



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
PO Box 45811, Olympia WA 98504-5811

DATE: December 10, 2015

TO: RFQQ #1556-574 Bidders

FROM: Sarah Pendleton, Solicitation Coordinator
DSHS Central Contracts and Legal Services

SUBJECT: Amendment No. 3– Bidder’s Q & A

DSHS amends the RFQQ #1556-574 solicitation document to include:

- Bidder’s Questions and Answers
- Updated Attachment D Bidder Response Form – Uploaded separately as a Microsoft Word Document

**Bidder's Questions and Answers
RFQQ #1556-574**

Question #1: Could you provide us with the List of Items, Schedule of Requirements, Scope of Work, Terms of Reference, Bill of Materials required for this RFQQ?

A: All of this information is provided in the RFQQ #1556-574 solicitation document, the amendments, and attachments. The documents can be downloaded from WEBS or from the DSHS procurement website. The DSHS site can be accessed through <https://www.dshs.wa.gov/fsa/procurements/client-receivable-system-replacement-project>.

Question #2: Could you provide us with a soft copy of the tender document through email?

A: The solicitation documents can be downloaded from WEBS or from the DSHS procurement website. The DSHS site can be accessed through <https://www.dshs.wa.gov/fsa/procurements/client-receivable-system-replacement-project>. If you are unable to download the documents from the above sites, you may email sarah.pendleton@dshs.wa.gov and request the documents be emailed to you.

Question #3: What are the countries that will be eligible to participate in this tender?

A: Any Vendor who has a valid Washington State Business License is eligible to bid on this solicitation. Any additional travel expenses and other related costs must be calculated into the Bidder's cost response.

Question #4: Could you provide us with information about the tendering procedure and guidelines?

A: The solicitation documents can be downloaded from WEBS or from the DSHS procurement website. The DSHS site can be accessed through <https://www.dshs.wa.gov/fsa/procurements/client-receivable-system-replacement-project>. The bid submission requirements are in Section D Instructions Regarding Content, Format and Submission of Written Responses, of the solicitation document.

Question #5: What is the estimated budget for this purchase?

A: The estimated budget will be calculated based off of the Bidder cost responses that are received.

Question #6: Are there any addendum or pre bid meeting minutes?

A: Any amendments to this solicitation can be downloaded from WEBS or from the DSHS procurement website. The DSHS site can be accessed through <https://www.dshs.wa.gov/fsa/procurements/client-receivable-system-replacement-project>. There was no pre-bid conference for this solicitation.

Question #7: In the bidders questionnaire in #3A it limits bidders to 100 words per response for Table 1. Many of the questions in Table 1 have multiple requirements via bullet points or numbering schemes. Given the difficulty to articulate a single system capability in 100 words or less, it becomes exponentially harder when there are multiple requirements or concepts as part of a larger requirement. Will the State allow bidders to have 100 words for each sub-bullet or number scheme when present in Table 1 of the Bidders Questionnaire?

A: An updated Attachment D – Bidder Responses has been uploaded along with this Amendment. Bidders will now have a 100 word limit per sub-bullet instead of 100 words total per requirement. It can be downloaded from either the DSHS procurement website at <https://www.dshs.wa.gov/fsa/procurements/client-receivable-system-replacement-project> or WEBS.

Question #8: How many users do you expect to have? The reason we ask is that the cost structure will fluctuate depending on the approximate number of users

A: Potentially up to 70, comprised of both active and read-only access users, however the response should be structured as indicated in Attachment D Section 4(a).

Question #9: What systems if any do you plan to integrate this platform with?

A: DSHS does not intend to integrate this platform with another system. However, it will need to be able to interface with the systems indicated in Attachment G – Comprehensive Requirements.

Question #10: How much data migration will you need if any?

A: The data that will need to be migrated includes all clients outstanding, debts, and associated master data. At this time there is no plan to convert historical data (in this context “historical data” means data that is no longer actively managed through the system because the debt has been paid off or otherwise retired). The amount of data on the current system does not necessarily accurately reflect how much data migration will be necessary with this new system. Please refer to Attachment G – Comprehensive Requirements for more details.

Question #11: What database environment is any existing data currently housed?

A: The data is currently housed on a Unisys mainframe. Please refer to Attachment G – Comprehensive Requirements for more detailed information.

Question #12: The current system which is being used for CRS, what is being used? And how many users and departments are currently on it?

A: It is currently a mainframe system with about 20 active and 50 read-only users. The current system is approximately four (4) gigs of data on a Mainframe system. For additional detail please refer to the RFQQ document and Attachment G – Comprehensive Requirements.

