



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

DATE: August 15, 2022

TO: RFP #2223-808 Bidders

FROM: Nicole Kahle, Solicitation Coordinator  
DSHS Central Contracts and Legal Services

SUBJECT: Amendment No. 03 – Changes to the RFP Documents and additional Q&A responses.

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DSHS amends the RFP # 2223-808 procurement document to include:

- Updated RFP Attachment 9 Bidder Response Form;
- Updates to RFP 2223-808 Section E. Evaluation of Responses; and
- Bidder's Questions and Answers which were inadvertently omitted in the Q&A amendment

**Update to  
RFP 2223-808**

-RFP 2223-808, Section E – Evaluation of Responses, is amended to remove references to Personnel Management Experience as a scoring metric and to amend the total amount of points to 1,150.

-RFP 2223-808, Attachment 9 – Bidder Response Form is updated to allow for changes including document attachments and font size control. Bidders should not alter any of the questions or formatting of the Bidder Response Form.

**Bidder's Questions and Answers  
RFP# 2223-808**

1. In the RFP document Section E, the reference to paragraph 4.4 is relevant to Bidder Engagements. Would the State clarify the evaluation criteria for Personnel Management Experience, 100 Maximum Points and how it differentiates from Key Personnel, 200 Maximum Points?

A: The Solicitation document will be modified to remove the Personnel Management Experience points. The total maximum points will be amended to 1,150.

2. Would the State provide information on its Service Development Life Cycle (SDLC) tools and processes?

A: The ACES platform is in a state of migrating from a traditional waterfall method to more of a hybrid, release-when-ready model, utilizing DevOps tools and processes. This model is not yet mature and will still be in a state of maturation at the start of the contract.

We use Jira for SDLC management. Our DevOps CI/CD pipeline is orchestrated via Jenkins.

3. What Turnover support duration is planned with the incumbent provider? Please describe the approach to Turnover from the current incumbent to the awarded Bidder.

A: Turnover support duration will be negotiated in the contract.

4. How will the State accommodate non-incumbent Bidders' Takeover costs to not give the incumbent price advantage for having minimal Takeover costs? Please break out Takeover costs in the pricing sheet and make it non-scored.

A: The State plans to fund the transition costs as negotiated in the contract. Do not include your transition costs on the pricing sheet.

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5. Should Bidders consider the cost of re-platforming ACES from the mainframe to be budgeted in the 30,000 hours per year Enhancement Services budget, or is this incremental to those 30,000 hours?

A: See Section 5.4 of the amended Solicitation Document.

6. Is the State planning on rehosting the E&E solution in the State's data center? If not, what is the target location?

A: No, the new IE&E solution will be hosted in Microsoft Azure.

7. Is the State open to a leveraged rather than dedicated staffing solution where services may be leveraged rather than dedicated to reduce cost and provide agility in supporting changing demand? Potential areas include but are not limited to IT Service Management (ITSM) and Security.

A: Yes, we would need to thoroughly explore and vet potential solutions with the successful Bidder.

8. The State indicates "...The Bidder can provide alternative solutions though any changes must be approved by DSHS. Changes to the proposed positions and responsibilities will only be allowed with prior written permission from DSHS. If the Bidder believes that an alternative organizational design could improve service levels and/or decrease costs, a discussion of these options and their benefits must be included in response of this RFP." May a Bidder propose this alternative IN LIEU of the solution prescribed in the RFP, or must it be IN ADDITION TO that prescribed solution?

A: Yes, the bidder may provide an alternate solution in lieu of the solution prescribed in the Solicitation document.

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