



STATE OF WASHINGTON
Department of Social and Health Services
SOLE SOURCE POSTING

The Department of Social & Health Services (DSHS) intends to enter into a contract with Fair Isaac Corporation. (“FICO”) to continue system customizations already undertaken for the Debt Management System (“DMS”) as well as continued support and maintenance services for this FICO owned proprietary software. DMS is a configured off the shelf system (COTS) previously purchased by DSHS from FICO. The Office of Financial Recovery (OFR) now uses DMS to manage client overpayments. DMS went live on May 7, 2018 after a series of delays. We continue to need annual maintenance, product support and access to software updates. Additionally OFR needs a resource to provide root cause analysis regarding puzzling system behaviors or address complex environmental issues (Amazon Web Services). We also need a 20 hour per week FICO contractor to help DSHS with technical support, customizations, and system stabilization. Enterprise staff do not currently have the capacity to handle all issues as this time.

FICO initially won a competitive procurement bidding process to supply a configurable off-the-shelf (COTS) system to OFR. FICO programmers have intimate knowledge of the base system and have been involved in the development of DMS for years. The FICO team has working knowledge of DMS which no other contractor would have. Our long term investments and customizations in the FICO system necessitate further utilization by the state.

DSHS will enter into a six year (6) year contract with FICO, up to two years of software customization services and up to six years of software support and maintenance. The contract will be issued on or after November 2, 2020 and will continue for up to a six year period. The dollar value is estimated at \$228,049.83 for the initial period, with the possibility of amendments to add additional services for additional consideration in the future.

Offerors contemplating the above requirements are required to submit capability statements detailing their ability to meet the state’s requirements within five (5) working days of this announcement.

The following information should be included in the capability statements:

- The details and specifics of proposed vendor’s Debt Management System software used to track client overpayments.
- Capability statements should include detailed pricing and features of the proposed alternative system.

In the absence of other qualified sources, it is the state’s intent to make a sole source award of the contract. To submit capability statements or for questions, contact:

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