeopardized by selection of the Bidder. If the Bidder has experienced no such Terminations for Default in the past five years, the Bidder must so declare in the Bidder's Letter of Submittal.

(2) Early Terminations (MR)

Describe all contracts of the Bidder or subcontractor which, in the last five (5) years, were terminated prior to the expiration dates, wherever such agreements were subject to settlement agreements and describe the reasons for such early termination.

d. Quality Assurance Vendor (MR)

The project is required to engage a Quality Assurance (QA) Vendor for the duration of the project to review project management structure and methodology and to perform routine assessments of project processes (design, development, implementation, etc.) project plan, schedule, and reporting, to evaluate unit, integration and user acceptance testing and to assess project go-live readiness, among other things.

The Bidder is expected to provide information in support of the QA Vendor's project responsibilities.

e. Subcontractors (MR)

If one or more subcontractors certified by the Office of Minority and Women's Business Enterprises are proposed, the Bidder must set out in the Cost Proposal the portion to be paid to the certified MBE and/or the WBE firm. Costs for subcontractors, which are not certified, are also to be broken out separately.

f. Termination of Assigned Staff (MR)

Bidder is expected to acknowledge that DSHS may, with one (1) working day's written notice, request immediate replacement of a member of Bidder staff assigned to this project.

g. Facility Requirements (MR)

DSHS will provide office space, telephones, and standard workstations for the Bidder's use.

Specify any expectations regarding work access to external network resources, software packages (e.g., code management products, defect tracking products) including the use of Bidder's own equipment and workstations and description of access method to external resources.

h. Organizational Stability (MR)

Describe the proposing organization including size, areas of specialization and expertise, client base, and any other pertinent information in such a manner that demonstrates the stability and financial strength of the proposing organization.

Bidders may provide annual reports, financial statements and/or SEC filings in response to this section. Materials submitted must be sufficient to indicate the organizational stability and financial strength of the bidder.

2. Technical Proposal (Section 2 of Proposal)

General Requirements: In this section of the Proposal, the Bidder is to provide a description of the Proposal which is consistent with the goals and objectives of the project and demonstrates the Bidder's understanding of the skills and resources required to successfully accomplish the objectives of the project and assure timely completion of deliverables.

Numbering of Responses. Please number each response so that it corresponds to the question number. The response must begin with a restatement of the question followed by the Bidder's response to the question. A reference to another section will not suffice, each answer must stand alone.

Attachments. Attachments must be labeled and tabbed and the question number to which it responds must be indicated.

The total number of available points is 70.

This section sets the requirements for the Bidder's business/technical response. The Bidder must respond and provide detailed information for all items designated mandatory requirements (MR) and scored requirements (SR). Evaluator's scores will be based on the content of these responses. The Bidder must respond to each item in the same order in which they appear.

a. *Work Plan and Schedule (SR)*

The Bidder shall develop a preliminary Work Description and Project Schedule that represents the Bidder's proposed approach to this project. The preliminary Work Description (preferably in Microsoft Word format) and Project Schedule including Work Breakdown Schedule (preferably in Microsoft Project format) shall include the proposed deliverables, identify Bidder and DSHS resource requirements, identify where access to system users and DSHS hardware is required, describe deliverables by project phase, and establish mutual expectations in order to complete the project successfully. The completion of each project phase will be based upon DSHS's acceptance of all deliverables included in the phase. Phases are described in the Work Description in Section A.4.b. Work Description, Tasks, and Deliverables.

The Bidder's response must demonstrate a clear understanding of the tasks and deliverables listed in Section A.4.b. Work Description, Tasks, and Deliverables. Tasks described in Section A.4.b. are listed to provide the bidders with a clear idea of the level of effort required to complete this project, the Bidder is encouraged to consider the tasks listed in their Work Plan and describe all tasks necessary to complete the project (even if not listed in section A.4.b.). The Bidder may combine or split the deliverables as long as the total content is the same.

Bidders may, at their discretion, submit alternate proposals, or proposals which deviate from the requirements; provided, that they also submit a

proposal for performance of the work described in the statement of work. Such proposals may be considered if overall performance would be improved or not compromised and if they are in the best interests of DSHS. Alternative proposals, or deviations from any requirements of this RFP, shall be clearly identified.

