**STATE OF WASHINGTON**
**Washington Department of Veterans Affairs (WDVA)**
**OLYMPIA, WASHINGTON**

**Request for Proposals**
**RFP NO. 2016-06**
**(Re-Issue of RFP 2016-001)**

**PROJECT TITLE: Enterprise Veterans Case Management System (EVCMS)**

**PROPOSAL DUE DATE: May 11, 2016, 4:00 PM Pacific Daylight Time, Olympia, WA, USA.**

**Emailed Proposals will be accepted. Faxed bids will not be accepted.**

**EXPECTED TERM FOR THE CONTRACT:**
**September 1, 2016 through June 30, 2017**

**The WDVA reserves the right to extend the contract for up to two additional one-year periods at the sole discretion of the WDVA.**

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

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# 1. INTRODUCTION

## 1.1. PURPOSE

The Washington State Department of Veterans Affairs, hereafter called "WDVA or AGENCY," is initiating this Request for Proposals (RFP) to solicit proposals from Vendors interested in participating on a project to provide services to develop and implement an Enterprise Veterans Case Management System (EVCMS) from mapped business requirements.

The Washington Department of Veterans Affairs is tasked to provide services to veterans who are Washington residents. This is accomplished through various programs such as outreach to connect veterans with their benefits, health services to veterans at our state-run veteran's homes, education and employment assistance, and innovating new approaches in order to reach more veterans.

The WDVA intends to award one contract to provide the services described in this RFP.

## 1.2. QUALIFICATIONS

Vendors not meeting the minimum qualifications will be rejected as non-responsive and will not receive further consideration. Any proposal rejected as non-responsive will not be evaluated or scored.

Minimum Qualifications:

- Vendors must be licensed to do business in the state of Washington within 30-business days upon notification of contract award.
- The proposed solution must be an existing solution with an established customer base.
- Vendor must have at least three (3) years of experience in providing services required within this RFP.
- The Vendor must host the application and data in data centers within the continental United States.

Preferred Qualifications:

- Application and data hosted in FedRAMP authorized government cloud.

## 1.3. FUNDING

The WDVA has budgeted an amount not to exceed Six Hundred Thousand Dollars ($600,000.00) for this project. Proposals in excess of $600,000.00 may be considered non-responsive and may not be evaluated. See Section 10 for more details on the cost proposal.

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

## 1.4. PERIOD OF PERFORMANCE

The period of performance of any contract resulting from this RFP is tentatively to start July 1, 2016, and end June 30, 2018. The WDVA reserves the right to extend the contract to accommodate the completion of the required work. Any Amendments extending the period of performance, if any, shall be at the sole discretion of the WDVA and must be accepted and executed no-later-than (NLT) 14 business days prior to the original expiration.

## 1.5. CONTRACTING WITH CURRENT OF 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. Vendors should familiarize themselves

with the requirements prior to submitting a proposal that includes current or former state employees.

## 1.6. DEFINITIONS

See Exhibit H, Definitions and Glossary located on page 84. This exhibit is provided for familiarization and use in understanding terms as you prepare your proposal as the terms are used throughout this RFP and within the referenced documents.

## 1.7. WASHINGTON ELECTRONIC BUSINESS SOLUTION (WEBS)

Vendors are solely responsible for:

- Properly registering with the Department of Enterprise Service's WEBS at http://www.des.wa.gov/services/ContractingPurchasing/Business/Pages/WEBSRegistration.aspx
- Maintaining an accurate Vendor profile in WEBS
- Downloading the solicitation consisting of the RFP with all attachments and exhibits related to the solicitation you are interested in proposing; downloading all current and subsequent amendments to the solicitation

To ensure receipt of all solicitation documents, the RFP for this solicitation must be downloaded from WEBS. Notification of amendments to the solicitation will only be provided to those Vendors who have registered with WEBS and have downloaded the RFP from WEBS. Failure to do so may result in a potential Vendor having incomplete, inaccurate, or otherwise inadequate information, or a Vendor submitting an incomplete, inaccurate, or otherwise inadequate proposal. Vendors and potential Vendors accept full responsibility and liability for failing to receive any amendments resulting from their failure to register with WEBS and download the RFP from WEBS, and hold the State of Washington harmless from all claims of injury or loss resulting from such failure.

## 1.8. ADA

The WDVA complies with the Americans with Disabilities Act (ADA). Vendors may contact the RFP Coordinator to receive this Request for Proposals in Braille or on tape.

## 2. INSTRUCTIONS FOR COMPLETING AND SUBMITTING PROPOSALS

### 2.1. RFP COORDINATOR

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

| | |
|---|---|
| Name | David Thatcher |
| Mailing Address | PO Box 41150, Olympia, WA 98504-1150 |
| Street Address | Washington State Department of Veterans Affairs<br>Attn: RFP Coordinator<br>1102 Quince Street S.E.<br>Olympia, WA. 98501-1150 |
| Phone Number | 360-725-9844 |
| Fax Number | 360-725-2197 |
| Email Address | davidth@dva.wa.gov |

**Table 1: RFP Coordinator Contact Information**

Any other communication will be considered unofficial and non-binding on the WDVA. Vendors 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 Vendor.

