



STATE OF WASHINGTON
HEALTH CARE AUTHORITY

REQUEST FOR PROPOSALS (RFP)

RFP NO. 2020HCA11

PROJECT TITLE: SUD Prevention and Mental Health Promotion Online Reporting System

PROPOSAL DUE DATE: October 20, 2020 by 2:00 p.m. Pacific Standard Time

E-mailed bids will be accepted. Faxed bids will not.

ESTIMATED TIME PERIOD FOR CONTRACT: November 18, 2020 to November 18, 2026.

The Health Care Authority reserves the right to extend the contract for up to five (5) additional 1-year periods.

BIDDER ELIGIBILITY: This procurement is open to those Bidders that satisfy the minimum qualifications stated herein and that are available for work in Washington State.

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RFP Exhibits

- Exhibit A: Certifications and Assurances
- Exhibit B: Diverse Business Inclusion Plan
- Exhibit C: Executive Order 18-03
- Exhibit D: Draft Contract (Posted separately)
- Exhibit E: Functional Proposal (Posted separately)
- Exhibit F: Technical Proposal (Posted separately)

RFP Appendices

(All RFP Appendices have been posted separately)

- Appendix A: OCIO IT Security Standard 141.10
- Appendix B: RCW 40.14
- Appendix C: RCW 42.56
- Appendix D: WA Prevention Logic Model

1. INTRODUCTION

1.1. DEFINITIONS

Definitions for the purposes of this RFP include:

Apparent Successful Bidder (ASB) – The Bidder selected as the entity to perform the anticipated services under this RFP, subject to completion of contract negotiations and execution of a written contract.

Bidder – Individual or company interested in the RFP that submits a proposal in order to attain a contract with the Health Care Authority.

Contractor – The Bidder who is awarded and enters into the Contract for SUD Prevention and MH Promotion Online Reporting System.

The Center for Substance Abuse Prevention (CSAP) - The Substance Abuse and Mental Health Services Administration (SAMHSA) that works with federal, state, public, and private organizations to develop comprehensive prevention systems.

Division of Behavioral Health and Recovery (DBHR) - The Division of the Washington State Health Care Authority that provides program support for behavioral health including substance use disorder prevention and treatment, mental health promotion and treatment, and recovery support services.

Health Care Authority (HCA) – An executive agency of the state of Washington that is issuing this RFP.

The Institute of Medicine Model (IOM) - Often referred to as a continuum of services, care, or prevention, classifies prevention interventions according to their target population. Classification by population provides clarity to the differing objectives of various interventions and matches the objectives to the needs of the target population.

Mandatory (M) –The Bidder must comply with the requirement, and the Response will be evaluated on a pass/fail basis.

Mandatory Scored (MS) –The Bidder must comply with the requirement, and the Response will be scored.

Office of Chief Information Officer (OCIO) – An executive agency of the state of Washington.

Prime Contractor –The Bidder who accepts full responsibility for successful performance of the entire Scope of Work requested in this RFP.

Proposal – A formal offer submitted in response to this solicitation.

Request for Proposals (RFP) – Formal procurement document in which a service or need is identified but no specific method to achieve it has been chosen. The purpose of an RFP is to permit the bidder community to suggest various approaches to meet the need at a given price.

Subcontractor – One not in the employment of Bidder, who is performing all or part of the business activities under this RFP under a separate contract with Bidder. The term “Subcontractor” means Subcontractor(s) of any tier.

Substance Use Disorder (SUD) - A cluster of cognitive, behavioral, and physiological symptoms indicating that an individual continues using the substance despite significant substance-related

problems. The diagnosis of a Substance Use Disorder is based on a pathological pattern of behaviors related to the use of the substances.

1.2. ESTIMATED SCHEDULE OF PROCUREMENT ACTIVITIES

This RFP is being issued under the following Schedule. The Response deadlines are Mandatory and non-negotiable. Failure to meet any of the required deadlines (dates and times) may result in disqualification from participation.

Issue Request for Proposals	September 4, 2020
Letter of Intent to Propose	September 22, 2020
Questions Due	September 29, 2020 – 2:00PM
Pre-Proposal Conference	October 5, 2020
Answers Posted	October 8, 2020
Proposals Due	October 20, 2020- 2:00PM
Evaluate Proposals	October 22, 2020 – October 29, 2020
Product Demonstrations Finalists, if required	November 4, 2020 – November 5, 2020
Announce “Apparent Successful Bidder” and send notification via e-mail to unsuccessful Bidders	November 12, 2020
Debrief Request Deadline	November 17, 2020
Begin Contract Negotiations	November 18, 2020

NOTE: All times are Pacific Time

HCA reserves the right in its sole discretion to revise the above schedule and to waive informalities or deficiencies.

1.3. PURPOSE AND BACKGROUND

The Washington State Health Care Authority, hereafter called “HCA,” is initiating this Request for Proposals (RFP) for a **Substance Use Disorder (SUD) Prevention and Mental Health Promotion Online Reporting System** (SUD Px MHP) along with system implementation services.

This competitive solicitation is issued in order to assist the Division of Behavioral Health and Recovery (DBHR) of HCA, which receives federal and state funding, to contract with agencies at the county, Tribe, and community level for delivery of prevention services throughout the state. DBHR uses the current SUD-MH Management Information System (MIS) to determine each agency’s prevention plan and, monitor their progress and impact. Washington State does this by abiding by an evidence-based, best-practices substance use disorder prevention structure where a data-driven needs assessment determines the appropriate prevention programs and develops strategic implementation plans.

An MIS is a relational database management system used to store data in tables as opposed to a flat file storage system. This system is used to inform decision-making and increases the ease of the user in the coordination, control, analysis, and visualization of information. HCA uses the current MIS to develop data driven policy and funding decisions related to prevention services and mental health

promotion. HCA has also used the current MIS to respond to federal and legislative asks for reports and outcome data.

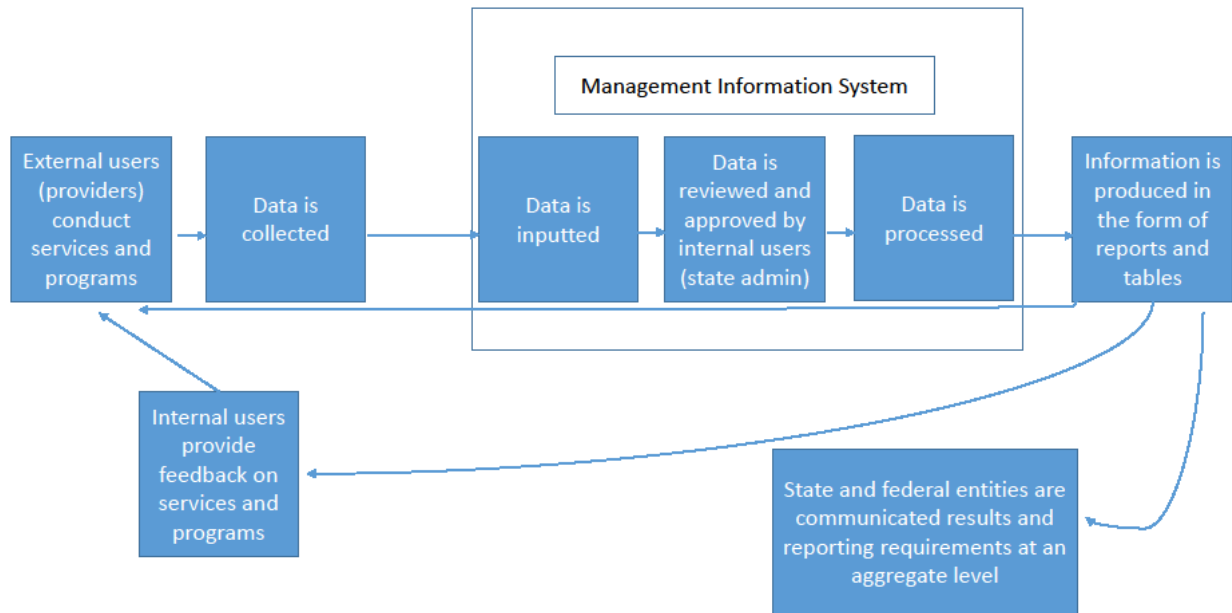
HCA intends to award one (1) contract to provide the services described in this RFP.

1.4. OBJECTIVES AND SCOPE OF WORK

HCA is seeking to contract with a vendor for a SUD Prevention and Mental Health Promotion Online Reporting System (SUD-MH MIS) to expand capabilities, increase interoperability between existing systems, and integration with disparate entities or sources of prevention service data. HCA's primary goal is to obtain a system that not only meets our current business needs but can grow with our changing business environment. HCA will review proposals for: (1) Cloud hosted, Software-as-a-Service (SaaS) solutions; Commercial-Off-The-Shelf (COTS) solutions; or (3) a custom-built solution.

HCA currently contracts for a SUD-MH MIS system, which is set to expire on June 30, 2021.