Scores for this section will be based upon, but are not limited to, the completeness of the preliminary work description, project schedule, description of project deliverables, and the degree to which the preliminary work description, project schedule, and description of project deliverables demonstrate the Bidder's understanding of the technical skills and resources required to successfully accomplish the objectives of the project and assure timely completion of deliverables.

b. *Deliverables (SR)*

The Bidder shall provide a list, description, and delivery date for all deliverables in the project plan. The Bidder's response must demonstrate a clear understanding of deliverables listed in Section A.4.b. Work Description, Tasks, and Deliverables. Deliverables described in Section A.4.b. are listed to provide the bidders with a clear idea of the expectations for the project. The Bidder may combine or split the deliverables as long as the total content is the same.

Scores for this section will be based upon, but are not limited to, the degree to which the description of project deliverables demonstrate the Bidder's understanding of the work products needed to successfully complete the project.

c. *Methodology to Accomplish Project Objectives [or Work Plan] (SR)*

Describe the proposed approach and methodology to accomplish the specific objectives and deliverables in this solicitation document. The approach to project deliverables shall identify the proposed steps in the deliverable development process, from development of outlines, templates, and acceptance criteria through review, finalization and acceptance. The description should be brief but include sufficient detail to allow the evaluation team to determine the appropriateness of it in relation to DSHS requirements and needs. Describe the specific techniques that will be used to complete each deliverable, how the technique may be customized if necessary, why it is expected to be most effective, and for what purpose and at what point the technique is used.

Additionally, Bidders shall clearly identify Bidder and DSHS responsibilities during the project deliverable process. Bidders are encouraged to deliver expectation documents and partial drafts (e.g. section by section) especially when deliverables are lengthy to manage mutual expectations and to ensure the satisfactory completion of deliverables. Bidders also shall consider the impact on reviewers when multiple deliverables are under review simultaneously by the same stakeholder group and adjust review and correction periods accordingly.

Scores for this section will be based upon, but are not limited to, the degree to which the Bidder:

- **demonstrates that the methodology and techniques described are proven and will be effectively applied by the Bidder;**
- **provides a complete methodology supporting the needs of the entire system development cycle;**
- **describes the methodology and techniques in sufficient detail to clearly demonstrate their value and relevancy to this project; and**
- **selects techniques consistent with the objectives, schedule, and budget of the project.**

d. Bidder Maintenance and Support (SR)

(1) Ongoing Service and Support (SR)

The bidder shall describe their approach to provide maintenance services for the Background Check System for 3 years to include at a minimum:

- Functional Deficiency Corrections
- Scheduled Maintenance Releases
- System Documentation updates

The Bidder must provide guaranteed service and support of its products and their configuration. The Bidder must be able to resolve issues and provide updated code. Response and repair time must not exceed eight business hours overall. The response time hours may be divided over consecutive business days; for example, starting on a Friday afternoon and ending Monday morning.

Bidder must describe how they would approach the requirements in this section. A detailed description is required.

Scores for this section will be based upon, but are not limited to, the degree to which the Bidder's approach meets the requirements of this section.

(2) Technical and Application Support (SR)

DSHS expects the Bidder to provide technical support for all supplied software and its operation for the life of the contract. This includes any custom developed application software, any third party software or any Bidder proprietary software.

The Bidder must provide a Technical Support Help Desk Monday through Friday from 8:00 AM to 5:00 PM Pacific Time.

The Bidder will be responsible for coordination and problem resolution. Problem resolution must be in progress within four (4) prime shift hours (8:00 am- 5:00 p.m. Monday through Friday) of initial contact.

The Bidder must propose a support structure, including a description of its maintenance organization, issue-tracking process, levels of support and problem escalation process.

The Bidder must describe how they would approach the requirements in this section. A detailed description is required.

Scores for this section will be based upon, but are not limited to, the degree to which the Bidder's approach meets the requirements of this section.