### 2.2. MANDATORY RESPONSE OVERVIEW

Vendors must complete a response to each mandatory section. Proposals may be disqualified for not completing proposal sections. Each mandatory item is noted with an (M).

In response to each RFP requirement, Vendors must clearly state whether or not their solution meets the requirement by providing a detailed description of how the proposed solution will meet the requirement and respond as requested. The Vendor will be scored based on how well the Vendor meets WDVA's requirements. Failure to meet an individual requirement may not be the basis for disqualification; however, failure to provide a response may be considered non-responsive and be the basis for disqualification of the proposal. A response of "not applicable" is a valid response.

### 2.3. ESTIMATED SCHEDULE OF PROCUREMENT ACTIVITIES

The dates listed below represent the projected procurement schedule. The WDVA reserves the right to change the schedule. Notification of amendments to the procurement schedule prior to Proposal due date will be sent electronically to all properly registered users of the Department of Enterprise Service's Washington Electronic Business Solution (WEBS) who downloaded this RFP from WEBS.

Changes to the Procurement Schedule after proposal Due Date may be communicated to all Vendors reflecting the change.

Specific schedule for RFP Evaluation:

| Activity/Event | Date/Time |
|---|---|
| Issue RFP document (Available for download from http://www.des.wa.gov/services/ContractingPurchasing/Business/Pages/WEBSRegistration.aspx | May 5, 2016 |
| **Deadline to Submit Vendor Complaints** | **4:00 PM PDT, May 9, 2016** |
| **Proposals due (M)** | **4:00 PM PDT, May 11, 2016** |
| Evaluate proposals | May 13-27, 2016 |
| Notification of Vendor Demonstrations, if required | June 7, 2016 |
| Vendor Demonstrations conducted with finalists, if required | June 20-21, 2016 |
| Announce "Apparent Successful Contractor" (ASC) and send notification via email to unsuccessful Vendors | June 30, 2016 |
| Requests for debrief conference(s) must be received from unsuccessful Vendors within five (5) business days of the ASC announcement. | July 7, 2016 |
| Debriefing conferences conducted as scheduled with unsuccessful Vendors. | TBD |
| Timeline to Negotiate contract (Anticipated.) Award Results Posted on WEBS. | July 1-August 31, 2016 |
| Begin contract work (Proposed) | September 1, 2016 |

**Table 2: Schedule for RFP Evaluation**

## 2.4. VENDOR'S COMMUNICATION RESPONSIBILITIES

Vendors will be responsible for communicating to the RFP Coordinator any issues, exceptions, additions or omissions concerning the solicitation on or before the Proposal due date and time. Where requirements appear to prohibit or restrict your firm's participation, an explanation of the issue with suggested alternative language should be submitted in writing to the RFP Coordinator by the deadline for Questions, Comments, and Complaints consistent with Section 2.3 Estimated Schedule of Procurement Activities. The solicitation process may continue. If changes result, written amendments will be made by the RFP Coordinator and provided by posting them on WEBS as indicated above.

## 2.5. REVISION TO THE RFP

In the event that it becomes necessary to revise any part of this RFP, notification of amendments to the procurement schedule prior to proposal due date will be sent electronically to all properly registered users of the Department of Enterprise Service's Washington Electronic Business Solution (WEBS) who downloaded this RFP from WEBS.

The Vendor is instructed to disregard any oral representations it may have received. Proposal evaluation will be based on the material contained in the RFP and any amendments to the RFP that have been issued.

The WDVA reserves the right to revise the RFP and/or to issue amendment(s) to the RFP. For this purpose, the answers to any questions that may be submitted to the RFP Coordinator, together with other pertinent information, shall be provided as an amendment to the RFP.

The WDVA also reserves the right to cancel or to reissue the RFP, in whole or in part, prior to the execution of a contract. In the event it becomes necessary to revise any part of the RFP, an amendment will be posted to WEBS prior to the due date.

If a conflict exists between amendments, or between an amendment and the RFP, the document issued last shall take precedence.

It is incumbent upon each potential Vendor to carefully examine these requirements, terms and conditions. Should any potential Vendor find discrepancies, omissions or ambiguities in this RFP, the Vendor shall at once request, in writing, an interpretation from the WDVA's RFP Coordinator. Any inquiries, suggestions or requests concerning interpretation, clarification or additional information shall be made, in writing, (including facsimile and email transmissions) to the WDVA's RFP Coordinator, as specified in Section 2.1, RFP Coordinator on page 11.

## 2.6. RIGHT TO MODIFY RFP SCOPE

The WDVA reserves the right to modify the scope of the project, including adding and deleting modular functionality throughout the procurement process. This will include adding or deleting specific modules/functional areas from the final procurement and resultant contract.

## 2.7. PROPRIETARY INFORMATION

Clearly mark every page of any portion(s) of your proposal which contains proprietary information. You may not mark the entire proposal as copyrighted, proprietary or confidential. Any proposal containing language which copyrights the proposal, declares the entire proposal to be confidential, or declares that the document is the exclusive property of the Vendor, will be disqualified and removed from consideration. If your proposal is successful and the WDVA receives a request to view or copy your proposal, the WDVA shall respond according to public disclosure procedures described in this RFP. However, if any information is marked as proprietary or confidential in your proposal, the WDVA shall not make that portion available without giving you an opportunity to seek a court order preventing disclosure. Your cost proposal is not proprietary.