- The current MIS system does not interact with other systems within HCA and there is no need for the development of a database crosswalk between prevention systems and treatment systems at this particular point; however, HCA highly anticipates that there is an increasingly compelling need for this interactivity and, interoperability with federal programs.
- If there is a transition between HCA and current contractor, the current contractor will work towards migrating data out of the current system and will work together with HCA and the new contractor to ensure a smooth transition of data and services.
- The current system was developed to operate most effectively using Chrome as the interface with our MIS. This is what we instruct our 500+ users to use for interfacing with the SUD-MH MIS solution.
- For data and reports that the business program area team develops, a file folder of our monthly roll-up is downloaded from the MIS solution and input into a secured drive where the data is used (xls files) for developing reports. Additional statistical analysis is applied to the data using SAS and from there, it is automatically pulled into a web-based Tableau dashboard on cumulative and monthly Px metrics. When we need ad doc data reports, which is often, the reports developed are delivered to us via excel spreadsheets. We then extract the relevant information and include it in our reports for state and federal asks.
- Within our report's module of the MIS solution, users can extract reports (based on template metrics) that can be downloaded as pdf or xls files. Those users use adobe or Microsoft suite to access the completed product.



Maintenance and Operations (M&O) services will be amended as needed in future contract amendments.

1.4.1. System Capabilities

At a minimum, the Bidder's proposed solution must provide:

1. An expanded, integrated and interoperable data tracking system. The end goal is to create a comprehensive data system that is capable of exchanging service data with providing contractors in the state regarding SUD-MH MIS via a:
 - a. SaaS cloud hosted solution,
 - b. Commercial Off-The-Shelf (COTS) or,
 - c. New custom build.
2. If a commercially-available software product is selected it is either hosted by the vendor in the cloud or hosted by HCA via Amazon Web Services (AWS). Any proposed MIS system is expected to have private cloud hosting capability, in addition to being functionally complete and highly configurable, to eliminate or minimize software development or customization.
3. A system that is architected with best practices which can produce the HCA's desired outputs, and follows the HCA and state Office of Cyber Security (OCS) and privacy standards. The proposed system must be capable of integrating seamlessly with the current data management system and also provide the following:
 - a. Substance Abuse Mental Health Services Administration (SAMHSA) Block and Discretionary grant reporting;
 - b. State fund reporting; and
 - c. Ad hoc reporting.
4. A solution that continues to integrate data received with historical data, and provides a range of services to assist contractors with their needs relating to the data management system. Bidders must clearly and effectively communicate the benefits of an all-encompassing integrated information exchange of participant data so the end goals are a

value added to their communities and limit wherever possible any added overhead or strain on any given community's resources.

1.4.2. Implementation Services

1.4.2.1. Project Management Services

The ASB will provide project management services to support the HCA's implementation of a SUD-MH MIS system; including, schedule management, risk management, and communication management. These services are to be provided in compliance with the Office of the Chief Information Officer' (OCIO's) Project Management policies <https://ocio.wa.gov/policies> (i.e., Policy 121, 131) and in coordination with the HCA's CIO's Strategic Services (S2) policies, principles, standards and practices. Additionally, it will include regular status reporting that provides the CIO's S2 and the OCIO with the progress of scheduled and planned activities, as well as the status of any decisions, action items, risks, issues, and/or defects.

Deliverables

- Implementation Plan
- Go/No-Go Checklist
- Warranty Plan
- Transition Plan
- Project Status Reports (bi-weekly)
- Project Schedule (inclusive of weekly updates)
- Project Budget and Spending Plan Reporting
- Organizational Change Management (OCM) Plan
- Project Management Plan (e.g., Risk Management Plan, Communication Plan)
- Software Quality Assurance Management Plan
- Resource Management Plan; including State and Vendor staff
- Project Logs (i.e., Decisions, Risks, Issues and, Action Items)
- Requirements Elaboration
- Requirements Traceability Matrix

* Bidder may include any other recommended deliverables as part of their proposed solution.

1.4.2.2. Configuration

The ASB will provide the configuration services to support the HCA's implementation of the SUD-MH MIS system. Other configuration services that the ASB will provide, include but are not limited to, the setup and configuration of any component that is being proposed as part of the overall system to support HCA's SUD-MH MIS capabilities. This configuration may include multiple environments (e.g., test, training, and production) depending on the recommendations within the proposed systems.

The ASB will ensure that the requested functionalities detailed in Exhibit E are completed in accordance with project scope, schedule, and budget.

Deliverables

- Functional Specification Document(s)
- Design Document(s)
- System Documentation (include reference architecture model)

- Configuration Management Plan

* Bidder may include any other recommended deliverables as part of their proposed solution.

1.4.2.3. Testing Services

The ASB will provide testing services including the development of needed user stories and/or test cases that will support unit, functional, integration, and User Acceptance Testing (UAT) of the system. This includes activities required to test and validate the system, data, and integration with all components. It is expected that the ASB will support UAT, but that this phase of testing will be completed by the HCA. UAT support will include providing sample user stories and/or test cases as well as resolution for identified defects found during testing.

Deliverables

- Master Test Plan
 - Functional
 - Integration
 - System
 - Performance
 - User Acceptance
- Test Environment(s)
- Test Cases, Text Scripts and/or User Stories
- Test Results Report(s)

* Bidder may include any other recommended deliverables as part of their proposed solution.

1.4.2.4. Data Conversion and Migration

The ASB will provide data conversion and migration and must identify, cleanse, convert and migrate HCA specified data.

Deliverables

- Data Conversion Plan that covers identification of data sources, the scope of data to be converted, development of extract, transformation and load routines
- Data Validation and Reconciliation Strategy
- Data Dictionary
- Data backups throughout the conversion and migration process
- Data Mapping Document
 - Table name
 - Column name
 - Data type
 - Business definition
 - Functional area
 - Last modified date
- Validation reports to show progress in the data analysis and test data conversion
- Data migration issues log

1.4.2.5. Training Services

The ASB will provide training services to support HCA's implementation of the proposed solution; including, formal knowledge transfer and training sessions on the components and processes needed to fully support the proposed system. These training sessions should be designed and budgeted by the ASB to include:

- Advanced Training – A maximum of 50 individuals
- Administration and Operations – A maximum of 5 individuals

Deliverables

- Training Plan(s)
- Training Environment(s)
- Training Material (e.g., classroom and online tutorial)
- Training Summary Report
- User Guides

* Bidder may include any other recommended deliverables as part of their proposed solution.

1.4.3. Post-Deployment Services

1.4.3.1. Operation and Maintenance (O&M) Services

The ASB shall perform O&M upon the SUD-MH MIS’s initial “Go-Live” implementation date. This includes activities necessary to update, operate, and maintain the proposed system so that it continues to meet all requirements defined in this RFP. Any additional support will require a contract amendment.

Deliverables

- Software Patches and/or Upgrades
- Change Request(s)
- Operational Level Agreement(s)
- O&M Schedule
- O&M Support Plan
- System Updates
- O&M Procedures Manual

* Bidder may include any other recommended deliverables as part of their proposed solution.

1.5. MINIMUM QUALIFICATIONS

The following are the minimum qualifications for Bidders:

- 1.5.1. Licensed to do business in the State of Washington or provide a commitment that it will become licensed in Washington within 30 Calendar Days of being selected as the ASB.
- 1.5.2. The Bidder must have five (5) or more years’ experience in the development with data management system market.
- 1.5.3. The Bidder directs their own IT resources for development of their own IT solution being proposed or, sub-contracts out for IT development for the Bidder’s solution being proposed herein.

1.6. DESIRED QUALIFICATIONS

The following are the desired qualifications for Bidders:

- 1.6.1. Bidder has familiarity with Washington's approved list of Evidence-Based, Research-Based, and Promising Programs, sourced from various National EBP lists, and reviewed for Washington's standards of rigor and cost benefit requirements.
- 1.6.2. Bidder has experience working with American Indian / Alaskan Native populations.
- 1.6.3. Bidder has familiarity with the following research that contributes to Washington's enhancement of the Strategic Prevention Framework Planning Model:
 - Communities that Care Social Development Strategy as a prevention system
 - Collective Impact, Governance of Collective Impact, and Backbone Organizations
 - Risk and Protective Factors
- 1.6.4. Bidder is able to demonstrate knowledge and experience with the Substance Abuse and Mental Health Services Administration (SAMHSA) Substance Abuse Block Grant (SABG) reporting requirements and deliverables; including Center for Substance Abuse and Prevention (CSAP) Codes and Strategies, and Institute of Medicine (IOM) Categories.
- 1.6.5. Bidder is able to demonstrate knowledge and experience using the Strategic Prevention Framework (SPF) <http://www.samhsa.gov/spf> planning model for program planning, implementation, and outcome evaluation, linking long term consequences and behavioral health problems to a connecting intervening variable, with an identified program and/or strategies, and evaluating for short term outcomes.