(3) System Enhancements (SR)

The Bidder must provide support for planned and unplanned system enhancements. Planned enhancements are those expected to be released by the Bidder on a regular schedule, such as every six months. Unplanned enhancements are those required by legislative mandate or urgent business need; these enhancements are required outside of the regular upgrade schedule. The expectation is that the Bidder will assess these unplanned enhancements within 3-5 days and provide cost information and implementation schedule. Cost information must identify whether the enhancement falls within the annual maintenance agreement or identify the additional cost to implement the enhancement.

Bidder must describe their approach to:

- (a) Provide enhancement services for the BCS.
- (b) Make modifications to the BCS during the one year warranty period.
- (c) Make modifications to the BCS beyond the one year warranty period.
- (d) Document test results and updated documentation prior to implementation of the modification.
- (e) Provide qualified staff to make modifications to the BCS source code.

Scores for this section will be based upon, but are not limited to, the degree to which the Bidder's approach meets the requirements of this section.

e. System Hosting Solutions (SR)

The Bidder shall propose off-premise and/or on-premise hosting solutions for the Background Check System.

- (1) For on-premise at the DSHS data center, bidder shall describe their approach for assisting with implementation, stabilization, and performance tuning of infrastructure, servers, databases and software.
- (2) For off-premise, bidder shall provide options for Infrastructure as a

Service (IaaS), Platform as a Service (PaaS), and/or Software as a Service (SaaS). The proposal shall include the items below, at a minimum:

- (a) Information about the cloud services architecture.
- (b) Information about the data center (and location).
- (c) Information about the support services.
- (d) Information about the physical, network, and data security.
- (e) Information about system restoration and disaster recovery (and location).
- (f) Information about server management environment.
- (g) Information about database and application platform licensing model.
- (h) Information about system diagnostic and system monitoring tools.
- (i) Information about administration tools.
- (j) Information about data backup and storage capacity process.
- (k) 5 year technology roadmap at conclusion of implementation project;
- (l) Information about DSHS access for site visits to verify contractual compliance.
- (m) Approach to server load balancing web and database servers.
- (n) Change Management Process for planned upgrades, enhancements, environment modifications.
- (o) Current customers utilizing site and service expansion capabilities.
- (p) Network connections, standards, and throughput.
- (q) Bidder (and subcontractor) Proposed Hosting Agreement and Terms and Conditions

Scores for this section will be based upon, but are not limited to, the degree to which the Bidder's approach meets the requirements of this section.

3. **Management, Experience and Qualifications Proposal (Section 3 of Proposal)**

General Requirements: In this section of the proposal, the Bidder is to discuss project organization and the knowledge, skills, abilities, and experience of the proposed team members. The contract resulting from this procurement will require that any change in key staff (as identified in Bidder's response to this procurement) will be subject to prior DSHS acceptance. The contract will also provide that DSHS may request that Bidder remove selected staff on one (1) days' notice and provide replacement staff without impacting the schedule.

Numbering of Responses. Please number each response so that it corresponds to the question number. The response must begin with a restatement of the question followed by the Bidder's response to the question. A reference to another section will not suffice, each answer must stand alone.

Attachments. Attachments must be labeled and tabbed and the question number to which it responds must be indicated.

The Bidder must respond and provide detailed information for all items designated mandatory requirements (MR) and scored requirements (SR). Evaluator's scores will be based on the content of these responses. The Bidder must respond to each item in the same order in which they appear.

The total number of available points is 120.

a. *Executive Summary (SR)*

The executive summary should describe the Bidder's response at a high level in terms of project approach, perspective, staffing, skill levels, and overall Work Description. It should demonstrate that the Bidder understands the scope and objectives of the project.

The Bidder should describe the risks associated with this project, critical success factors and actions DSHS should consider throughout the project. Explain why the proposed solution will support the successful completion of this project for DSHS, and why DSHS should select your proposed solution. This summary should give the reader a strong general overview of the management and technical responses of the Bidder.