## 2.8. PUBLIC DISCLOSURE

Proposals shall become the property of the WDVA. All proposals shall be deemed to be a public record as defined in RCW 42.56.001 to 42.56.903, "Public Records." Any proposal containing language which copyrights the proposal, declares the entire proposal to be confidential, declares that the document is the exclusive property of the Vendor, or is in any way contrary to state public disclosure laws or this RFP will be declared non responsive and removed from consideration.

RFPs are not disclosable prior to release to potential respondents.

With the exception of lists of prospective Vendors, the WDVA will not disclose RFP records until execution of the contract(s). At that time, all information about the competitive procurement is disclosable with the exception of:

- Proprietary/confidential portion(s) of the successful proposal(s), until the Vendor has an adequate opportunity to seek a court order preventing disclosure.

The WDVA will charge for copying and shipping any copies of materials requested as outlined in Chapter 468-06-090 Washington Administrative Code (WAC). Address requests for copying or inspecting materials to the RFP Coordinator named in this RFP.

The WDVA will retain RFP records in accordance with Washington State and WDVA Records Retention Schedules.

Any information in the proposal that the successful Vendor desires to claim as proprietary and exempt from disclosure under the provisions of RCW 42.56. 001 to 42.56.903 must be clearly designated. The particular exception from disclosure upon which the Vendor is making the claim and the RFP page it is found on must be identified. Each page claimed to be exempt from disclosure must be clearly identified by the word "Confidential" printed on the lower right hand corner of the page.

The WDVA will consider a Vendor's request for exemption from disclosure; however, the WDVA will make a decision predicated upon Chapter 42.56 RCW and chapter 236-48-123 of the Washington Administrative Code. Marking the entire proposal exempt from disclosure will not be honored and will be considered non-responsive and be disqualified for further consideration. The Vendor must be reasonable in designating information as confidential. If any information is marked as proprietary in the proposal, such information will not be made available until the affected Vendor has been given an opportunity to seek a court injunction against the requested disclosure.

## 2.9. RESPONSIVENESS

All proposals will be reviewed by the RFP Coordinator to determine compliance with administrative requirements and instructions specified in this RFP. The Vendor is specifically notified that failure to comply with any part of the RFP **will** result in rejection of the proposal as non-responsive

Vendor must respond to each question/requirement contained in this RFP that is designated Mandatory (**M**). Failure to comply with any applicable item may result in the Response being deemed non-responsive and disqualified.

The WDVA reserves the right to consider the actual level of Vendor's compliance with the requirements specified in this solicitation and to waive informalities in a Proposal. An informality is an immaterial variation from the exact requirements of the competitive solicitation, having no effect or merely a minor or negligible effect on quality, quantity, or delivery of the supplies or performance of the services being procured, and the correction or waiver of which would not affect the relative standing of, or be otherwise prejudicial to Vendors.

Each of the RFP requirements are numbered and titled. In each requirement title is a designation indicating how the Response will be evaluated:

For Mandatory requirements **(M)**, the Response must always provide the information being required to be responsive. These will be scored on a **P/F** basis.

For Mandatory and Scored **(M/S)** items, the Response must always provide the information being required and indicate explicitly whether or not the Vendor's proposed services meet the requirement, and describe how the proposed services will accomplish each requirement as it relates to the service(s) proposed.

Anything marked Optional **(O)** is not required and is at the Vendor's discretion.

## 2.10. ACCEPTANCE PERIOD

Proposals must provide 120 days for acceptance by the WDVA from the due date for receipt of proposals. Responses providing less than one-hundred twenty (120) days for acceptance by the WDVA from the due date set for receipt of proposals will be considered non-responsive and will be rejected.

Responses that do not address all areas requested by this RFP may be deemed non-responsive and may not be considered for a possible contract resulting from this RFP.

## 2.11. RECEIPT OF INSUFFICIENT COMPETITIVE PROPOSALS

If the WDVA receives only one (1) responsive proposal as a result of this RFP, the WDVA reserves the right to select and award the contract to the single Vendor.

## 2.12. MOST FAVORABLE TERMS

The WDVA 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 Vendor can propose. There will be no best and final offer procedure. The WDVA does reserve the right to contact a Vendor for clarification of its proposal.

The Apparent Successful Contractor should be prepared to accept this RFP and any subsequent Amendments and the Proposal response to be incorporated into the resulting Contract from this RFP. Contract negotiations may incorporate some or all of the Vendor's proposal. It is understood that the proposal will become a part of the official procurement file on this matter without obligation to the WDVA.

### 2.13. NO OBLIGATION TO CONTRACT

This RFP does not obligate the State of Washington or the WDVA to contract for service(s) or product(s) specified herein. The WDVA also reserves the right to cancel or to reissue the RFP in whole or in part, prior to execution of a contract.