1.7. FUNDING

HCA has a current maximum budgeted amount of \$225,000 for the implementation and startup phase. The operations and maintenance allotted budget is current set at \$200,000 annually. The implementation, startup phase, and operations and maintenance budgets are inclusive of all relevant taxes.

Any contract awarded as a result of this procurement is contingent upon the availability of funding.

1.8. FEDERAL FUNDING ACCOUNTABILITY AND TRANSPARENCY ACT

If the resulting contract is supported by federal funds, such contract may require compliance with the Federal Funding Accountability and Transparency Act (FFATA or the Transparency Act). The purpose of the Transparency Act is to make information available online so the public can see how federal funds are spent.

To comply with the act and be eligible to enter into this contract, the Apparent Successful Bidder's organization must have a Data Universal Numbering System (DUNS®) number. A DUNS® number provides a method to verify data about your organization. If the organization does not already have one, it may receive a DUNS® number free of charge by contacting Dun and Bradstreet at www.dnb.com.

The Apparent Successful Bidder may be required to complete a Federal Funding Accountability and Transparency Act (FFATA) Data Collection Form which must be returned with the signed contract. If applicable, the contract will not be executed until this form has been properly completed, executed, and received by the agency.

1.9. PERIOD OF PERFORMANCE

Contract is estimated to be executed in November 2020 in order to begin implementation on January 2021. The contract's Go-Live date will be July 1, 2021 through June 30, 2026. Amendments extending the period of performance, if any, will be at the sole discretion of HCA.

HCA reserves the right to extend the contract for five (5) additional 1-year option periods.

1.10. CONTRACTING WITH CURRENT OR FORMER STATE EMPLOYEES

Specific restrictions apply to contracting with current or former state employees pursuant to chapter 42.52 of the Revised Code of Washington. Bidders should familiarize themselves with the requirements prior to submitting a proposal that includes current or former state employees.

1.11. ADA

HCA complies with the Americans with Disabilities Act (ADA). Applicants may contact the RFP Coordinator to receive written information in another format (e.g., large print, audio, accessible electronic formats and other formats).

2. GENERAL INFORMATION FOR BIDDERS

2.1. RFP COORDINATOR

The RFP Coordinator is the sole point of contact in HCA for this procurement. All communication between the Bidder and HCA upon release of this RFP must be with the RFP Coordinator, as follows:

Name	Danielle Mortenson
E-Mail Address	HCAProcurements@hca.wa.gov

Any other communication will be considered unofficial and non-binding on HCA. Bidders are to rely on written statements issued by the RFP Coordinator. Communication directed to parties other than the RFP Coordinator may result in disqualification of the Bidder.

2.2. PRE-PROPOSAL CONFERENCE

A pre-proposal conference is scheduled to be held on October 5, 2020 at 10:00 a.m., Pacific Time via a conference call or webinar. All prospective Bidders should attend; however, attendance is not mandatory. Bidders who submit a Letter of Intent by the date described in Section 2.3, Estimated Schedule of Procurement Activities, will be provided call-in information by the RFP Coordinator.

HCA will be bound only to HCA written answers to questions. Questions arising at the pre-proposal conference or in subsequent communication with the RFP Coordinator will be documented and answered in written form. A copy of the questions and answers will be sent to each prospective Bidder that has made the RFP Coordinator aware of its interest in this procurement, and will be posted on WEBS.

2.3. LETTER OF INTENT TO PROPOSE

To be eligible to submit a Proposal, a Bidder must submit a Letter of Intent to Propose. The Letter of Intent to Propose must be emailed to the RFP Coordinator, listed in Section 2, and must be received by the RFP Coordinator no later than the date and time stated in the Procurement Schedule, Section **Error! Reference source not found.** The subject line of the email must include the following: 2020HCA11 – Letter of Intent to Propose – [Your entity's name].

The Letter of Intent to Propose may be attached to the email as a separate document, in Word or PDF, or the information may be contained in the body of the email.

Information in the Letter of Intent to Propose should be placed in the following order:

- 2.3.1. Bidder's Organization Name;
- 2.3.2. Bidder's authorized representative for this RFP (who must be named the authorized representative identified in the Bidder's Proposal);
- 2.3.3. Title of authorized representative;
- 2.3.4. Address, telephone number, and email address;
- 2.3.5. Statement of intent to propose; and
- 2.3.6. A statement of how the Bidder meets ALL of the minimum and any of the desired requirements specified in Sections 1.55 and 1.6 of this RFP.

HCA may use the Letters of Intent to Propose as a pre-screening to determine whether Minimum Qualifications are met.

2.4. SUBMISSION OF PROPOSALS

The proposal must be received by the RFP Coordinator no later than the Proposal Due deadline in Section **Error! Reference source not found.**, *Estimated Schedule of Procurement*.

Proposals must be submitted electronically as an attachment to an e-mail to the RFP Coordinator at the e-mail address listed in Section 2.1. Attachments to e-mail should be in Microsoft Word format or PDF. Zipped files cannot be received by HCA and cannot be used for submission of proposals. The cover submittal letter and the Certifications and Assurances form must have a scanned signature of the individual within the organization authorized to bind the Bidder to the offer. HCA does not assume responsibility for problems with Bidder's e-mail. If HCA e-mail is not working, appropriate allowances will be made.

Proposals may not be transmitted using facsimile transmission.

Bidders should allow sufficient time to ensure timely receipt of the proposal by the RFP Coordinator. Late proposals will not be accepted and will be automatically disqualified from further consideration, unless HCA e-mail is found to be at fault. All proposals and any accompanying documentation become the property of HCA and will not be returned.

2.5. PROPRIETARY INFORMATION / PUBLIC DISCLOSURE

Proposals submitted in response to this RFP will become the property of HCA. All proposals received will remain confidential until the Apparent Successful Bidder is announced; thereafter, the proposals will be deemed public records as defined in chapter 42.56 of the Revised Code of Washington (RCW).

Any information in the proposal that the Bidder desires to claim as proprietary and exempt from disclosure under chapter 42.56 RCW, or other state or federal law that provides for the nondisclosure of a document, must be clearly designated. The information must be clearly identified and the particular exemption from disclosure upon which the Bidder is making the claim must be cited. Each page containing the information claimed to be exempt from disclosure must be clearly identified by the words "Proprietary Information" printed on the lower right-hand corner of the page. Marking the entire proposal exempt from disclosure or as Proprietary Information will not be honored.

If a public records request is made for the information that the Bidder has marked as "Proprietary Information," HCA will notify the Bidder of the request and of the date that the records will be released to the requester unless the Bidder obtains a court order enjoining that disclosure. If the Bidder fails to obtain the court order enjoining disclosure, HCA will release the requested information on the date specified. If a Bidder obtains a court order from a court of competent jurisdiction enjoining disclosure pursuant to chapter 42.56 RCW, or other state or federal law that provides for nondisclosure, HCA will maintain the confidentiality of the Bidder's information per the court order.

A charge will be made for copying and shipping, as outlined in RCW 42.56. No fee will be charged for inspection of contract files, but 24 hours' notice to the RFP Coordinator is required. All requests for information should be directed to the RFP Coordinator.

The submission of any public records request to HCA pertaining in any way to this RFP will not affect the procurement schedule, as outlined in Section 212, unless HCA, in its sole discretion, determines that altering the schedule would be in HCA's best interests.

2.6. REVISIONS TO THE RFP

If HCA determines in its sole discretion that it is necessary to revise any part of this RFP, then HCA will provide addenda via e-mail to all individuals who have made the RFP Coordinator aware of their interest. Addenda will also be published on Washington's Electronic Bid System (WEBS), at <https://fortress.wa.gov/ga/webs/>. For this purpose, the published questions and answers and any

other pertinent information will be provided as an addendum to the RFP and will be placed on the website.

HCA also reserves the right to cancel or to reissue the RFP in whole or in part, prior to execution of a contract.

2.7. DIVERSE BUSINESS INCLUSION PLAN

Bidders will be required to submit a Diverse Business Inclusion Plan Exhibit B with their proposal. In accordance with legislative findings and policies set forth in RCW 39.19, the state of Washington encourages participation in all contracts by firms certified by the Office of Minority and Women's Business Enterprises (OMWBE), set forth in RCW 43.60A.200 for firms certified by the Washington State Department of Veterans Affairs, and set forth in RCW 39.26.005 for firms that are Washington Small Businesses. Participation may be either on a direct basis or on a subcontractor basis. However, no preference on the basis of participation is included in the evaluation of Diverse Business Inclusion Plans submitted, and no minimum level of minority- and women-owned business enterprise, Washington Small Business, or Washington State certified Veteran Business participation is required as a condition for receiving an award. Any affirmative action requirements set forth in any federal governmental regulations included or referenced in the contract documents will apply.

2.8. ACCEPTANCE PERIOD

Proposals must provide one hundred eighty (180) Calendar Days for acceptance by HCA from the due date for receipt of proposals.