Question #13: Are bidders/vendors allowed to refer to or utilize “Exhibits” or separate documents to provide feedback to certain questions?

A: Unfortunately any additional information provided or attached by the Bidder will not be scored. Only the answer included as part of the 100 word per sub-bullet limit will be evaluated.

Question #14: In the instructions in table 3.A.1 – The State is requiring bidders to answer fully meets or does not meet the requirement. Will the State allow bidders to have 3rd status of “Partially Meets”, allowing bidders to indicate what part of the requirement is does and does not meet in the 100 words. We request this since there tend to be multiple components to each requirement.

A: Yes, the State will allow Bidders to have a 3rd status of “partially meets” in response to the requirements in Attachment D. However, the minimum qualifications as outlined in the RFQQ solicitation document Section A(4) must be fully met in order to be considered a responsive Bidder.

Question #15: Are these the only systems (below) that exchange data with CRS?

System	In/Out	Notes	Priority
PACER	In	Bankruptcy status. (ER has this today.)	Med
SCOMES	In	Notification of death (for Liens, etc.)	Med
BARCODE	In	“Fair Hearing” information	Med
SSPS	In	For SSPS referrals	Med
Forms Doc	In/Out	Either/Or with Walz	High
Walz Certified Mailings	In/Out	Either/Or with Forms Doc	High
Imaging	In/Out	Not for forms generation (rely on Forms Doc or, if internalized, then don't need Imaging for forms). Need imaging for notifications of service, and other events that flow through imaging.	Med
Employment Security – Employees	In	Leverage existing SEMS feed.	High
Employment Security – Employers	In	Leverage existing SEMS feed.	High
AFRS Code Lookup	In	Real-time interface or nightly snapshot of centrally maintained inventory of valid AFRS codes. (Stored in CARS)	High
Department of Early Learning (DEL)	In	Future source of referrals	Med

A: A description of all known, and current, data interfaces can be found in the 'As-Is Data Interfaces Specification' document contained in Attachment G (beginning at or around section 23). All desired or "to-be" interfaces are listed as part of section 5.11.3.1 and 5.11.3.2. As stated in 5.11.3.2, all interfaces listed (existing and desired) must be supported by the new system.

Question #16: Do the 32 interfaces summarized on page 145-149 of Attachment G represent the entire inbound and outbound data flows? Are there any more?

A: Please see the answer to the above Question 15. Please note that the current system was undocumented prior to this project and DSHS is currently verifying that those are indeed the ONLY interfaces. We believe that the interfaces in Attachment G are complete.

Question #17: Will the preferred application server be Jboss or Websphere?

A: SQL/SSRS is the preferred application (SSIS is the tool we will use to extract, transform and load (ETL) data into our data warehouse. SSRS is a tool used to view the data in our data warehouse.)

Question #18: If a Bidder answers the question in the 100 word limit, but believes additional information would benefit the State to understand the full capability. Would the state allow bidders to attach appendices to provide such additional information, with the understanding the additional documentation may or may not be looked at and will not be scored?

A: Unfortunately any additional information provided or attached by the Bidder will not be scored. Only the answer included as part of the new 100 word per sub-bullet limit will be evaluated.

Question #19: Can the State clarify which Solicitation Document it is referring to in Attachment D #1 C “Please indicate whether your Response contains any variations from the requirements of the Solicitation Document. If the answer is yes, list each variation with specificity and include the pertinent page numbers containing the variation.” Can the State also clarify what it means by “any variations” based on the “solicitation document(s) the State identifies.

A: Attachment D #1 C is referring to the main RFQQ solicitation document.

Question #20: We are generally amenable to the standard terms of the contract, but will reserve a few areas for negotiation per Section 1 (d) of the Bidder Response form. Will the state negotiate these areas in good faith with the Apparent Successful Bidder during the contract negotiation phase, prior to moving on to the next ranked bidder? By reserving these items for discussion, we assume there will be an opportunity to negotiate these terms prior to contract finalization; is that a correct assumption?

A: Per Section 1(d) of the Bidder Response form, DSHS is under no obligation to agree to any requested changes and will not consider changes to contract language or negotiate any new language that are not identified in the Bid. In addition, simply replacing the entirety of the DSHS sample contract, Attachment A, with Vendor contract language will not suffice and will be considered non-responsive.

The State is open to negotiating some terms of the Contract with the Apparent Successful Bidder. Please note that there are certain terms and conditions that are required of DSHS by law or policy that will not be open for negotiation. Per Section G (1) of the main RFQQ solicitation document,

“if the Apparent Successful Bidder fails or refuses to sign a Contract within ten (10) business days of delivery by DSHS, DSHS may elect to designate the next highest ranked finalist as the Apparent Successful Bidder.”