### 2.14. COST TO PROPOSE

The WDVA will not be liable for any costs incurred by the Vendor in preparation of a proposal submitted in response to this RFP, in the conduct of a presentation, in facilitating site visits or any other activities related to responding to this RFP.

### 2.15. PROPOSAL REJECTIONS

The WDVA will make the sole determination of clarity and completeness in the responses to any of the provisions in this RFP. The WDVA reserves the right to require clarification, additional information and materials in any form relative to any or all of the provisions or conditions of this RFP.

### 2.16. NON-ENDORSEMENT AND PUBLICITY

In selecting a Vendor to supply an Enterprise Veterans Case Management System to the WDVA, the WDVA is not endorsing the Vendor's Products or Services, nor suggesting that they are the best or only solution to their needs.

No informational pamphlets, notices, press releases, research reports and/or similar public notices concerning this project, may be released by the Apparently Successful Vendor without obtaining prior written approval from the WDVA.

### 2.17. WAIVERS

The WDVA reserves the right to waive specific terms and conditions contained in this RFP. It shall be understood by Vendors that the proposal is predicated upon acceptance of all terms and conditions contained in this RFP, unless the Vendor has obtained such a waiver in writing from the WDVA prior to submission of the proposal. Such a waiver, if granted, will be granted to all Vendors.

### 2.18. PAYMENT ADVANCES

The Constitution of the State of Washington prohibits payments in advance for anticipation of receipt of goods or services. Vendors are paid after services and products are delivered and accepted.

### 2.19. COMMITMENT OF FUNDS

The Director of the WDVA or delegate is the only individual who may legally commit the WDVA 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.

## 2.20. ELECTRONIC PAYMENT

The Washington State Department of Enterprise Services (DES) maintains a central contractor registration file for Washington State agencies to use for processing contractor payments. This allows many contractors to receive payments by direct bank deposit. The successful Contractor shall register in the Statewide Payee Desk, prior to submitting a request for payment under the resulting Contract under this RFP.

To obtain registration materials go to http://www.des.wa.gov/services/ContractingPurchasing/Business/VendorPay/Pages/default.aspx. The form has two parts: Part 1 is the information required to meet the above registration condition. Part 2 allows the state to pay invoices electronically with direct deposit and is the state's most efficient method of payment and you are encouraged to sign up for this form of payment.

## 2.21. WORKER'S COMPENSATION COVERAGE

The Vendor 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. Neither the State of Washington nor the WDVA will be held responsible in any way, for claims filed by the Vendor or their employees for service(s) performed under the terms of the contract awarded from this RFP.

## 2.22. MINORITY AND WOMEN-OWNED BUSINESS PARTICIPATION (O)

In accordance with the legislative findings and policies set forth in RCW 39.19, the State of Washington encourages participation in all of its Contracts by Minority and Women Owned Business Enterprise (MWBE) firms either self-identified or certified by the Office of Minority and Women's Business Enterprises (OMWBE). While the state does not give preferential treatment, it does seek equitable representation from the minority and women's business community.

Participation may be either on a direct basis in response to this Solicitation or as a Subcontractor to a Contractor. However, unless required by federal statutes, regulations, grants, or Contract terms referenced in the original Solicitation, no preference will be included in the evaluation of Proposals, no minimum level of OMWBE participation shall be required as condition for receiving an award, and Proposals will not be evaluated, rejected or considered non-responsive on that basis.

Any affirmative action requirements set forth in federal regulations or statutes included or referenced in the original Solicitation will apply. Vendors may contact Office of Minority and Women's Owned Business Enterprises (OMWBE) to obtain information on certified firms for potential sub-contracting arrangements. Nothing in this section is intended to prevent or discourage Vendors from inviting others from participation from non-MWBE firms as well as MWBE firms.

Vendors who are MWBE or intend to use MWBE Subcontractors are encouraged to identify the participating firm.

For this type of project the established annual procurement participation goals for MBE is 10% and for WBE, 4%. These goals are voluntary. For information on certified firms, Vendors may contact OMWBE at 360-753-9693 or http://www.omwbe.wa.gov.

## 2.23. VETERAN-OWNED BUSINESS PARTICIPATION (O)

In accordance with Executive Order 13-01, the Governor of the state of Washington encourages participation in all of its contracts by firms certified by the Washington State Department of Veterans Affairs under 43.60A RCW.

Participation may either be on a direct basis in response to this solicitation or on a Subcontractor basis. Prime contractors are encouraged to include goals for participation by veteran-owned businesses. However, no preference will be included in the evaluation of proposals, no minimum level of Veteran Owned Business participation shall be required as a condition for receiving an award and proposals will not be rejected or considered non-responsive on that basis.

Nothing in this section is intended to prevent or discourage Vendors from inviting others for participation from non-veteran owned firms as well as veteran-owned firms.

Vendors who are Veteran Owned Businesses or intend to use Veteran Owned Business. Subcontractors are encouraged to identify the participating firm.

The established annual procurement participation goal is 5 percent. This goal is voluntary. Vendors may contact the WDVA at 1-800-562-0132 option '1' or visit www.dva.wa.gov to obtain information on certified firms.