2.9. COMPLAINT PROCESS

2.9.1. Vendors may submit a complaint to HCA based on any of the following:

- 2.9.1.1. The RFP unnecessarily restricts competition;
- 2.9.1.2. The RFP evaluation or scoring process is unfair or unclear; or
- 2.9.1.3. The RFP requirements are inadequate or insufficient to prepare a response.

2.9.2. A complaint must be submitted to HCA prior to five business days before the bid response deadline. The complaint must:

- 2.9.2.1. Be in writing;
- 2.9.2.2. Be sent to the RFP Coordinator in a timely manner;
- 2.9.2.3. Clearly articulate the basis for the complaint; and
- 2.9.2.4. Include a proposed remedy.

The RFP Coordinator will respond to the complaint in writing. The response to the complaint and any changes to the RFP will be posted on WEBS. The Director of HCA will be notified of all complaints and will be provided a copy of HCA's response. A Bidder or potential Bidder cannot raise during a bid protest any issue that the Bidder or potential Bidder raised in a complaint. HCA's action or inaction in response to a complaint will be final. There will be no appeal process.

2.10. RESPONSIVENESS

The RFP Coordinator will review all proposals to determine compliance with administrative requirements and instructions specified in this RFP. A Bidder's failure to comply with any part of the RFP may result in rejection of the proposal as non-responsive.

HCA also reserves the right at its sole discretion to waive minor administrative irregularities.

2.11. MOST FAVORABLE TERMS

HCA reserves the right to make an award without further discussion of the proposal submitted. Therefore, the proposal should be submitted initially on the most favorable terms which the Bidder can propose. HCA reserve the right to contact a Bidder for clarification of its proposal.

HCA also reserves the right to use a Best and Final Offer (BAFO) before awarding any contract to further assist in determining the ASB(s).

The ASB should be prepared to accept this RFP for incorporation into a contract resulting from this RFP. The contract resulting from this RFP will incorporate some, or all, of the Bidder's proposal. The proposal will become a part of the official procurement file on this matter without obligation to HCA.

2.12. CONTRACT AND GENERAL TERMS & CONDITIONS

The ASB(s) will be expected to enter into a contract which is substantially the same as the draft Contract and its general terms and conditions included as Exhibit D. HCA will not accept any draft contracts prepared by any Bidder. The Bidder must be prepared to agree to all terms of the attached Draft Contract, Exhibit D, as presented or the Proposal may be rejected. Bidders must include a copy of the Draft Contract with their proposals that includes redline edits documenting the changes they propose be made if selected as an ASB. If the Bidder fails to identify an objection to any particular term or condition, the term or condition will be deemed agreed to by the Bidder. HCA will review requested exceptions and accept or reject the same at its sole discretion.

If, after the announcement of the ASB(s), and after a reasonable period of time, the ASB(s) and HCA cannot reach agreement on acceptable terms for the Contract, the HCA may cancel the selection and Award the Contract to the next most qualified Bidder.

2.13. COSTS TO PROPOSE

HCA will not be liable for any costs incurred by the Bidder in preparation of a proposal submitted in response to this RFP, in conduct of a presentation, or any other activities related in any way to this RFP.

2.14. RECEIPT OF INSUFFICIENT NUMBER OF PROPOSALS

If HCA receives only one responsive proposal as a result of this RFP, HCA reserves the right to either: 1) directly negotiate and contract with the Bidder; or 2) not award any contract at all. HCA may continue to have the bidder complete the entire RFP. HCA is under no obligation to tell the Bidder if it is the only Bidder.

2.15. NO OBLIGATION TO CONTRACT

This RFP does not obligate HCA to enter into any contract for services specified herein.

2.16. REJECTION OF PROPOSALS

HCA reserves the right, at its sole discretion, to reject any and all proposals received without penalty and not to issue any contract as a result of this RFP.

2.17. COMMITMENT OF FUNDS

The Director of HCA or his/her delegate is the only individual who may legally commit HCA to the expenditures of funds for a contract resulting from this RFP. No cost chargeable to the proposed contract may be incurred before receipt of a fully executed contract.

2.18. ELECTRONIC PAYMENT

The state of Washington prefers to utilize electronic payment in its transactions. The ASB will be provided a form to complete with the contract to authorize such payment method.

2.19. INSURANCE COVERAGE

As a requirement of the resultant contract, the ASB is to furnish HCA with a certificate(s) of insurance executed by a duly authorized representative of each insurer, showing compliance with the insurance requirements set forth below.

The ASB must, at its own expense, obtain and keep in force insurance coverage which will be maintained in full force and effect during the term of the contract. The ASB must furnish evidence in the form of a Certificate of Insurance that insurance will be provided, and a copy must be forwarded to HCA within 15 days of the contract effective date.

2.19.1. Liability Insurance

2.19.1.1. Commercial General Liability Insurance: ASB shall maintain commercial general liability (CGL) insurance and, if necessary, commercial umbrella insurance, with a limit of not less than \$1,000,000 per each occurrence. If CGL insurance contains aggregate limits, the General Aggregate limit must be at least twice the "each occurrence" limit. CGL insurance must have products-completed operations aggregate limit of at least two times the "each occurrence" limit. CGL insurance must be written on ISO occurrence from CG 00 01 (or a substitute form providing equivalent coverage). All insurance must cover liability assumed under an insured contract (including the tort liability of another assumed in a business contract) and contain separation of insureds (cross liability) condition.

Additionally, the ASB is responsible for ensuring that any subcontractors provide adequate insurance coverage for the activities arising out of subcontracts.

2.19.1.2. Business Auto Policy: As applicable, the ASB shall maintain business auto liability and, if necessary, commercial umbrella liability insurance with a limit not less than \$1,000,000 per accident. Such insurance must cover liability arising out of "Any Auto." Business auto coverage must be written on ISO form CA 00 01, 1990 or later edition, or substitute liability form providing equivalent coverage.

2.19.2. Employers Liability ("Stop Gap") Insurance

In addition, the ASB shall buy employers liability insurance and, if necessary, commercial umbrella liability insurance with limits not less than \$1,000,000 each accident for bodily injury by accident or \$1,000,000 each employee for bodily injury by disease.

2.19.3. Cyber-Liability Insurance / Privacy Breach Coverage. For the purposes of this section the following definitions apply:

The ASB must maintain or buy Cyber-Liability Insurance/ Privacy Breach Coverage not less than \$1,000,000 per claim and \$2,000,000 annual aggregate in accordance with OCIO requirements.

Breach – means the unauthorized acquisition, access, use, or disclosure of Data shared under any resulting Contract that compromises the security, confidentiality, or integrity of the Data.

Confidential Information – is information that is exempt from disclosure to public or other unauthorized persons under 42.56 RCW or other federal or state laws. Confidential Information includes, but is not limited to, Personal Information and Protected Health Information.

Data – means information that is disclosed or exchanged between HCA and ASB. Data includes Confidential Information.

Personal Information – means information identifiable to any person, including but not limited to, information that relates to a person’s name, health, finances, education, business, use, or receipt of governmental services or other activities, addresses, telephone numbers, social security numbers, driver’s license numbers, credit card numbers, any other identifying numbers, and any financial identifiers.

Protected Health Information (PHI) – means information that relates to the provision of health care to an individual, the past, present, or future physical or mental health or condition of an individual, the past, present, or future payment for provision of health care to an individual. PHI includes demographic information that identifies the individual or about which there is reasonable basis to believe, can be used to identify the individual. PHI is information transmitted, maintained, or stored in any form or medium. PHI does not include education records covered by the Family Educational Right and Privacy Act, as amended.

For the term of any resulting Contract and three (3) years following its termination or expiration, ASB must maintain insurance to cover costs incurred in connection with a security incident, privacy Breach, or potential compromise of Data, including:

- 2.19.3.1. Computer forensics assistance to assess the impact of a Data Breach, determine root cause, and help determine whether and the extent to which notification must be provided to comply with Breach notification laws;
- 2.19.3.2. Notification and call center services for individuals affected by a security incident, or privacy Breach;
- 2.19.3.3. Breach resolution and mitigation services for individuals affected by a security incident or privacy Breach, including fraud prevention, credit monitoring, and identity theft assistance; and
- 2.19.3.4. Regulatory defense, fines, and penalties from any claim in the form of a regulatory proceeding resulting from a violation of any applicable privacy or security law(s) or regulation(s).

2.19.4. Additional Provisions

Above insurance policy must include the following provisions:

- 2.19.4.1. Additional Insured. The state of Washington, HCA, its elected and appointed officials, agents and employees must be named as an additional insured on all general liability, excess, umbrella and property insurance policies. All insurance provided in compliance with this contract must be primary as to any other insurance or self-insurance programs afforded to or maintained by the state.
- 2.19.4.2. Cancellation. State of Washington, HCA, must be provided written notice before cancellation or non-renewal of any insurance referred to therein, in accord with the following specifications. Insurers subject to 48.18 RCW (Admitted and Regulation by the Insurance Commissioner): The insurer must give the state 45 days advance notice of cancellation or non-renewal. If cancellation is due to non-payment of premium, the state must be given ten days advance notice of cancellation. Insurers subject to 48.15 RCW (Surplus lines): The state must be given 20 days advance

notice of cancellation. If cancellation is due to non-payment of premium, the state must be given ten days advance notice of cancellation.

