

REQUEST FOR PROPOSALS

1556-545

- Project Title:*** Applications Development and Support Contractor
- Estimated Contract Period:*** July 1, 2015 through July 1, 2017.
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 p.m. Pacific Standard time on May 1, 2015.
- Submit Proposal To:*** **Proposal delivered Electronically:**
Sarah MacLean, RFP Coordinator
maclesr@dshs.wa.gov
- WEBS:** <https://fortress.wa.gov/ga/webs/>
Procurement Website: <http://www.dshs.wa.gov/fsa/central-contract-services/procurements-and-contracting>

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SECTION A. SUMMARY OF PROJECT

1. Purpose of Request for RFP

The state of Washington, Department of Social & Health Services, hereafter called "DSHS," is initiating this procurement to solicit proposals from firms interested in providing an applications development and support contractor. DSHS is seeking only **one contractor/individual** for this project.

2. Background

In order to support the DSHS strategic initiatives regarding automation and improvement of collections and accounting for monies within DSHS, we are seeking the assistance of a contracted expert level developer resource. The contractor should have extensive accounting knowledge and expertise to perform system enhancements and maintenance activities in the Collection & Accounts Receivable System (CARS).

We are seeking an expert level contracted application developer with working knowledge and expertise in financial systems and the Acuity commercial off the shelf system. This support includes maintenance of numerous critical system data interfaces between ISSD and Provider One, Famlink, and ACES. The developer will also provide maintenance and develop enhancements to other CARS lines of business.

The contractor will provide technical support for the CARS technology upgrade, Provider One W2 project, PC Cash migration project, and Electronic Online Payments project.

3. Project Scope

Deliverable #1	CARS Application Support and Maintenance
Description:	This task is to provide application support and maintenance for the CARS application. The CARS system is a highly customized accounts receivable system based on a proprietary system – Best Enterprises Acuity Suite. Acuity’s core in-house application has been built and modified using Microsoft SQL Server 2000, Visual Basic 6, Visual Basic.Net, ASP.Net and C# over the years by contractors with the assistance of in-house developers. This system is extremely large and complex with over 6000 SQL objects.
Services that are Required	
Contractor Tasks:	<ol style="list-style-type: none"> 1. Provide product support for production incidents. 2. Develop system documentation and transfer knowledge to staff. 3. Payment Module: Provide software support for the following payment applications: <ul style="list-style-type: none"> ○ Payment exceptions

	<ul style="list-style-type: none"> ○ Automatic payment application ○ Splitting of payments across customers ○ Splitting of payment across companies <ol style="list-style-type: none"> 4. Maintain software for existing Customer Module. 5. Maintain Interest Module. 6. Maintain Posting Module. 7. Maintain the daily AFRS run and A8 activities and provide assistance in process improvement activities. 8. Maintain A19 processing and assist in application improvements. 9. Maintain payment application for Estate Recovery. 10. Maintain Estate Recovery resident personal funds module. 11. Maintain cash batch processes.
Outcomes:	The contractor provides adequate application support to ensure that business operations are not adversely impacted. Urgent application support requests are responded to in a timely manner. Other application support requests are worked based on priority.

Deliverable #2	CARS Children's Trust Fund (CTF) Application Support
Description:	This task is to provide application support and maintenance of the CTF application. The CTF system provides trust fund accounts and accounting services for the benefits of children who are under the care of the DSHS Children's Administration or Juvenile Rehabilitation Administration. The majority of children with a trust fund account receive Child Support payments, Supplemental Security Income (SSI), Social Security (SSA) benefits, and/or monies received from other miscellaneous sources. CTF is a subsystem to CARS.
Services that are Required	
Contractor Tasks:	<ol style="list-style-type: none"> 1. Maintain the Cost of Care reimbursement module algorithm to support Social Services Payment (SSP) processing requirements. 2. Maintain system processes that automatically identify children that are eligible to receive SSP money. 3. Maintain system processes to import various payment types (ACH, DCS, misc cash, etc.) 4. Maintain system processes to disburse funds to clients and reimburse Children's Administration. 5. Maintain system processes to assign interest to accounts. 6. System support and maintenance activities. 7. Compile a complete set of system documentation manuals and provide user training as required. Transfer knowledge to agency technical staff. 8. Provide system support of FamLink interface. 9. Provide maintenance on the CTF purge process.
Outcomes:	The contractor provides adequate application support to ensure that business operations are not adversely impacted. Urgent application support requests are responded to in a timely manner. Other application support requests are worked based on priority.