Question #21: Will the State consider an overall cap on liability for commercial off the shelf software and associated installation services?

A: Any changes to Attachment A Sample Contract must be included in the Bidder Response Form. DSHS may discuss those requests with the Apparent Successful Bidder.

Question #22: Please clarify 3a point, specifically: “However, comments, explanations, and clarifications cannot be used to contradict the answer in or otherwise make the response in the "Bidder Compliance" or "How Bidder Complies" columns untrue.”

A: Answers to questions cannot contradict statements of “fully meets” or “does not meet” etc.

Question #23:

- a. What type of training is expected by WA DSHS for this project? (End User, Train the Trainer, System Administration, Fiscal, etc.)
- b. How many people are expected to participate for each category to be trained?

A:

- a. **Cost proposals should have these sections sub-grouped with the associated costs. For instance, a cost associated with system admin training, and a separate cost for train-the-trainer.**
 - b. **End user, train-the-trainer, and system admin training is expected to include about 25 people.**
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Question #24:

- a. Does WA DSHS require onsite training or remote training via WebEx?
- b. If onsite, will WA DSHS provide the space and other necessary accommodations for training?
- c. Will any Accessibility users be attending the training?

A:

- a. **Onsite is preferred. Remote training for follow-up training could be acceptable.**
 - b. **Yes**
 - c. **No**
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Question #25: Can training materials be electronic or are hard copies preferred?

A: They can be electronic but should be in a printable (size and layout) format.

Question #26: Please confirm that the number of users is 20 and provide any additional information about the categories of users and each number of users in a category.

A: There are an estimated 20 active users with up to 50 additional read-only users. Costs should be broken out as requested in Section 4(a) of Attachment D.

Question #27: Do any external entities need to access the Client Receivable System? If so how many beyond the number of users in number 4. above? What is the nature of the functionality required by any external users?

A: We have not yet determined if any external entities would need access to the Client Receivable system, but DSHS would like to have the option. The number of users in number 4 above has not been determined. The nature of the functionality required by any external users would be read only.

Question #28: Please provide additional information regarding data conversion and migration:

- a. Number and type of document to be moved to new system
- b. Amount of storage currently being used

A: Please see answer to Question 12.

Question #29: The RFP states that “There is a current work effort being conducted to refresh the requirements in Attachment G-Comprehensive Requirements Document. The result of this work will be included as part of contract negotiations and the resulting contract.” Given this, does WA DSHS agree that if the Attachment G-Comprehensive Requirements Document is not finalized in time for proposers to provide an accurate Cost Response by the solicitation due date, that the Cost Response may be modified during contract negotiations to reflect any additional effort that may be required?

A: Because Attachment G is close to, but may not be the final complete version of the requirements, we expect the Bidders to add a contingency into their cost proposals with the expectation that some refinements may be made to the requirements during negotiations.

Question #30: For emphasis and ease of locating information, is acceptable to make section headers in font sizes other than 12 point?

A: Yes Bidders may make section headers in font sizes larger than 12 point.

Question #31: Please confirm that there is no requirement to submit the BIDDER'S PROPOSED PRICING (QUOTATION OR COST RESPONSE) as included in RFP Attachment D-Bidder Response Form, Section 4 separately from the rest of the proposal.

A: There is no requirement to submit the pricing separately from the rest of the proposal. The cost proposal should be included in Attachment D Bidder Response Form.

Question #32: RFP Section D INSTRUCTIONS REGARDING CONTENT, FORMAT AND SUBMISSION OF WRITTEN RESPONSES, Subsections 3 Attachment D: Bidder Response Form, states in part "Bidders may utilize as much space as is reasonably required to respond to each question, provided all questions are repeated and remain numbered and ordered as set forth in Attachment D. If additional pages are needed, they should be attached to the page containing the initial portion of the response to a question and should be marked clearly to indicate that they provide a continuation of Bidder's answer to a specific numbered question." It is understood that RFP Attachment D is to aid in the evaluators' ease of finding responses to a given question. As long as questions remain in sequential order as specified, if needed, is it acceptable to insert a reference to information on the following page or pages, but not mark every page as a continuation of the answer to that particular question? For example, a statement such as "Key staff resumes are located on the pages directly following this one." Information would still be sequential and followed by the next question.

A: As clarified in the above questions, there is now a new 100 word limit per each sub-bullet for each section in Attachment D. No additional documents or attachments will be considered.