2.19.4.3. Identification. Policy must reference the state's contract number and the Health Care Authority.

2.19.4.4. Insurance Carrier Rating. All insurance and bonds should be issued by companies admitted to doing business within the state of Washington and have a rating of A-, Class VII or better in the most recently published edition of Best's Reports. Any exception must be reviewed and approved by the Health Care Authority Risk Manager, or the Risk Manager for the state of Washington, before the contract is accepted or work may begin. If an insurer is not admitted, all insurance policies and procedures for issuing the insurance policies must comply with chapter 48.15 RCW and 284-15 WAC.

2.19.4.5. Excess Coverage. By requiring insurance herein, the state does not represent that coverage and limits will be adequate to protect ASB, and such coverage and limits will not limit ASB's liability under the indemnities and reimbursements granted to the state in this Contract.

2.19.5. Workers' Compensation Coverage

The ASB will at all times comply with all applicable workers' compensation, occupational disease, and occupational health and safety laws, statutes, and regulations to the full extent applicable. The state will not be held responsive in any way for claims filed by the ASB or their employees for services performed under the terms of this contract.

3. PROPOSAL CONTENTS

Proposals must be written in English and submitted electronically to the RFP Coordinator in the order noted below:

- A. Letter of Submittal (see Section 3.1), including signed Certifications and Assurances (Exhibit A)
- B. Subcontractors (see Section 3.2)
- C. Security Requirements (see Section 3.3)
- D. Organizational Capabilities (see Section 3.4)
- E. Functional Proposal (see Section 3.7 and Exhibit E)
- F. Technical Proposal (see Section 3.6 and Exhibit F)
- G. Cost Proposal (see Section 3.9)
- H. Diverse Business Inclusion Plan (see Exhibit B)
- I. Executive Order 18-03 (see Exhibit C)
- J. Draft Sample Contract (see Exhibit D)

Proposals must provide information in the same order and with the same section numbers and heading titles as presented in this document.

Items marked “Mandatory” or “M” must be included as part of the proposal for the proposal to be considered responsive; however, these items are not scored. Items marked “Scored” or “MS” are those that are awarded points as part of the evaluation conducted by the evaluation team.

- a) **Mandatory Requirements (M):** The Proposal must always indicate explicitly whether or not the Bidder’s proposed services meet the requirement. A statement, “(Bidder Name) has read, understands, and fully complies with this requirement” is acceptable, along with any additional information requested.
- b) **Mandatory Scored Requirements (MS):** The Proposal must always indicate explicitly whether or not the Bidder’s proposed goods and services meet the requirement and describe how the Bidder’s proposed goods and services will accomplish each requirement.

3.1. LETTER OF SUBMITTAL (M)

The Letter of Submittal and the attached Certifications and Assurances form (Exhibit A to this RFP) must be signed and dated by a person authorized to legally bind the Bidder to a contractual relationship, e.g., the President or Executive Director if a corporation, the managing partner if a partnership, or the proprietor if a sole proprietorship. Along with introductory remarks, the Letter of Submittal is to include by attachment the following information about the Bidder and any proposed subcontractors:

- 3.1.1. Name, address, principal place of business, telephone number, and fax number/e-mail address of legal entity or individual with whom contract would be written.
- 3.1.2. Name, address, and telephone number of each principal officer (President, Vice President, Treasurer, Chairperson of the Board of Directors, etc.).
- 3.1.3. Legal status of the Bidder (sole proprietorship, partnership, corporation, etc.) and the year the entity was organized to do business as the entity now substantially exists.
- 3.1.4. Federal Employer Tax Identification number or Social Security number and the Washington Uniform Business Identification (UBI) number issued by the state of Washington Department of Revenue. If the Bidder does not have a UBI number, the Bidder must state that it will

become licensed in Washington within 30 Calendar Days of being selected as the Apparent Successful Bidder.

- 3.1.5. Location of the facility from which the Bidder would operate.
- 3.1.6. Identify any state employees or former state employees employed or on the firm's governing board as of the date of the proposal. Include their position and responsibilities within the Bidder's organization. If following a review of this information, it is determined by HCA that a conflict of interest exists, the Bidder may be disqualified from further consideration for the award of a contract.
- 3.1.7. Any information in the proposal that the Bidder desires to claim as proprietary and exempt from disclosure under the provisions of RCW 42.56 must be clearly designated. The page must be identified and the particular exemption from disclosure upon which the Bidder is making the claim must be listed. Each page claimed to be exempt from disclosure must be clearly identified by the word "Proprietary" printed on the lower right-hand corner of the page. In your Letter of Submittal, please list which pages and sections that have been marked "Proprietary" and the particular exemption from disclosure upon which the Bidder is making the claim.

3.2. SUBCONTRACTORS (M)

In order to achieve the best combination of experience and skill, Bidders may contract with other firms to provide improved solutions that are in the best interest of the State and the Bidder. In all instances of Bidder relationships with other parties, one Bidder must serve as the Prime Contractor and bear the responsibility for successful performance of this engagement. If any such relationships are proposed, the Bidder's proposal must:

Please limit responses to three (3) pages and minimum 10 font size.

- 3.2.1. Identify and describe any relationship with another party.
- 3.2.2. Describe in detail Bidder's management of subcontractor relationships to ensure high quality performance of all subcontractor functions.
- 3.2.3. Agree that any and all such relationships, including "advisors", must be subcontractors to the Bidder and that the Bidder must be the Prime Contractor.
- 3.2.4. Agree that, as the Prime Contractor, Bidder accepts full responsibility for successful performance of the entire Scope of Work requested in this RFP and will indemnify the State for the acts and omissions of its subcontractors.
- 3.2.5. Agree that HCA has the same rights to remove subcontractor or other parties as it does Bidder staff.

3.3. SECURITY REQUIREMENTS (M)

Bidder's proposal must detail how they can meet the following expectations:

Please limit responses to three (3) pages and minimum 10 font size.

- 3.3.1. The Bidder must meet the security requirements for handling category 3 data in accordance with the Washington State Office Chief Information Officer (OCIO) policy 141.10 (Appendix A).
- 3.3.2. The System shall conform to NIST (National Institute of Standards and Technology) Special Publication 800-53.

- 3.3.3. If the environment is hosted, it must be SOC 2 Type 2 compliant.
- 3.3.4. The Bidder must integrate the proposed solution with Washington's mandated authentication solutions that allow external users to access via single sign on (SSO) multiple online government services with the use of a unique single self-generated user-id and password. These services are known as Secure Access Washington (SAW).
- 3.3.5. The proposed solution must meet WCAG 2.0 compliance guidelines.
- 3.3.6. Bidder must provide a Disaster Recovery Plan (e.g., approach, plan, execution).
- 3.3.7. If requested by HCA, the Bidder must participate with HCA in the state process for conducting a security review or security design review.
- 3.3.8. The Bidder's proposed solution must comply with the following Washington State laws and Federal Regulations:
 - a. Public Records Act, RCW 42.56 (Appendix C)
<https://app.leg.wa.gov/RCW/default.aspx?cite=42.56>
 - b. Preservation and Destruction of Public Records, RCW 40.14 (Appendix B)
<https://app.leg.wa.gov/RCW/default.aspx?cite=40.14>
 - c. Imaging Systems, Standards For Accuracy And Durability, WAC 434-663
<https://app.leg.wa.gov/WAC/default.aspx?dispo=true&cite=434-663&full=true#434-663-600>
 - d. Initial approval of replacement systems.
https://www.govregs.com/regulations/title42_chapterIV_part433_subpartC_section433.117

3.4. ORGANIZATIONAL CAPABILITIES (MS)

Please limit responses to 20 pages, not including resumes, and minimum 10 font size.
Maximum available points: 360

3.4.1. Bidder Description (Maximum available points: 90)

Provide a brief description of Bidder's firm, including primary business location(s), size, areas of specialization and expertise, customer base and any other pertinent information that would aid an evaluator in formulating a determination about the stability and strength of the Bidder, as well as the value and commitment of the Bidder as a resource to the HCA.

3.4.2. Bidder Experience (Maximum available points: 90)

Indicate Bidder's experience in:

- 3.4.2.1. Developing a similar IT solution as profiled within this RFP. Provide an overall description of the developed solution's scope, when it was implemented and, how it is being hosted (e.g., SaaS/cloud hosted, on-site hosted, etc.). (Maximum of 60 points)
- 3.4.2.2. Providing similar contracted services. Provide references for at least two (2) successfully completed projects, a minimum of one (1) for a state government entity, within the last five (5) years. Include the following information for each: (Maximum of 30 points)
 - a. Project title or name;
 - b. Project duration - start and end dates;
 - c. Customer company/organization name;
 - d. Customer contact name, phone and email*
 - e. Overview of statement of work or project goals;
 - f. Overview of project deliverables;
 - g. Main technical skills utilized for project; and

h. Project summary including outcomes achieved.