Deliverable #3 ProviderOne Interfaces	
Description:	DSHS has implemented Phase 1 of a provider payment processing system called ProviderOne. Phase 1 replaced the Medicaid Management Information System (MMIS). Phase 2 of ProviderOne will replace many of the functions of the Social Service Payment System (SSPS). The contractor will help maintain system interfaces to ProviderOne.
Services that are Required	
Contractor Tasks:	<ol style="list-style-type: none"> 1. Maintain existing interfaces between CARS and ProviderOne. 2. Develop new overpayment and offset interfaces with ProviderOne to support the W2 release. 3. Provide enhancements to interfaces between CARS and ProviderOne in support of Phase 2. 4. Identify and implement permanent fixes to production incidents. 5. Develop documentation and transfer knowledge to staff.
Outcomes:	The contractor provides adequate application support to ensure that business operations are not adversely impacted. Urgent application support requests are responded to in a timely manner. Other application support requests are worked based on priority.

Deliverable #4 CARS Technology Upgrade	
Description:	This task is to provide analysis, development, and technical support for the CARS technology upgrade project.
Services that are Required	
Contractor Tasks:	<ol style="list-style-type: none"> 1. As a technical analyst, review the database changes as a result of the CARS database upgrade to SQL Server 2008. 2. Perform technical unit testing in Acuity/CARS to identify issues that need to be addressed. 3. Log the issues identified. 4. Identify solutions to the issues and make appropriate changes. 5. Participate in project team meetings. 6. Work on planning and implementation of the new upgraded version of CARS. 7. Perform system stabilization tasks after the new version of CARS is implemented.
Outcomes:	The contractor provides analysis and technical support towards the completion of the CARS upgrade. The contractor provides technical unit testing to identify issues and works to resolve them.

Deliverable #5	PC Cash Migration Project
Description:	This task is to provide analysis, technical support, and application modifications for the PC Cash Migration.
Services that are Required	
Contractor Tasks:	<ol style="list-style-type: none"> 1. As a technical analyst, assist with the analysis of potential system modifications to convert the PC Cash application to the Division of Child Support (DCS). 2. Provide a development estimate of the effort required to convert PC Cash. 3. Perform application modifications to convert PC Cash to DCS.
Outcomes:	The contractor provides technical analysis towards the development of an estimate for the work required to convert PC Cash to DCS. PC Cash functionality is migrated over to DCS.

Deliverable #6	Electronic Online Payments
Description:	Implement alternative payment methods for additional lines of business in CARS. Create an on line payment process to allow clients to pay for debt electronically through bank ACH.
Services that are Required	
Contractor Tasks:	<ol style="list-style-type: none"> 1. Perform the role of technical lead managing the development of the online payments project for ISSD. 2. Perform code reviews of code developed by ISSD project team. 3. Add procedures for NACHA file processing and other coding as needed. 4. Assist with technical and user acceptance testing.
Outcomes:	The contractor provides technical leadership for the Electronic Online Payments project. Development and testing is completed successfully. The project is completed and clients can pay debt electronically through ACH.