Question #33: Is the "Max 50 Points" heading in RFP Section E, Subsection 3 Evaluation Criteria and Scoring of Responses a. correct? With the example provided, it seems that it would be 45.

A: This should read "Max 45 Points." This table should be referred to for example purposes only.

Question #34: Will the State add language to the effect that DSHS will not delay payment such that services performed more than 12 months ago have been billed but remain unpaid?

A: This is something that should be added to the Bid in Attachment D as a requested change to Attachment A Sample Contract.

Question #35: RFP Attachment A-IT Personal Service Contract, General Terms and Conditions, Section 7 Debarment Certification states in part, “The Contractor also agrees to include the above requirement in any and all Subcontracts to which it enters.” Is this just related to subcontracts pursuant to this project?

A: Yes this is related to subcontracts pursuant to this project.

Question #36: Please clarify if “Section 4, Consideration” is the correct reference in RFP Attachment A-IT Personal Service Contract, Special Terms and Conditions, Section 4. Billing and Payment a.

A: This should read Section 3, Consideration.

Question #37: Please clarify the intended role of the individual to be included for “Name of Contract Person, if different from Bidder Name” on RFP Attachment B-Sample Bid Submission Letter. Should this be the contact person for any questions regarding the RFP or for the resulting contract or something else?

A: This should be the Vendor contact for the resulting contract if named as the Apparent Successful Bidder.

Question #38: If a proposer indicates individuals or entities with whom they plan to subcontract in their proposal and provides the required information for each, will a contract award constitute approval of the subcontractor(s) by DSHS?

A: DSHS reserves the right to either approve or later discuss this issue during negotiations with the Apparent Successful Bidder.

Question #39: Would prior implementations using a vendor, self-hosted SOC 2 audited Data Center facility be acceptable for prior experience?

A: It could be considered acceptable for prior experience as long as other requested prior experience is demonstrated. However, DSHS reserves the right to later determine whether or not it does indeed meet the prior

experience requirement once the entire Bid is reviewed and evaluated in its entirety.

Question #40: For this Solicitation, is Microsoft Azure considered an acceptable hosting solution?

A: Yes

Question #41: What are the specific Recovery Point Objectives (RPOs) and Recovery Time Objectives (RTOs) desired for disaster recovery?

A: This will be finalized during contract negotiations with the Apparent Successful Bidder, but a 24 hour RTO and 1 hour RTO is desired.

Question #42: Is WA DSHS anticipating certain:

- a. Minimum uptime requirements?
- b. Operational hours (For example 7:00 A.M. to 7:00 P.M. Pacific Time)?
- c. Scheduling maintenance windows?

If so, please provide any additional details about what is desired.

A:

- a. **99.5% uptime**
 - b. **7am to 7pm PST at minimum, but around the clock availability is desired.**
 - c. **Frequency and duration to be determined during contract negotiations. However, maintenance windows can be accommodated.**
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Question #43: Is “(section 2B)” the correct reference in RFP Attachment D-Bidder Response Form, Section 4 BIDDER’S PROPOSED PRICING (QUOTATION OR COST RESPONSE) b?

A: This should read section 2D.

Question #44: Given that the Period of Contract Performance appears to be five (5) years and (8) eight months, why is pricing for Hosting and Maintenance and Support being requested for ten (10) years?

A: This is to allow the Agency to determine total cost of ownership.

Question #45: By requesting a fixed cost for a duration of 10 years, WA DSHS could end up unnecessarily paying significantly more for storage and other hosting resources that are not yet needed. In the interest of providing the most

accurate cost commensurate to the required hosting capacity, as storage needs grow or third-party hosting costs change, how does WA DSHS envision re-visiting the cost of hosting for a duration of 10 years? Would the State consider paying for hosting billed as is or allowing an annual percentage increase up to a certain amount, if documentation for the increase can be provided?

A: Costs should be submitted as requested in Attachment D.

Question #46: Does WA DSHS envision having the ability to construct data interfaces for simple interfaces? The proposer is trying to understand the nature and intent of this item and the skill level desired, given that once a certain level of complexity is reached, it is possible to get to a point where what is built in the abstraction layer can be stretched past where it will work.

A: All interfaces listed as part of this solicitation must be created or edited as required.

Question #47: Is a “line of business” the same as a user role? If not, please provide additional information and/or examples.

A: This speaks to the ability to group system data by user and to control the type of access to that data.

Question #48: Please expand on the functionality desired for Real-Time State Derivation.

A: We are looking for a run-time system. Data entered into the system should be immediately available for other system functions.

All other terms and conditions in this Solicitation remain the same.