Scores for this section will be based upon, but not limited to, the degree to which the executive summary demonstrates that the Bidder understands DSHS's needs and is consistent with the goals and objectives of the project, the degree to which project risks and critical success factors are identified and addressed, the overall strength of the summary in terms of completeness and depth, the Bidder's ability/willingness to partner and ensure skills transfer, the Bidder's flexibility and creativity, and the Bidder's ability to prove a case for action.

b. *Project Organization (SR)*

(1) Staffing, qualifications and skills (SR)

This section discusses project organization and the knowledge, skills, abilities, and experience of the proposed team members and identifies specific requirements for certain individuals.

- Provide a description of the proposed project staffing/organization and how the team will be managed during the course of the project, including any subcontractors.
- State the name, the title or position, and telephone number of the individual who would have primary responsibility for the project resulting from this procurement. Disclose who within the firm will have prime responsibility and final authority for the work under the proposed contract. Name other individuals providing service on the project.

DSHS requires all personnel with access to BCS data to complete a Washington State name/date of birth background check through BCCU. Personnel must complete the DSHS Background Authorization Form and submit it to the BCCU office chief. BCCU will review the background check results and determine if the individual is suitable to have access to sensitive information contained in the BCS.

- Identify responsibilities and qualifications of key staff who will be assigned to the potential contract and the amount of time each will be assigned to the project. Provide resumes for the key staff, which includes information on the individual's particular skills related to this project, education, experience, significant accomplishments and any other pertinent information. DSHS will expect the Apparent Successful Bidder to staff the project with the individuals described in the response. Any changes to such staffing will be subject to DSHS approval. The Bidder must commit that staff identified in its proposal will actually perform the assigned work. Any staff substitution must have the prior approval of DSHS.
- Provide an organizational chart of your firm indicating lines of authority for personnel involved in performance of this potential contract and relationships of this staff to other programs or functions of the firm. This chart must also show lines of authority to the next senior level of management.

Scores for this section will be based upon, but not limited to, the soundness of the proposed team members roles and responsibilities, the overall viability of the proposed approach, and

the degree to which the proposed staffing approach optimizes the ability to implement projects quickly, ensures the transfer of knowledge to any assigned DSHS staff, and reflects a willingness/ability to partner with DSHS.

(2) Continuity of Personnel (SR)

Describe the Bidder's policies, plans, and intentions regarding maintaining continuity of personnel assignments throughout the performance of any contract resulting from this procurement. Address how availability of any of the proposed staff for this project could be impacted from existing contracts to which they are currently assigned or from other potential contracts for which they are proposed. Where such cases exist, identify the priority DSHS would have in cases of conflict. Discuss the Bidder's plans to avoid and minimize the impact of staff changes. Identify planned back-up staff assignments.

The contract resulting from this procurement will require that any change in key staff (as identified in Bidder's response to this procurement) will be subject to prior DSHS acceptance. The contract will also provide that DSHS may request that Bidder remove selected staff on one (1) days' notice and provide replacement staff without impacting the schedule.

Scores for this section will be based upon, but not limited to, the Bidder's demonstrated commitment to continuity of project staff and the Bidder's ability to maintain staff quality should a change in staff be unavoidable.

(3) Personnel on site (SR)

DSHS expects the Bidder to provide support and coordination throughout the project lifecycle. While DSHS will allow development, integration, and other technical work to be performed remotely, the Department expects that initial requirements validation and CHS assessment work will be conducted on site at DSHS by Bidder's personnel. Bidder must provide a detailed description of how they will approach communicating and collaborating with DSHS. If Bidder key staff not on-site or in Olympia, WA for the duration of the project, response should indicate Bidder's proposal for when staff will be on-site and approach to remote collaboration and any necessary time zone adjustments.

Scores for this section will be based upon, but not limited to, the Bidder's demonstrated commitment to providing on site project support.

c. Bidder Experience (SR)

Bidders and their key team members must have conducted a minimum of three (3) successful projects. At least one of the projects must have been of similar scope and complexity or larger. For this requirement, “conducted” means that the referenced projects have completed implementation. Projects where the services have not, or are in the process of being put in place will not satisfy this requirement. The Bidder and their key team members must have had primary responsibility for the various phases of the projects including analysis, process design, construction, and implementation. While it is not necessary for the bidder and bidder key staff to have experience on projects involving background check solutions, it is highly desirable.