Deliverable #7	Work Plans and Status Reports
Description:	This task is to provide monthly work plans and bi-weekly status reports.
Services that are Required	
Contractor Tasks:	<ol style="list-style-type: none"> 1. Develop monthly work plans in collaboration with the agency. The work plans will provide information on the planned work for the month. 2. Produce a monthly report of the completed work deliverables. 3. Write status reports every two weeks that provide information on the work completed the last reporting period and the work to be done in the current reporting period. The status report should also outline any issues or concerns that need to be addressed. 4. Use the Incident Monitor system to log information concerning the status of incidents and service requests. 5. Develop a monthly chargeback report that lists the work completed each day broken out by ISSD customers.
Outcomes:	The contractor provides monthly work plans along with a monthly report of the completed deliverables. Status reports are produced every two weeks by the contractor. Issues and concerns are escalated to the agency for resolution.

4. Qualifications

MANDATORY EXPERIENCE AND QUALIFICATIONS

1. The developer must have at least 10 years' experience providing application support with financial systems.
2. The developer must have at least 8 years' experience with Visual Basic 6, Microsoft SQL Server 2000/2008, Visual SourceSafe, Microsoft Access, and expert level experience with database design and development.
3. The developer must have at least 5 years' experience with the Acuity (Sage MAS 500) commercial off the shelf accounts receivable system.
4. The developer must have at least 5 years' experience with accounting, payment application, interest and invoicing processes within Washington State government including the Agency Financial Reporting System (AFRS).
5. The developer must have at least 2 years' experience with electronic payments using bank account debit with Automated Clearing House (ACH).

HIGHLY DESIRED EXPERIENCE AND QUALIFICATIONS

1. Working knowledge and experience with Microsoft ASP.Net, C#, and VB.Net development.

2. Working knowledge and experience with SQL Server Reporting Services.
3. Knowledge of DSHS specific business processes related to accounting, payment application, interest, and invoicing.

5. Funding

DSHS has budgeted an amount not to exceed \$300,000 for this project. DSHS may reject any Proposal in excess of that amount. Any contract awarded is contingent upon the availability of funding.

6. 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>.

7. 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.

8. **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. 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.
 - m. Submit - To deliver to the DSHS RFP Coordinator any of several documents described in this RFP and in the manner specified in this RFP.
 - n. WAC - Washington Administrative Code. (All references to WAC chapters or sections shall include any successor, amended, or replacement regulation.)
 - o. WEBS – Washington's Electronic Business Solution. DSHS encourages all bidders to register with WEBS at <https://fortress.wa.gov/ga/webs/>.

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 MacLean , DSHS RFP Coordinator
Department of Social & Health Services
Operations Support & Services Division
Central Contracts and Legal Services

Telephone: (360)664-6050

E-mail Address: maclesr@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 tentative 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**

Action	Date
DSHS Issues RFP	April 1, 2015
Bidder may submit written questions and comments until 3 p.m. Pacific Time	April 10, 2015
DSHS will Issue responses.	April 13, 2015
Bidders may submit written complaints by 3 p.m. Pacific Time.	April 24, 2015
Bidder must submit Proposal by 3 p.m. Pacific Time	May 1, 2015
DSHS evaluation of Proposals	May 5, 2015 – May 7, 2015
DSHS may check top ranked bidder references	May 8, 2015
Bidder Oral Presentations if determined to be necessary by DSHS	May 12, 2015 – May 13, 2015
DSHS notifies Apparent Successful Bidder and begins contract negotiations	May 14, 2015
DSHS notifies unsuccessful Bidders	May 14, 2015
Bidders may request Debriefing until 3 p.m. Pacific Time	May 19, 2015
DSHS holds debriefing conferences, if requested	May 21, 2015
Unsuccessful Bidders may submit Protest(s) until 3 p.m. Pacific Time	June 1, 2015
DSHS considers and responds to any Protests	June 1, 2015 – June 8, 2015
Contract Execution	Anticipated June 22, 2015

4. Contract

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

The term of the Contract will be 24 months commencing upon the start date or execution date, whichever is later. The term of the contract may be extended by amendment for up to 2 additional 1 year terms.

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*, below, 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.

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 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.23 *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 # 1556-545."

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.