3.4.3. **Bidder Resources** (Maximum available points: 90)

Bidder Resources to support proposed solution.

- 3.4.3.1. Identify the total number of employees or staff resources (e.g., subcontractor(s)) available to provide services relative to this RFP. In addition, provide an organizational chart of your firm indicating lines of authority for personnel involved in performance of this potential Contract and relationships of proposed staff to other programs or functions of the firm. This chart must also show lines of authority to the next senior level of management. Include the name and contact information for the person within the firm who will have prime responsibility and final authority for the work. (Maximum available points: 15)

- 3.4.3.2. Provide a description of the proposed project team, identifying team members, describing each team member's responsibilities, the amount of time each will be assigned to providing the services, and how the team will be managed during the course of service delivery. (Maximum available points: 30)

- 3.4.3.3. Provide résumés for the proposed key staff members that include information on the individual's education, degrees, and professional certifications, significant accomplishments and any pertinent information that demonstrates how the team collectively meet the minimum qualifications as well as the desired qualifications. (Maximum available points: 45)

Key staff will be scored based on the following criteria:

a. Project Manager

Duties: The Project Manager performs day-to-day management of activities pertaining to the non-functional technical deliverables of the project. This individual is responsible for performing the following tasks:

- Identifying the issues and risks, and recommending possible issue and risk mitigation strategies.
- Facilitating HCA and Contractor discussions/meetings.
- Ensuring that performance is within scope, consistent with requirements, and delivered on time and within budget.
- Identifying the critical paths, tasks, dates, testing, and acceptance criteria.
- Forming the strategy and roadmap for operating systems platform and architecture.
- Influencing the business and development teams on future architecture.
- Working with other IT and business teams for technology impacts across the enterprise and formulates strategy.
- Providing solutions to improve efficiency (e.g., reducing costs while maintaining or improving performance levels).
- Mentoring architects, developers, and analysts of all levels in industry best practices, procedures, and concepts.
- Monitoring issues and providing resolutions for up-to-date status reports.
- Demonstrating excellent writing and oral communications.

- What type of certification has your proposed Project Manager obtained? Please specify whether or not the Project Manager is Agile/Scrum certified.

Education: Bachelor's degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or a related scientific or technical discipline. Candidates must possess a Project Management Professional (PMP) certification from PMI.

General Experience: The proposed candidate must have at least five (5) years' experience in project management.

Specialized Experience: The proposed candidate must have at least five (5) years' experience in managing IT related projects. This individual must have experience in a leadership role for at least three (3) successful projects that were delivered on time and within budget, including a project similar in size and scope to this project.

b. Technical Lead

Duties: The Technical Lead is responsible for requirements, architecture, design, development, test, and provide production support for the System. This individual will work closely with project management, quality assurance, HCA staff, and the contractor's Business Lead to successfully deliver on System implementation for HCA requirements.

Education: Bachelor's degree from an accredited college or university with a major in Computer Science, Business, or a related scientific or technical discipline.

General Experience: The proposed candidate must have at least five (5) years' experience working with systems design and delivery, quality assurance, production support and infrastructure.

Specialized Experience: Proposed candidate must have at least five (2) years' experience with hosted solutions.

c. Business Lead

Duties: The Business Lead develops business requirements and business processes re-engineering methodologies. This individual shall solve application and process related problems by creating detail process and system design specifications; and works with other areas across the business units to support a total solution approach. This individual is responsible for performing the following tasks:

- Communicating business requirements for reports and applications development.
- Facilitating collaboration within and across business units and across IT functions.
- Resolving problems and improving business units technical environments.

Education: Bachelor's degree from an accredited college or university with a major in Computer Science, Business, or a related scientific or technical discipline.

General Experience: The proposed candidate must have at least eight (5) years' experience in business process analysis.

** By providing a contact name in response to this section, Bidder is granting permission for the RFP Coordinator to contact this person to validate the information provided.*

3.4.4. Bidder Project Management Approach (Maximum available points: 90)

- a. Specify the project management methodology/approach you would take to manage this project and, implementation of the solution (e.g., Agile/Scrum, Waterfall, or modified Waterfall). (Maximum available points: 30)
 1. Note that the HCA has a preference for Agile/Scrum session methodology to facilitate early, often and, consistent tracking and, delivery of prioritized functions through Sprints and, to ensure quality.
- b. Provide a sample Project Schedule from a previous project that was similar to the project defined in this procurement. (Maximum available points: 30)
- c. Risks – The Bidder must identify potential risks that are considered significant to the success of the project. Include how the Bidder would propose to effectively monitor and manage these risks, including reporting of risks to the HCA Contract Manager. (Maximum available points: 30)

3.5. ADDITIONAL BIDDER INFORMATION (M)

Please limit responses to four (4) pages.

3.5.1. Bidder Other Relevant Experience – Indicate other relevant experience Bidder has had during the last five (5) years that indicates the Bidder's qualifications and ability to perform the services being solicited under this RFP.

- a. Document two (2) customers (current or past) of similar size to HCA that have purchased your MIS solution. Information should be provided in the following format:
 - Project title or name;
 - Project duration - start and end dates;
 - Customer company/organization name;
 - Customer contact name, phone and email;
 - Overview of statement of work or project goals;
 - Overview of project deliverables;
 - Main technical skills utilized for project; and
 - Project summary including outcomes achieved.

3.5.2. Operations and Maintenance (O&M) – Indicate Bidder's approach and ability to provide the following:

- Software Patches and/or Upgrades
- Change Request(s)
- Operational Level Agreement(s)
- O&M Schedule
- O&M Support Plan
- System Updates
- O&M Procedures Manual

3.5.3. Related Information

- a. If the Bidder or any subcontractor contracted with the state of Washington during the past 24 months, indicate the name of the agency, the contract number, and project description and/or other information available to identify the contract.
- b. If the Bidder's staff or subcontractor's staff was an employee of the state of Washington during the past 24 months, or is currently a Washington State employee, identify the individual by name, the agency previously or currently employed by, job title or position held, and separation date.
- c. If the Bidder has had a contract terminated for default in the last five years:
 - Submit full details of the terms for default including the other party's name, address, and phone number.
 - Present the Bidder's position on the matter.

HCA will evaluate the facts and may, at its sole discretion, reject the proposal on the grounds of the past experience.

If no such termination for default has been experienced by the Bidder in the past five years, so indicate.

Termination for default is defined as notice to stop performance due to the Bidder's non-performance or poor performance and the issue of performance was either (a) not litigated due to inaction on the part of the Bidder, or (b) litigated and such litigation determined that the Bidder was in default.

3.5.4. OMWBE Certification (OPTIONAL AND NOT SCORED)

Include proof of certification issued by the Washington State Office of Minority and Women's Business Enterprises (OMWBE) if certified minority-owned firm and/or women-owned firm(s) will be participating on this project.

For information: <http://www.omwbe.wa.gov>.

3.6. TECHNICAL PROPOSAL (MS)

Maximum available points: 500

Please respond to all questions listed in Exhibit F in the order they are presented. Provide your response in a format that identifies the section and question number as indicated within Exhibit F. Note that individual questions will be scored with maximum available points as indicated within Exhibit F.

3.7. FUNCTIONAL PROPOSAL (MS)

Maximum available points: 395

The Functional Proposal must contain responses to the tables located in Exhibit E.

Please respond to all questions listed in Exhibit E in the order they are presented. Provide your response in a format that identifies the section and question number as indicated within Exhibit E. Note that individual questions will be scored with maximum available points as indicated within Exhibit E.

3.8. EXECUTIVE ORDER 18-03 (MS)

Maximum available points: 45

Pursuant to RCW 39.26.160(3) and consistent with Executive Order 18-03 – Supporting Workers’ Rights to Effectively Address Workplace Violations (dated June 12, 2018), HCA will evaluate bids for best value and provide a bid preference in the amount of 45 points to any Bidder who certifies, pursuant to the certification attached as Exhibit C, that their firm does NOT require its employees, as a condition of employment, to sign or agree to mandatory individual arbitration clauses or class or collective action waiver. Bidders that do require their employees, as a condition of employment, to sign or agree to mandatory individual arbitration clauses or class or collective action waiver will not be disqualified evaluation of this RFP, however they will receive 0 out of 45 points for this section.

3.9. COST PROPOSAL (MS)

Maximum available points: 200

The evaluation process is designed to award this procurement not necessarily to the Bidder of least cost, but rather to the Bidder whose proposal best meets the requirements of this RFP. However, Bidders are encouraged to submit proposals which are consistent with state government efforts to conserve state resources.