Present an in-depth discussion and graphic representation of the Bidder’s specific experience in the performance of completed projects to manage, plan, design, develop, test and implement successful system development efforts that meet the criteria of this procurement. Clearly describe the scope and scale of those projects. Describe why your experience positions your firm as the best candidate for this project.

Identify projects by Bidder or subcontractor and describe the nature and extent of the involvement with projects. Bidder and subcontractor experience must be listed separately.

Include in this section any other experience deemed relevant by the Bidder. While Bidders are required to have completed a minimum of three (3) projects to be qualified to respond, they may describe as many projects as they deem appropriate to adequately convey their experience and qualifications.

Scores for this section will be based upon, but not limited to, the degree to which the Bidder and proposed subcontractors demonstrate direct experience with all aspects of projects of similar scope and complexity and broad expertise with technology. Importance is given to the specific project role the Bidder/subcontractor has performed, as well as the scope and complexity of the projects in which the Bidder/subcontractor has participated. Both depth and breadth of experience is important.

d. Bidder References (SR)

The bidder must provide a minimum of three (3) and a maximum of five (5) non-bidder-owned customer references for their firm and a minimum of two (2) and a maximum of four (4) customer references for each proposed subcontractor. The references should include:

- Reference Names
- Telephone numbers and email address
- Dates of Services
- Project Description, Role of Firm, and End Result
- Proposed Team Members Who Were Involved in the Project

References will only be contacted for finalist(s).

Scores for this section will be based upon, but not limited to, the degree to which the Bidder's and proposed subcontractors' references provide positive reports of work products and successful outcomes.

References will only be checked for the two highest scoring Bidders.

e. *Project Management (SR)*

(1) Approach to Project Management (SR)

The successful Bidder will be responsible for the overall management of the project. Describe your project management process and the methodology that will be used for this project. Provide sample project reports from previously managed projects and describe how the projects were constructed and reported and how status was determined. Explain how you will interact with DSHS staff and how you generally interact with other contractors or consultants.

Scores for this section will be based upon, but are not limited to, the degree to which the Bidder's overall approach to project management demonstrates their ability to manage the project; construct, provide status, and report on the project; and interact with DSHS and other contractors or consultants.

(2) Project Scheduling Experience (SR)

The successful Bidder will be required to have experience managing projects using scheduling software. The successful Bidder will be required to create and maintain the project schedule in Microsoft Project, DSHS's standard project scheduling tool. DSHS's rule of thumb related to the level of detail in the schedule is one to two week task duration where practical to enable DSHS staff and the successful Bidder to track and monitor progress. Inclusion of milestones within each of the project phases is important as well.

Describe your plan for accomplishing this scheduling requirement including any previous experience using Microsoft Project. Provide an initial project schedule and describe your skill level. Describe the Basis of Estimate (BOE) including specific estimating guidelines used to determine work effort for project planning purposes. Describe any additional project management tools that may be used during the project.

Scores for this section will be based upon, but are not limited to, the strength the Bidder demonstrates the ability to establish and maintain the project schedule and plan with an appropriate level of schedule detail.

(3) Project Status and Exception Report Requirements (SR)

The successful Bidder will be required to provide written status reports to DSHS Project Manager on a weekly basis throughout the project as well as an electronic copy of the current project schedule in Microsoft Project format. More frequent verbal or written reports or electronic files may be required as deemed necessary by DSHS Project Manager. The Bidder will also be required to regularly update the Project Management Plan throughout the project to accurately reflect all elements of the planned activity. DSHS Project Manager or designee must agree upon any such changes prior to incorporation into the Project Management Plan.

Provide a proposed format for the written weekly status report. Provide examples of any other reports commonly used to report exceptions and/or project status.

Scores for this section will be based upon, but are not limited to, the type of information contained in the weekly report and the source of that information.

(4) Tracking, Issue Resolution, and Change Management (SR)

The successful Bidder, in partnership with DSHS, will be responsible for using an issue resolution process for recording and tracking any system development problems, issues, and changes.

Describe your proposed process for managing issues, problems, and changes. Consider the entire system development cycle. Explain by whom and how issues, problems, and changes should be resolved.