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 Office XP and lower versions of 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 for any of the following reasons:

- a. Incomplete Proposal
- 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'

The RFP Coordinator may contact the Vendor after bids have been received for clarification purposes.

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

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

All 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 allow review of other Bidder 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. 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) The RFP number and title;
- (3) A detailed and complete statement of the specific action(s) by DSHS under protest;
- (4) The grounds for the Protest;
- (5) Description of the relief or corrective action requested.

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

c. 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.

d. 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. 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 a 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.

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

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 1556-545.

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;
- (7) 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
- (8) Any statements describing variations between the Bidder's Proposal and the requirements of this RFP.

(9) Prior Contract Performance

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.

b. Bidder Certification and Assurances Form

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

c. Exceptions and/or Proposed Revisions Section

Bidders are required to include any and all exceptions and/or revisions to the sample contract language 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.

d. Reference Section

The Bidder must provide a list of at least three (3) references of entities for which the Bidder has performed similar services. The references should include the names, telephone numbers, dates of services, and a brief description of the similar services the Bidder provided them in the past.

References will only be contacted for finalist(s).

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.

Points Awarded for Responses. The number in parentheses after each question or requirement represents the maximum number of points that may be awarded for the Bidder's response to that question or requirement.

The total number of available points is 35.

Technical Experience (35 Points)

- a. Discuss your experience developing and supporting financial systems. This must include experience with accounting, payment applications, invoice processing, and interest generation processes in Washington State Government. (5 points)
- b. Discuss your experience working with the Acuity (Sage MAS 500) commercial off the shelf system and Collection and Accounts Receivable System (CARS). (5 points)
- c. Discuss your experience with database design, data modeling, and database development. (5 points)
- d. Discuss your experience developing and supporting system interfaces with various applications. (5 points)
- e. Discuss your experience working with financial system batch processing to process cash receipts and updating account information. (5 points)
- f. Discuss your experience providing support for critical financial applications during evening and weekend hours. (5 points)
- g. Discuss your experience working with electronic online payments, especially bank account debit with ACH. (5 points)

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 to 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.

Points Awarded for Responses. The number in parentheses after each question or requirement represents the maximum number of points that may be awarded for the Bidder's response to that question or requirement.

The total number of available points is 80.

a. Executive Summary (5 points)

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. (5 points)

Bidders are encouraged to limit the summary to no more than three pages.

b. Experience of the Bidder (20 points)

- (1) The Bidder must commit that staff identified in its response will actually be the one performing the assigned work. Any staff substitution must have the prior approval of DSHS. Describe the Bidder's policies, plans, and intentions regarding maintaining continuity of personnel assignments throughout the performance of any contract resulting from this RFP. (5 points)
- (2) Address how availability of any of the proposed staff for this engagement could be impacted by 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. (5 points)

- (3) Discuss the Bidder's plans to avoid and minimize the impact of staff changes. (5 points)
- (4) Describe how your company will ensure continuity of service in the event that one or more of your resources becomes unavailable during the term of this contract. (5 points)

c. **Engagements (10 points)**

- (1) The ideal Bidder will have conducted at least three (3) successful engagements. Describe at least one engagement that is similar or larger in scope and complexity to this contract. (5 points)
- (2) Discuss the Bidder's specific experience in the performance of similar engagements to manage, plan, design, develop, and implement successful efforts that meet the criteria of this RFP. Clearly describe the scope and scale of those engagements. Describe why your experience positions your firm as the best candidate for this engagement. (5 points)

d. **Experience and Qualifications of Staff (45 points)**

- (1) Provide resumes for the proposed staff, which should include information on the individual's particular skills and qualifications related to this Engagement, education, mandatory and desired experience, significant accomplishments, and any other pertinent information. (5 points)

(2) Mandatory Experience and Qualifications

Please list out how the proposed staff meet the mandatory requirements.