Bidders are to submit their Cost Proposal in a separate document from their Written Proposal and Executive Order 18-03 document. Within the Cost Proposal, Bidders are to identify all costs in U.S. dollars including relevant taxes and expenses to be charged for performing the services necessary to accomplish the objectives of the contract. The Bidder is to submit a fully detailed budget including staff costs and any expenses necessary to accomplish the tasks and to produce the deliverables under the contract. Bidders are required to collect and pay Washington State sales and use taxes, as applicable. The total cost for each of the four Cost Proposal subsections is required to include all applicable taxes.

3.9.1. Deliverable Cost Proposal (Maximum available points: 75)

Please provide costs for each deliverable identified in the *Deliverable Cost Table* below. As applicable, if there are any additional deliverables identified as part of your proposed solution, please add these as additional lines to the table.

Deliverable Cost Table	
Deliverable	Estimated Cost
Project Management Services (Must include the following:)	S
• Implementation Plan	
• Go/No-Go Checklist	
• Warranty Plan	
• Transition Plan	
• Project Status Report (bi-weekly)	
• Project Schedule (inclusive of weekly updates)	
• Project Budget and Spending Plan Reporting	
• Organizational Change Management (OCM) Plan	
• Project Management Plan (e.g., Risk Management Plan, Communication Plan)	

Deliverable Cost Table	
• Software Quality Assurance Management Plan	
• Resource Management Plan; including State and Vendor staff	
• Project Logs (i.e., Decisions, Risks, Issues, Action Items)	
• Requirements Elaboration	
• Requirements Traceability Matrix	
Data Conversion and Migration	\$
• Data Conversion Plan	
• Data Validation and Reconciliation Strategy	
• Data Dictionary	
• Data backups throughout the conversion and migration process	
• Data Mapping Document	
• Validation reports showing progress in the data analysis and test data conversion	
• Data Migration Issues Log	
Configuration Services (Must include the following:)	\$
• Functional Specification Document(s)	
• Design Document(s)	
• Configuration Management Plan	
Testing Services (Must include the following:)	\$
• Master Test Plan	
• Test Environment(s)	
• Test Cases, Test Scripts and/or User Stories	
• Test Results Report(s)	
Training Services (Must include the following:)	\$
• Training Plan(s)	
• Training Environment(s)	
• Training Material (e.g., classroom and online tutorial)	
• Training Summary Report	
• User Guides	
Total Cost	\$

3.9.2. Hourly Cost Proposal (Maximum available points: 25)

Please provide an hourly rate for each proposed role and team member for any additional services that may be identified within the *Hourly Cost Table* below. These rates will be considered maximum rates for the duration of the initial contract.

Hourly Cost Table		
Role	Name	Hourly Rate
Project Manager		\$
Developers		\$
Business Analyst		\$
Tester(s)		\$
		\$
Total Cost		\$

3.9.3. Software License Cost Proposal (Maximum available points: 25)

Please provide costs for any software that will be required to fully support the proposed system within the *Software License Cost Table* below. In your estimates, costs should be included for a fixed amount of 500 concurrent users.

Software License Cost Table					
Software	Hosting Environment? (SaaS / COTS / Other?)	Pricing - Software cost:	Pricing-Hosting cost (if SaaS):	Number of Users	Total Cost
				500	\$
				500	\$
Total Cost					\$

3.9.4. Operations & Maintenance Cost Proposal (Maximum available points: 75)

Please provide the annual O&M costs to fully support the proposed system across the first five (5) years within the *O&M Cost Table* below.

O&M Cost Table					
Year-1 Annual Cost	Year-2 Annual Cost	Year-3 Annual Cost	Year-4 Annual Cost	Year-5 Annual Cost	Total O&M Cost
\$	\$	\$	\$	\$	

4. EVALUATION AND CONTRACT AWARD

4.1. EVALUATION PROCEDURE

Responsive Proposals will be evaluated strictly in accordance with the requirements stated in this RFP and any addenda issued. The evaluation of proposals will be accomplished by an evaluation team(s), to be designated by HCA, which will determine the ranking of the proposals. Evaluations will only be based upon information provided in the Bidder's Proposal.

All proposals received by the stated deadline, Section **Error! Reference source not found.**, *Estimated Schedule of Procurement Activities*, will be reviewed by the RFP Coordinator to ensure that the Proposals contain all of the required information requested in the RFP. Only responsive Proposals that meet the requirements will be evaluated by the evaluation team. Any Bidder who does not meet the stated qualifications or any Proposal that does not contain all of the required information will be rejected as non-responsive.

The RFP Coordinator may, at his or her sole discretion, contact the Bidder for clarification of any portion of the Bidder's Proposal. Bidders should take every precaution to ensure that all answers are clear, complete, and directly address the specific requirement.

Responsive Proposals will be reviewed and scored by an evaluation team using a weighted scoring system, Section 4.2, *Evaluation Weighting and Scoring*. Proposals will be evaluated strictly in accordance with the requirements set forth in this RFP and any addenda issued.

HCA, at its sole discretion, may elect to select the top-scoring firms as finalists for an oral and product presentation.

4.2. EVALUATION TABLE

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

Written Proposal		Total Possible Points
Organizational Capabilities (Section 3.4)	Subsection Points	360
Bidder Description (Subsection 3.4.1)	90	
Bidder Experience (Subsection 3.4.2)	90	
Bidder Project Management Approach (Subsection 3.4.3)	90	
Bidder Project Management Approach Subsection a, b and c)	90	
Technical Proposal (Section 3.6; Exhibit F)	Subsection Points	500
Section 1: Technical Module	125	
Section 2: Reports Module	125	
Section 3: MIS/User Documentation/Support	125	
Section 4: Project Approach	125	
Functional Proposal (Section 3.7; Exhibit E)	Subsection Points	395
Section 1: SAMHSA and SABG & discretionary grants	145	

Section 2: Planning Information	125	
Section 3: Service Data Entry	125	

Written Evaluation - Total Possible Points: 1255

Cost Proposal		Total Possible Points
	Subsection Points	200
Deliverable Cost Table (Section 3.9.1)	75	
Hourly Cost Table (3.9.2)	25	
Software License Cost Proposal (Section 3.9.3)	25	
Operations & Management Cost Proposal (Section 3.9.4)	75	

Cost Evaluation - Total Possible Points: 200

Executive Order 18-03		Total Possible Points
Section 3.8		45

Product Presentation (Optional)		Total Possible Points
Product Demonstrations (Section 4.5)		1000

Evaluation Elements – Combined Total	
Written Proposal	1255
Cost Proposal	200
Executive Order 18-03	45
Maximum Points Possible (without Product Presentations)	1500
Maximum Points Possible (with Product Presentations)	2500

HCA reserves the right to award the contract to the Bidder whose proposal is deemed to be in the best interest of HCA and the state of Washington.

4.3. SCORING METHODOLOGY: Written Proposal

Evaluators will evaluate and assign a score to the Written Proposal (Sections 3.4, 3.6, and 3.7), based on how well the Bidder's Response matches the requirement.

Evaluators will assign scores using the following (0-10) scale:

Scoring Methodology		
Score	Description	Scoring Criteria
10	Far Exceeds Requirements	The Bidder has provided an innovative, detailed, efficient approach or established, by presentation of material, far superior capability in this area.
7	Exceeds Requirements	The Bidder has demonstrated an above-average capability, approach, or solution and has provided a complete description of the capability, approach, or solution.
5	Meets Requirements	The Bidder has an acceptable capability or solution to meet this criterion and has described its approach in sufficient detail to be considered “as substantially meeting the requirements”.
3	Below Requirements	The Bidder has established some capability to perform the requirement but descriptions regarding their approach are not sufficient to demonstrate the Proposer will be fully able to meet the requirements.
1	Substantially Below Requirements	The Bidder has not established the capability to perform the requirement, has marginally described its approach, or has simply restated the requirement.
0	No value	The Bidder has omitted any discussion of this requirement or the information provided is of no value.

4.4. SCORING METHODOLOGY: Cost Proposal

Each of the four Cost Elements listed in Section 3.9, Cost Proposal, will be scored individually based on the lowest proposed total cost for each category. Points for each category will be awarded according to the following formula, any point calculations that result in decimal points will be rounded to the nearest whole number:

$$\frac{\text{Lowest Cost Proposal/Cost Proposal Category}}{\text{Bidder's Cost Proposal/Cost Proposal Category}} \times \text{Subsection points} = \text{Bidder's Cost Proposal Points/Cost Proposal Category}$$

The Bidder's score for each of the four Cost Proposal Categories will be summed to determine the Bidder's total Cost Proposal score.