Scores for this section will be based upon, but are not limited to, the degree to which the proposed process provides and describes specific techniques to identify, communicate, and manage issues, problems, and changes.

(5) Quality Management (SR)

The successful Bidder will be responsible for providing high quality work products and accurate system/process metrics. Describe your proposed process for quality planning, quality assurance, and quality control.

Scores for this section will be based upon, but are not limited to, the degree to which the proposed process provides and describes specific techniques to set quality standards and ensure that the work product meets those standards.

(6) Risk Management (SR)

The successful Bidder, in partnership with DSHS, will be responsible for identifying risks, analyzing impact, and planning appropriate responses.

Describe your proposed process for managing risks. Consider the entire system development cycle. Explain by whom and how risks are identified and responses planned.

Scores for this section will be based upon, but are not limited to, the degree to which the proposed process provides and describes specific techniques to identify, analyze, plan response, and communicate risks.

f. *Subcontractor Information Required*

In order to achieve the best combination of experience and skill, “strategic relationships” or subcontractor arrangements may be proposed. Any and all such relationships, including “advisors,” must be in the context of a subcontractor to the Bidder. The Bidder must be the prime Contractor and must agree to be liable for the performance of any proposed subcontractor.

If any such relationships are proposed, describe the subcontractor relationship with the Bidder, including previous experience with the subcontractor. Discuss the nature of the subcontractor organization and the management and reporting relationships between the Bidder and the subcontractor.

State the total percentage of performance hours to be subcontracted and the nature of the work to be performed. If no subcontracting is intended, so declare.

If any subcontractor will participate with the Bidder to an extent equal to or greater than five percent (5%) of the performance hours, provide the name, address, principal place of business, telephone number, fax number, and e-mail address of legal entity or individual with whom the bidder will be subcontracting.

4. **Cost Proposal (Section 4 of Proposal)**

General Requirements: In this section of the proposal, the Bidder is to identify all costs including expenses to be charged for performing the tasks necessary to accomplish the objectives of the contract for each phase. The cost proposal must be based on the deliverables and scope of work. It must reflect all costs associated with meeting the requirements and services listed in the RFP and being offered by the Bidder as part of the Bidder's response. Evaluation of the cost proposal will be based upon the total fee for the project in accordance with the scoring section. Prices quoted shall remain fixed for the duration of the contract executed as a result of this RFP. Bidders are required to collect and pay Washington State sales tax, if applicable.

Numbering of Responses. Please number each response so that it corresponds to the question number. The response must begin with a restatement of the question followed by the Bidder's response to the question. A reference to another section will not suffice, each answer must stand alone.

Attachments. Attachments must be labeled and tabbed and the question number to which it responds must be indicated.

The Bidder must respond and provide detailed information for all items designated mandatory requirements (MR) and scored requirements (SR). Evaluator's scores will be based on the content of these responses. The Bidder must respond to each item in the same order in which they appear.

The total number of available points is 40.

In this section of the proposal, the Bidder is to identify all costs including expenses to be charged for performing the tasks necessary to accomplish the objectives of the contract. The Bidder is to submit a fully detailed budget including staff costs and any non-labor expenses necessary to accomplish the tasks and to produce the deliverables under the contract. Bidders are required to collect and pay Washington State sales tax, if applicable.

The bidder shall propose off-premise and/or on-premise hosting solutions for the Background Check System. For off-premise, bidder shall provide cost options for Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS).

For on-premise at DSHS data center, bidder shall provide costs for assisting with implementation and performance tuning of infrastructure, servers, databases and software.

a. Pricing (SR)

Compensation for services shall be made on completion of each deliverable. Fifteen percent (15%) of each deliverable's price will be held back until successful completion of the project. As a performance incentive, DSHS will

pay the balance of the Holdback at the completion of each Phase Gate if the vendor has exceeded expectations as recorded on the Performance Monitoring Report included in Exhibit B: Sample Contract.

The following table lists the minimum required deliverables identified by section A.4.b. Work Description, Tasks, and Deliverables. The rows in the table should match the deliverables proposed by the Bidder in section C.2.b. Deliverables. Provide the planned delivery date and cost of each deliverable.