## 2.24. INSURANCE COVERAGE

The Vendor is to furnish the WDVA 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 Vendor shall, at its own expense, obtain and keep in force insurance coverage which shall be maintained in full force and effect during the term of an awarded contract. The Vendor shall furnish evidence in the form of a Certificate of Insurance that insurance shall be provided, and a copy shall be forwarded to the WDVA within fifteen (15) days of the contract effective date.

### 2.24.1. Liability Insurance

#### 2.24.1.1. Commercial General Liability Insurance

Contractor 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 shall be at least twice the "each occurrence" limit. CGL insurance shall have products-completed operations aggregate limit of at least two times the "each occurrence" limit. CGL insurance shall be written on ISO occurrence from CG 00 01 (or a substitute form providing equivalent coverage). All insurance shall 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 Contractor is responsible for ensuring that any subcontractors provide adequate insurance coverage for the activities arising out of subcontracts.

#### 2.24.1.2. Business Auto Policy

As applicable, the Contractor 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 shall cover liability arising out of "Any Auto." Business auto coverage shall be written on ISO form CA 00 01, 1990 or later edition, or substitute liability form providing equivalent coverage.

#### 2.24.1.3. Employers Liability ("Stop Gap") Insurance

In addition, the Contractor shall buy employer's 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.

### 2.24.2. Additional Provisions

Above insurance policy shall include the following provisions:

#### 2.24.2.1. Additional Insured

The state of Washington, Washington State Department of Veterans Affairs, its elected and appointed officials, agents and employees shall be named as an additional insured on all general liability, excess, umbrella and property insurance policies. All insurance provided in compliance with this contract shall be primary as to any other insurance or self-insurance programs afforded to or maintained by the state.

#### 2.24.2.2. Cancellation

State of Washington, Washington State Department of Veterans Affairs, shall 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 shall give the State 45 days advance notice of cancellation or non-renewal. If cancellation is due to non-payment of premium, the State shall be given 10 days advance notice of cancellation. Insurers subject to 48.15 RCW (Surplus lines): The State shall be given 20 days advance notice of cancellation. If cancellation is due to non-payment of premium, the State shall be given 10 days advance notice of cancellation.

#### 2.24.2.3. Identification

Policy must reference the State's contract number and the AGENCY name.

#### 2.24.2.4. Insurance Carrier Rating

All insurance and bonds should be issued by companies admitted to do 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 shall be reviewed and approved by the WDVA, 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.

#### 2.24.2.5. Excess Coverage

By requiring insurance herein, the State does not represent that coverage and limits will be adequate to protect Contractor, and such coverage and limits shall not limit Contractor's liability under the indemnities and reimbursements granted to the state in this contract.

## 2.25. POST-AWARD CONFERENCE (IF REQUIRED)

The Apparently Successful Contractor may be required to attend a post award conference scheduled by the RFP Coordinator to discuss contract performance requirements. The time and place of this conference will be scheduled upon notification of contract award.

## 2.26. SITE SECURITY

While on Purchaser's premises, Contractor, its agents, employees, or Subcontractors shall conform in all respects with physical, fire, or other security regulations.

# 3. MANDATORY PROPOSAL INSTRUCTIONS

## 3.1. (M) PROPOSAL REQUIREMENTS

The electronic response must be on eight and one-half by eleven inch (8 ½" x 11") plain white paper with each major section of the proposal separated by a blank page or tab. Font shall be an English legible regular business font style and size 12.

The eight major sections (M) of the proposal are to be submitted in the order noted below:

Letter of Submittal (**signed**) including signed Certifications and Assurances (Exhibit A), with Exceptions to the Sample Contract (Exhibit D) attached

Financial and Vendor Business Requirements (Section 4)

Business References, **signed** (Section 5) using Exhibit B

Management Proposal (Section 8)

Technical Proposal (Section 9) with Exhibit G

Best Value (Section 11)

Cost Proposal using Exhibit E

IT Security Proposal using Exhibit F

Responses must provide information in the same order as presented in this document with the same headings. This will not only be helpful to the evaluators of the proposal, but should assist the Vendor in preparing a thorough response.

Items in sections marked "mandatory" must be included as part of the response for the response to be considered responsive, however, these items are not scored. Items marked "scored" are those that are awarded points as part of the evaluation conducted by the evaluation team.

## 3.2. (M) SIGNATURES

The Submittal Letter, Exhibit A, State Certifications and Assurances, and Exhibit B, Vendor's Business References, on page 63, must be signed (in blue ink) and dated by a person authorized to legally bind the Vendor 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. All required original signatures must be in blue ink only.

## 3.3. (M) LETTER OF SUBMITTAL

The Letter of Submittal and the attached Certifications and Assurances form (Exhibit A in this RFP) must be signed (in blue ink) and dated by a person authorized to legally bind the Vendor to a contractual relationship, e.g., the president or executive director of a corporation, the managing partner of a partnership, or the proprietor of a sole proprietorship. Attach the Certifications and Assurances form to the Letter of Submittal. Along with introductory remarks **that indicate the Vendor will be bound by the terms of the RFP**, the Letter of Submittal is to include by attachment, if necessary, the following information about the Vendor and **any proposed subcontractors**:

### 3.3.1. Company Information

State the name of the company, address, phone number, fax number, email address, legal status of entity (ownership), number of business locations and year entity was established as it now substantially exists, principal place of business, the legal entity or individual with whom contract would be written.