- (a) The developer must have at least 10 years' experience providing application support with financial systems. (5 points)
- (b) The developer must have at least 8 years' experience with Visual Basic 6, Microsoft SQL Server 2000/2008, Visual SourceSafe, Microsoft Access, and expert level experience with database design and development. (5 points)
- (c) The developer must have at least 5 years' experience with the Acuity (Sage MAS 500) commercial off the shelf accounts receivable system. (5 points)
- (d) The developer must have at least 5 years' experience with accounting, payment application, interest and invoicing processes within Washington State government including the Agency Financial Reporting System (AFRS). (5 points)
- (e) The developer must have at least 2 years' experience with electronic payments using bank account debit with Automated Clearing House (ACH). (5 points)

(3) Highly Desired Experience and Qualifications

Please list out how the proposed staff meet the highly desired requirements.

- (a) Working knowledge and experience with Microsoft ASP.Net, C#, and VB.Net development. (5 points)
- (b) Working knowledge and experience with SQL Server Reporting Services. (5 points)
- (c) Knowledge of DSHS specific business processes related to accounting, payment application, interest, and invoicing. (5 points)

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.

Points Awarded for Responses. The number in parentheses after each question or requirement represents the maximum number of points that may be awarded for the Bidder’s response to that question or requirement.

The total number of available points is 30.

a. Submit your company’s hourly rate in the following format

Company Name	Hourly Rate

- Expectation: One separate, scanned email attachment labeled in accordance with the file naming convention specified below.
- Required Format: MS Word

- File naming convention: BidderName_PRICE_WORKSHEET.docx.
- Include the estimated TOTAL COST for the life of the project

b. **Hourly Rate**

The hourly rate will not exceed the following:

Expert Hourly Rate \$110.00 per hour (depending on qualifications)

c. **Maximum Amount and Hours**

The Work Order resulting from this Work Request (if any) shall be a fixed hourly rate Work Order with a not-to-exceed Maximum Amount.

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.

The evaluation will be based only upon the response and not upon the evaluator's external experience with, or perception of, the Bidder or upon Bidder presentations made prior to the release of this document.

Scored items will be awarded points by each evaluator (see listing below). Points will be assigned based upon the evaluator's interpretation of the Bidder's response to each requirement.

The evaluation teams will score independently of other teams. Upon completion, the scores will be given to the Procurement Coordinator. Scoring will be based upon a scale of zero (0) to five (5), with those scores being defined as follows:

Score	Description	Discussion
5	Exceptional	Feature or capability is clearly superior to that which is average.
4	Above Average	Feature or capability is better than that which is average.
3	Average	This is the baseline score for each item with adjustments based upon the evaluator's interpretation of the Bidder's response.
2	Below Average	Feature or capability is substandard to that which is average.
1	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.

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.

3. General Scoring of Proposals

The maximum number of evaluation points available is 245. The Administrative Requirements are evaluated on a pass/fail basis.

The Written Proposal section scores will be determined by adding up the points given by each evaluator for each question and dividing that number by the number of evaluators.

The following weighting and points will be assigned to the Proposal for evaluation purposes:

WRITTEN PROPOSAL

Technical Proposal 25%	35 Points
Experience and Qualifications 55%	80 Points
Cost Proposal 20%	30 Points

Sub-Total (for Written Proposal)	145 Points
Oral Presentations (for finalists)	100 Points
References (not scored)	
TOTAL	245 Points

4. Cost Score

This cost evaluation will focus on hourly rates.

The bidder with the lowest hourly rate will receive the maximum (30) cost evaluation points. Those proposals with higher hourly rates will receive proportionately fewer cost evaluation points based upon the lowest hourly rate.

Example:

Bidder A: (Lowest hourly rate)	\$50.00 = 30 Points ⇐ Winner receives all 30 available points
Bidder B: (2nd Lowest hourly rate)	\$56.00 $\$50.00 / \$56.00 = .89 * 700 = 623 \text{ Points}$ <small>Lowest Bid / Higher Bid = Percentage of Available Points * Available Points = Points Awarded</small>

5. 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.

6. 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 ISSD.

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.