The price of all deliverables included in this Deliverables Payment Schedule represents a fixed cost unless the time and materials to the contractor to produce the deliverable or the scope of the deliverable is greatly reduced or increased, in which case, the vendor will negotiate a revised cost with DSHS.

Deliverable	Deliverable Description	Planned Delivery Date	Price
Revised Work Plan and Schedule	A revision of the work plan and schedule presented in the bidder's proposal based on discussions with DSHS personnel		
Configured System and Interface Design	A fully configured system design and definition and design for all needed interfaces to external systems		
Integration Test Results	Results of an integration test conducted to demonstrate that the system functions reliably and accurately as configured, including all external system interfaces and successful data conversion.		
User Acceptance Test Results	Results of User Acceptance Testing that demonstrates the system is ready to be used by DSHS staff and external users in production mode.		
Trained Staff Evaluation	Fully-trained BCCU key staff and systems administrator(s), as demonstrated by training evaluation results.		
Incident Resolution Reports	Resolution of critical and serious incident reports: Completed work, validation and testing of adjustments or fixes needed to the application or configuration settings that are either critical or serious in nature.		

b. Change Order Services - Time and Materials Hourly Rate Schedule (SR)

During this project, DSHS or the Bidder may suggest changes that were not possible to identify during the finalization of the Bidder's work plan. It is hoped that a cooperative approach to this project will find ways to effect such changes in a cost-neutral manner. DSHS is hopeful that change orders will not be required. However, any change orders that are required will result in a time and materials, deliverables-based amendment to the agreement. The Bidder shall have the burden of proof in justifying any change orders that it requests. All change orders will be developed using a standard form and process to be agreed to mutually by the Bidder and DSHS.

The Bidder shall provide an Hourly Rate Schedule, specifying cost per hour of staff. This pricing will be used for ad-hoc requests (i.e., Change Orders, which do not coincide with specific deliverables.) The staff time allowed under Change Orders will be based on hourly rates for staff/services. The following types of work could be subject to change orders:

- significant addition to or reduction of required functionality
- change to the required functionality caused by legislative mandate
- corrections required that result from DSHS actions

The Hourly rate proposed must remain valid until September 30, 2017. Annual rate increases beyond that date will be subject to negotiation, but the percentage increase may not exceed the percentage increase in the US Consumer Price Index (CPI) for All Items, as calculated from a June 2000 base.

Contract modifications addressing implementation of projects using the Hourly Rates Schedule will take the form of Change Orders that define the statement of work, deliverables, and compensation. Each of these Change Orders will be for billable hours with a firm, not to exceed, fixed price.

Describe the methodology for managing Change Orders and provide Hourly Rates for expected typical change categories. All Change Order work will be done using the provided rate for the type of work being performed.

c. Annual Maintenance (SR)

Provide a schedule of annual maintenance costs for the Background Check System and an explanation of the services received for the stated maintenance.

Describe how system enhancement requirements described in section C.2.d (3) System Enhancements are related to annual maintenance.

Specify the complete costs of annual maintenance and what is covered by these costs. Describe any available options.

d. System Hosting Costs (SR) (Optional)

The Vendor's proposal shall include cost assumptions and a five (5) year cost matrix of their hosting solution. Details to include, at a minimum:

- (1) Setup fees
- (2) Licensing fees
- (3) Available Managed Services options and fees
- (4) Available Consulting Services options and fees
- (5) Licensing fees
- (6) Storage fees
- (7) Support fees
- (8) User fees
- (9) Facility fees
- (10) Overhead costs

Specify the complete costs of system hosting and what is covered by these costs. Describe any available options.

SECTION D. EVALUATION

1. Evaluation Procedure

DSHS shall designate an evaluation team to review, evaluate, and score Bidder Proposals. DSHS, at its sole discretion, will select finalists for an oral presentation, if oral presentations are held. Evaluators will evaluate and score the oral presentations of Bidders selected as finalists.

2. Proposal Evaluation

DSHS will initially screen each Proposal to determine if the Bidder has complied with the stated Administrative Requirements and Submittal Instructions. If a Proposal does not meet all Administrative Requirements for this RFP, DSHS may consider the Proposal non-responsive and may withdraw it from consideration at any time. If a Proposal meets all Administrative Requirements, evaluators will score and award points up to the maximum points available for each question.