For example (dollar amounts are for illustrative purpose only):

Deliverable Cost Proposal

Bidder	Total Deliverable Cost Proposal	Awarded Points
1	\$32,500	58
2	\$55,000	34
3	\$25,000	75
4	\$45,000	42
5	\$28,500	66

Hourly Cost Proposal		
Bidder	Total Hourly Cost Proposal	Awarded Points
1	\$550	15
2	\$625	13
3	\$475	17
4	\$500	16
5	\$325	25

Software License Cost Proposal		
Bidder	Total Software License Cost Proposal	Awarded Points
1	\$10,800	25
2	\$25,000	11
3	\$30,000	9
4	\$15,500	17
5	\$38,000	7

Operations & Maintenance Cost Proposal		
Bidder	Total O&M Cost Proposal	Awarded Points
1	\$1,000,000	64
2	\$950,000	67
3	\$875,000	73
4	\$850,000	75
5	\$950,000	67

Total Cost Proposal					
Bidder	Deliverable Cost Proposal Points	Hourly Cost Proposal Points	Software License Cost Proposal Points	O&M Cost Proposal Points	Total Awarded Points
1	58	15	25	64	162
2	34	13	11	67	125
3	75	17	9	73	174
4	42	16	17	75	150
5	66	25	7	67	165

4.5. PRODUCT DEMONSTRATIONS MAY BE REQUIRED

HCA may after evaluating the written proposals elect to schedule product demonstrations of the finalists. Should product demonstrations become necessary, HCA will contact the top-scoring firm(s) from the written evaluation to schedule a date, time, and location. Commitments made by the Bidder at the product demonstration, if any, will be considered binding.

The scores from the written evaluation and the product demonstration combined together will determine the ASB.

4.6. SUBSTANTIALLY EQUIVALENT SCORES

Substantially equivalent scores are scores separated by two percent or less in total points. If multiple Proposals receive a Substantially Equivalent Score, HCA may leave the matter as scored, or select as the ASB the one Proposal that is deemed by HCA, in its sole discretion, to be in HCA's best interest relative to the overall purpose and objective as stated in Sections 1.33 and 1.44 of this RFP.

If applicable, HCA's best interest will be determined by HCA managers and executive officers, who have sole discretion over this determination. The basis for such determination will be communicated in writing to all Bidders with equivalent scores.

4.7. NOTIFICATION TO BIDDERS

HCA will notify the ASB of their selection in writing upon completion of the evaluation process. Bidders whose proposals were not selected for further negotiation or award will be notified separately by e-mail.

4.8. DEBRIEFING OF UNSUCCESSFUL BIDDERS

Any Bidder who has submitted a Proposal and been notified it was not selected for contract award may request a debriefing. The request for a debriefing conference must be received by the RFP Coordinator no later than 5:00 p.m., local time, in Olympia, Washington, within three business days after the Unsuccessful Bidder Notification is e-mailed to the Bidder. The debriefing will be held within three business days of the request, or as schedules allow.

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

- 4.8.1. Evaluation and scoring of the Bidder's Proposal;
- 4.8.2. Critique of the Proposal based on the evaluation; and
- 4.8.3. Review of the Bidder's final score in comparison with other final scores without identifying the other Bidders.

Topics a Bidder could have raised as part of the complaint process (Section 2.9) cannot be discussed as part of the debriefing conference, even if the Bidder did not submit a complaint.

Comparisons between proposals, or evaluations of the other proposals will not be allowed. Debriefing conferences may be conducted in person or on the telephone and will be scheduled for a maximum of thirty (30) minutes.

4.9. PROTEST PROCEDURE

A bid protest may be made only by Bidders who submitted a response to this RFP and who have participated in a debriefing conference. Upon completing the debriefing conference, the Bidder is allowed five business days to file a protest with the RFP Coordinator. Protests must be received by the RFP Coordinator no later than 4:30 p.m., local time, in Olympia, Washington on the fifth business day following the debriefing. Protests may be submitted by e-mail or by mail.

Bidders protesting this RFP must follow the procedures described below. Protests that do not follow these procedures will not be considered. This protest procedure constitutes the sole administrative remedy available to Bidders under this RFP.

All protests must be in writing, addressed to the RFP Coordinator, and signed by the protesting party or an authorized agent. The protest must state (1) the RFP number, (2) the grounds for the protest

with specific facts, (3) complete statements of the action(s) being protested, and (4) the relief or corrective action being requested.

4.9.1. Only protests alleging an issue of fact concerning the following subjects will be considered:

- A matter of bias, discrimination, or conflict of interest on the part of an evaluator;
- Errors in computing the score; or
- Non-compliance with procedures described in the RFP or HCA requirements.

Protests based on anything other than those items listed above will not be considered. Protests will be rejected as without merit to the extent they address issues such as: 1) an evaluator's professional judgment on the quality of a Proposal; or 2) HCA's assessment of its own needs or requirements.

Upon receipt of a protest, HCA will undertake a protest review. The HCA Director, or an HCA employee delegated by the HCA Director who was not involved in the RFP, will consider the record and all available facts. If the HCA Director delegates the protest review to an HCA employee, the Director nonetheless reserves the right to make the final agency decision on the protest. The HCA Director or his or her designee will have the right to seek additional information from sources he or she deems appropriate in order to fully consider the protest.

If HCA determines in its sole discretion that a protest from one Bidder may affect the interests of another Bidder, then HCA may invite such Bidder to submit its views and any relevant information on the protest to the RFP Coordinator. In such a situation, the protest materials submitted by each Bidder will be made available to all other Bidders upon request.

4.9.2. The final determination of the protest will:

- Find the protest lacking in merit and uphold HCA's action; or
- Find only technical or harmless errors in HCA's acquisition process and determine HCA to be in substantial compliance and reject the protest; or
- Find merit in the protest and provide options to the HCA Director, which may include:
 - Correct the errors and re-evaluate all Proposals; or
 - Issue a new solicitation document and begin a new process; or
 - Make other findings and determine other courses of action as appropriate.

If the protest is not successful, HCA will enter into a contract with the ASB(s), assuming the parties reach agreement on the contract's terms.

EXHIBIT A
CERTIFICATIONS AND ASSURANCES

I/we make the following certifications and assurances as a required element of the proposal to which it is attached, understanding that the truthfulness of the facts affirmed here and the continuing compliance with these requirements are conditions precedent to the award or continuation of the related contract:

1. I/we declare that all answers and statements made in the proposal are true and correct.
2. The prices and/or cost data have been determined independently, without consultation, communication, or agreement with others for the purpose of restricting competition. However, I/we may freely join with other persons or organizations for the purpose of presenting a single proposal.
3. The attached proposal is a firm offer for a period of 180 days following receipt, and it may be accepted by HCA without further negotiation (except where obviously required by lack of certainty in key terms) at any time within the 180-day period.
4. In preparing this proposal, I/we have not been assisted by any current or former employee of the state of Washington whose duties relate (or did relate) to this proposal or prospective contract, and who was assisting in other than his or her official, public capacity. If there are exceptions to these assurances, I/we have described them in full detail as redline edits within our response to Exhibit D, Draft Contract.
5. I/we understand that HCA will not reimburse me/us for any costs incurred in the preparation of this proposal. All proposals become the property of HCA, and I/we claim no proprietary right to the ideas, writings, items, or samples, unless so stated in this proposal.
6. Unless otherwise required by law, the prices and/or cost data which have been submitted have not been knowingly disclosed by the Bidder and will not knowingly be disclosed by him/her prior to opening, directly or indirectly, to any other Bidder or to any competitor.
7. I/we agree that submission of the attached proposal constitutes acceptance of the solicitation contents and the attached sample contract and general terms and conditions. If there are any exceptions to these terms, I/we have described those exceptions in detail on a page attached to this document.
8. No attempt has been made or will be made by the Bidder to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition.
9. I/we grant HCA the right to contact references and other, who may have pertinent information regarding the ability of the Bidder and the lead staff person to perform the services contemplated by this RFP.
10. If any staff member(s) who will perform work on this contract has retired from the State of Washington under the provisions of the 2008 Early Retirement Factors legislation, his/her name(s) is noted on a separately attached page.

We (circle one) **are / are not** submitting proposed Contract exceptions. (See Section 2.12, Contract and General Terms and Conditions.) If Contract exceptions are being submitted, I/we have included them within Exhibit D, Draft Contract.

On behalf of the Bidder submitting this proposal, my name below attests to the accuracy of the above statement. *If electronic, also include: We are submitting a scanned signature of this form with our proposal.*

Signature of Bidder

Title

Date

Exhibit B

DIVERSE BUSINESS INCLUSION PLAN

- | | |
|--|-----|
| Do you anticipate using, or is your firm, a State Certified Minority Business? | Y/N |
| Do you anticipate using, or is your firm, a State Certified Women's Business? | Y/N |
| Do you anticipate using, or is your firm, a State Certified Veteran Business? | Y/N |
| Do you anticipate using, or is your firm, a Washington State Small Business? | Y/N |

If you answered No to all of the questions above, please explain:

Please list the approximate percentage of work to be accomplished by each group:

- Minority ___%
- Women ___%
- Veteran ___%
- Small Business ___%

Please identify the person in your organization to manage your Diverse Inclusion Plan responsibility.

Name: _____

Phone: _____

E-Mail: _____