#### 3.3.2. Principals

Name, address, email, and telephone number of each principal officer (President, Vice President, Treasurer, Chairperson of the Board of Directors, etc.)

#### 3.3.3. Legal Status

Legal status of the Vendor (sole proprietorship, partnership, corporation, etc.) and the year the entity was organized to do business as the entity now substantially exists.

#### 3.3.4. Tax Identifier

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 Vendor does not have a UBI number, the Vendor must state that it will become licensed in Washington within thirty (30) calendar days of being selected as the Apparently Successful Contractor.

#### 3.3.5. Vendor Location

Location of the facility from which the Vendor would operate.

#### 3.3.6. State and Former State Employees as Board Members

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 Vendor's organization. If following a review of this information it is determined by the WDVA that a conflict of interest exists, the Vendor may be disqualified from further consideration for the award of a contract.

#### 3.3.7. Minimum Qualifications

Describe briefly how your firm meets each minimum qualification in Section 1.2 on page 9.

#### 3.3.8. Authorized Representative

Identify an Authorized Representative who will be the principal point of contact for the WDVA for the duration of this RFP process.

### 3.4. (M) STATEWIDE VENDOR STATUS

Each Vendor must indicate in the submittal letter and as a condition of contract award that they will register with the Washington State Department of Enterprise Services (DES) as a statewide Vendor within ten (10) business days of notification of contract award.

### 3.5. (M) SUBMISSION OF PROPOSALS

To be responsive Vendors must have Proposal received by the RFP Coordinator no later than **May 11, 2016, 4:00 PM Pacific Daylight Time, Olympia, WA, USA.**

To be considered responsive to the RFP due date, vendor is to submit Proposal electronically as an attachment to an email to the RFP Coordinator, at the email address listed in Section 2.1, RFP Coordinator on page 11.

Attachments to email shall be in Microsoft Word 2003 or newer format, Excel 2003 or newer format or PDF (except where noted that it must be a specific format). Zipped files are not acceptable for submission of responses.

The cover submittal letter and the Certifications and Assurances form **and Exhibit B** must have a scanned original (in blue ink) signature of the individual within the organization

authorized to bind the Vendor to the offer. The WDVA does not assume responsibility for problems with Vendor's email. If the WDVA's email is not working, appropriate allowances will be made. The RFP Coordinator shall send an email notice acknowledging receipt of each Vendor's Proposal. The date and time of the electronic submittal is controlling.

Responses may not be transmitted using facsimile transmission. Electronic submissions received late **will** not be accepted and **will** be automatically disqualified from further consideration. All responses and any accompanying documentation will not be returned as they become the property of the WDVA.

Proposals must be legible and completed in ink or with electronic printer or other similar office equipment, and properly signed by an authorized representative of the Vendor. Proposals must be submitted in the format described in the solicitation. All changes and/or erasures shall be initialed in ink. Unsigned Proposals **will** be rejected unless satisfactory evidence was submitted clearly establishing the Vendor's desire and intent to be bound by the Proposal. Incomplete or illegible Proposals **will** be rejected.

Note: Vendors are encouraged to use double-sided printing and recyclable materials. Vendors are highly encouraged to refrain from submitting hard copy Proposals in 3-ring binders, spiral bindings, and/or other non-recyclable presentation folders.

### 3.6. (M) CONTRACT AND GENERAL TERMS AND CONDITIONS

The Apparent Successful Contractor will be expected to enter into a contract, which is substantially similar to the sample contract and its general terms and conditions attached as Exhibit C, Sample contract, on page 64. In no event is a Vendor to submit its own standard contract terms and conditions in response to this solicitation. The Vendor may submit exceptions as allowed in Exhibit A, State Certifications and Assurances, to this solicitation.

All exceptions to the contract terms and conditions must be submitted as an attachment to Exhibit A, State Certifications and Assurances form. Vendor shall use Exhibit D, Exceptions to Sample Contract, on page 82, to identify all exceptions. The WDVA will review requested exceptions and accept or reject the same at its sole discretion. Usually only minor modifications and/or additions will be open to negotiation; however, due to the nature of services being provided we will consider/negotiate additional industry standard terms and conditions that would be offered by the Vendor for inclusion in the contract.

# 4. (M) FINANCIAL AND VENDOR BUSINESS REQUIREMENTS

## 4.1. SECTION REQUIREMENTS

All items identified in Section 4 are mandatory (**M**). Vendors must provide all information requested in Section 4. Proposals that do not provide all of the requested information and do not follow the required format shall be disqualified. The section numbers and titles must be restated in Vendor's Proposal.

## 4.2. (M) VENDOR FINANCIAL INFORMATION

The Vendor must provide all information requested in the exact order specified below. This section is scored on a pass/fail basis. Failure to respond to any mandatory requirements will be viewed as non-responsive and the Proposal may be disqualified.