During the evaluation process, DSHS reserves the right to make reasonable inquiry to determine the responsibility of any Bidder. Requests may include, but are not limited to, financial statements, credit ratings, references, records of past performance, and clarification of the Bidder's offer. Failure to respond to said request(s) may result in a proposal being rejected as non-responsive.

3. Scoring of Proposals

The maximum number of evaluation points available is 250. The Administrative Requirements are evaluated on a pass/fail basis. The following weighting and points will be assigned to the Proposal for evaluation purposes:

WRITTEN PROPOSAL

Technical Proposal – 50%	70 Points
Experience and Qualifications- 25%	120 Points
Cost Proposal - 25%	40 Points

Sub-Total (for Written Proposal)	230 Points
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Oral Presentations	<i>20 Points</i>
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TOTAL	250 Points
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To identify an Apparent Successful Bidder, each bidder's points earned from the cost evaluation and the non-cost evaluation will be added together as follows:

The following table serves ONLY as an example:

	Cost Factor Points	Non-Cost Factor Points	Oral Interview (Optional)	Total
Bidder A	40	168	18	226
Bidder B	25.8	160	15	200.8

The bidder with the highest number of total points will be declared the Apparent Successful Bidder. DSHS may then enter into contract negotiations with the Apparent Successful Bidder.

Designation as an Apparent Successful Bidder does not imply that the state will issue an award; it merely suggests that the state believes a proposal to be responsive and offer the best value to DSHS. This designation allows DSHS an opportunity to perform a responsibility analysis and ask for additional documentation. DSHS is also at liberty to re-review and determine whether a proposal is responsive as initially determined. Bidder must not construe the notification of award, impending award, or attempts to negotiate, etc. as a final award decision. Any assumptions are done so at the bidder's own risk and expense.

Should Contract negotiations fail to be completed within 30 days after initiation, DSHS may immediately cease Contract negotiations and declare the second lowest Bidder the new Apparent Successful Bidder and enter into Contract negotiations with that Bidder. This process will continue until a contract is signed or no qualified bidders remain.

Scoring will be based upon a scale of zero (0) to ten (10) for all MR and SR requirements. Those scores are defined as follows:

Score	Description	Discussion
9-10	Exceptional	Feature or capability is clearly superior to that which is average.
7-8	Above Average	Feature or capability is better than that which is average.
5-6	Average	This is the baseline score for each item with adjustments based upon the evaluator's interpretation of the Bidder's response.
3-4	Below Average	Feature or capability is substandard to that which is average.
1-2	Failing	Feature or capability is non-responsive or clearly inadequate to that which is average.
0	No Experience	Response shows no experience in this skill or capability.

4. Evaluation of Oral Presentations

DSHS may, after evaluating the written Proposals, elect to schedule oral presentations. The RFP Coordinator will notify finalists of the date, time, and location of the oral presentations.

DSHS will select evaluators for the oral presentations based on their qualifications, experience, and background relevant to this RFP. These evaluators may include evaluators who reviewed the written Proposals or DSHS staff who will work with the successful Bidder(s). Evaluators will score the oral presentations in accordance with RFP requirements and evaluation criteria.

5. Final Determination of Apparent Successful Bidder(s)

DSHS program staff and/or management may conduct a final review of the evaluation and scoring of finalist(s).

In this final review, DSHS may consider past or current performance of any DSHS contracts by a finalist(s), and any experience of the program or DSHS in working with a finalist(s) under any past or current contract with DSHS.

DSHS management shall make the final determination as to which Bidder(s), initially designated as finalist(s), shall be officially selected and notified as the Apparent Successful Bidder(s).

Program staff and DSHS management shall determine which Proposals reviewed during this final selection process will best meet the needs of DSHS and, specifically, the needs of the ***Background Check Central Unit***.

Any Bidder who would be an Apparent Successful Bidder based on the scores awarded by the evaluators, and who is not selected, shall be provided, upon request, the reasons why DSHS selected a Bidder with a lower final score.