### 4.2.1. (M) Financial Statements

The Vendor must provide the last three (3) years of comparative financial statements or annual reports with the name, address and telephone number of a contact in the company's principal financing or banking organization.

### 4.2.2. (M) Alternatives for Non-Public Corporations

If the Vendor is not a publicly held corporation, it must comply with this section by providing the following information:

#### 4.2.2.1. (M) Business Description

Describe the proposing organization, including size, longevity, client base, areas of specialization and expertise and any other pertinent information in such a manner that would enable Proposal evaluators will determine the stability and financial strength of the organization.

#### 4.2.2.2. (M) Banking Reference

Provide a reference from the company's current bank.

Provide a credit rating report and name the rating service. The credit rating report must identify the credit rating score.

### 4.2.3. (M) Federal Employer Tax Identification (TIN) Number

The Vendor must provide its Vendor's Federal Employer Tax Identification number and the Washington Uniform Business Identification (UBI) number issued by the State of Washington Department of Revenue.

### 4.2.4. (M) Washington Uniform Business Identification (UBI) Number

The Vendor must provide its UBI number. A UBI number is a nine-digit number that registers you with several state agencies and allows you to do business in Washington State. A UBI number is sometimes called a tax registration number, a business registration number, and a business license number. Please visit the Washington State Department of Revenue's website below for more information on business registration requirements.

http://dor.wa.gov/Content/DoingBusiness/RegisterMyBusiness/Default.asp

If you do not have a UBI number, you must indicate in your response to this section **"<Vendor Name> confirms that we will register for a UBI number within thirty (30) business days of notification of contract award"**.

## 4.3. (M) BUSINESS DESCRIPTION AND ORGANIZATION

The Vendor must provide all information requested.

### 4.3.1. (M) Business Identification

The Vendor must provide an overview of the Vendor, including but not limited to the following:

#### 4.3.1.1. Vendor's Identification

Vendor's name and address and main business location

#### 4.3.1.2. Location

State the location of the facility from which the Vendor would operate, the telephone, fax and email address

#### 4.3.1.3. Start-Up Date

Vendor's start-up date, a minimum of three (3) years' experience performing this type of work is required.

#### 4.3.1.4. Vendor's Expertise, Skills, Clients and Services

Summary of Vendor's pertinent expertise, skills, client base and services that are available for this project

### 4.3.2. (M) Company Officers

The Vendor must provide the names, addresses and telephone numbers of principal officers (President, Vice President, Treasurer, Chairperson of the Board of Directors, etc.).

State the name, the title or position, address, email address, fax and telephone numbers of the individual who would have primary responsibility for the project resulting from this RFP. Disclose who within the Vendor organization will have prime responsibility and final authority for the work under the proposed contract. Name other individuals providing service on the project.

### 4.3.3. (M) Legal Status

The Vendor must specify the legal status of the Vendor (sole proprietorship, partnership, corporation, etc.) and the year the entity was organized to do business, as the entity now exists.

### 4.3.4. (M) Previous State Contracts

If the Vendor or any party named previously contracted with the State of Washington during the past 24 months, the Vendor must indicate the name of the State agency, the contract number and describe the work and/or provide other information available to identify the contract.

### 4.3.5. (M) Former Employee Status

If any employee of the Vendor or Subcontractor was an employee of the State of Washington during the past 24 months, or is now an employee of the State of Washington, the Vendor must identify the individual by name, State agency previously or currently employed by, job title or position held, and separation date.

### 4.3.6. (M) Sub-Contracting

If any functions will be performed by a subcontractor (any person not in the full time employ of the Vendor or consulting Vendor and who will act as primary Vendor in providing the external consulting services), **submit complete resumes on subcontractors (of all participating staff)** and the subcontractors' resume(s) will display the word "**SUB-CONTRACTOR**" in bold letters clearly printed across the top of the first page. In addition, supply the subcontractor's response to the information requested in Sections 4.1 and 4.2.

### 4.3.7. (M) Contract Terminations

If the Vendor or any of their subcontractor(s) has had a contract terminated for default in the last five (5) years, describe such incident. Termination for default is defined, as notice to stop performance due to the Vendor's non-performance or poor performance and the issue of performance was either not litigated due to inaction on the part of the Vendor, or (b) litigated and such litigation determined that the Vendor was in default.

Submit full details of the terms for default. Identify the other party, its name, address, and telephone number. Present the Vendor's position on the matter. The WDVA will evaluate the facts and may, at its sole discretion, reject the Proposal on the grounds of the past experience.

If the Vendor or any of their subcontractor(s) has experienced no such termination for default in the past five (5) years, indicate accordingly.

### 4.3.8. (M) Insurance

#### 4.3.8.1. (M) Proof of Insurance

Each Vendor must indicate in the submittal letter and as a condition of contract award, that they will provide proof of insurance from the Vendor's insurance carrier, outlining the extent of the Vendor's liability coverage.

The Vendor shall, at its own expense, obtain and keep in force liability insurance during the term of the contract. The Vendor shall furnish evidence to the WDVA within fifteen (15) days of receipt of notice of award, in the form of a Certificate of Insurance that insurance will be provided.

#### 4.3.8.2. (M) Liability Insurance

The Vendor shall at all times during the term of the contract carry and maintain insurance as defined herein. The Vendor must state that they currently hold insurance that meets or exceeds the limits set forth in the sample contract or they agree to acquire the necessary insurance within fourteen (14) working days of contract execution.

#### 4.3.8.3. (M) Additional Provisions

The required insurance policies shall include the following provisions:

##### 4.3.8.3.1. Additional Insured

The State of Washington and all authorized contract users shall be specifically named as an additional insured on all policies. All policies shall be primary over any other valid and collectable insurance.

#### 4.3.8.3.2. Material Changes

A forty-five (45) calendar day written notice shall be given to the State prior to termination of or any material change to the policy(ies) as it relates to this contract, provided that thirty (30) calendar days written notice shall be given for surplus line insurance cancellation for nonpayment of premiums. Such notice shall not be less than ten (10) calendar days prior to such date.

#### 4.3.8.3.3. Identification

Policy must reference the State's contract number and name the WDVA.

#### 4.3.8.3.4. Insurance Carrier Rating

An insurance company authorized to do business within the state of Washington shall issue the insurance required above. Insurance is to be placed with a carrier that has a Best's rating of A- or higher. The risk manager for the state of Washington must approve any exception.

#### 4.3.8.3.5. Excess Coverage

The limits of all insurance required to be provided the Vendor shall be no less than the minimum amounts specified. However, coverage in the amounts of these minimum limits shall not be construed to relieve the Vendor from liability in excess of such limits.

### 4.4. (O) OMWBE CERTIFICATION

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.

### 4.5. (O) VETERAN OWNED BUSINESS COSTS

Include proof of certification by the Washington State Department of Veterans Affairs under 43.60A RCW, if certified Veteran Owned Business(s) will be participating on this project.

## 5. BUSINESS REFERENCES

### 5.1. (M) VENDOR MUST PROVIDE BUSINESS REFERENCES

The Vendor must supply names, addresses and telephone numbers of a minimum of three (3) (may provide up to five (5) references) satisfied customers from governmental agencies for which the Vendor has completed similar work within the last three (3) years. Include a brief description of the type of service provided. All customer references should be of comparable size and complexity to the WDVA project. The Vendor must grant permission to the WDVA to independently contact the references at the WDVA's convenience **by signing each reference page**. Do not include current WDVA staff as references. Exhibit B on page 63 provides a worksheet that must be completed for each of the references.

### 5.2. (M) VENDORS RECENT AND RELEVANT EXPERIENCES

The Vendor must also provide a brief description for three (3) relevant experiences in the past 36 months in providing consultancy, analysis, technologies, software, hardware services for implementing an EVCMS system as presented in this RFP. The Vendor must demonstrate at a minimum at least three (3) years of substantial experience in providing consultancy, analysis, technologies, and software and hardware services for implementation of EVCMS processes in sufficient detail to demonstrate to the WDVA their capability.

# 6. WDVA BACKGROUND

## 6.1. WDVA BACKGROUND AND CONCEPTS

### 6.1.1. Project Background

#### 6.1.1.1. Overview

The Washington State Department of Veteran Affairs is issuing this RFP to solicit Proposals/bids from qualified consulting firms, such as, software project management firms, that would be interested in participating in a project to develop and implement an EVCMS.

The WDVA, working collaboratively with the Department of Social and Health Services (DSHS) and the Health Care Authority (HCA), has 182 programs assisting in connecting veterans to their benefits, finding stable long-term housing solutions, and receiving other supportive activities services. These programs generate numerous metrics-based documents and payments by the WDVA, HCA, and DSHS staff. The current workflow for managing these documents is a stove-piped manual process based on using Excel Spreadsheets, networked data drives, SQL servers, Survey Monkey, and email. (See organization chart at: http://www.dva.wa.gov/about-wdva/rfp. This file is: Organization Chart.pdf.)

Over the past few years, many partner state agencies have automated their Client Management System, but the WDVA has not. There have been changes in structure and organization of many state agencies, and federal, state, and local laws have changed the way veteran services are provided. In addition, new technology is available since the first data spreadsheets were developed by the WDVA staff. The WDVA believes it has reached a critical juncture necessitating an assessment of the current business processes and how well it is, or is not, in meeting the evolving needs of veterans.

In response to the challenge of collaboration and managing client information, the WDVA is committed to implementing an EVCMS using Platform as a Service or Software as a Service (XaaS/SaaS) and developing a multi-phased assessment and implementation plan for the Veteran Services and Behavioral Health Division with funding approved in the Washington State Biennium Budget for FY16-17.

#### 6.1.1.2. Phase I

September – November 2013, Strategic Technology Integration Plan – Complete

In November 2013, the DVA completed the Strategic Technology Integration Plan assessment and process mapped most of the existing Veteran Services and Behavioral Health business processes. (Note: An Executive Summary of this project is available for review. Interested Vendor's desiring this PDF document are to submit an email to the RFP Coordinator to request a copy.)

#### 6.1.1.3. Phase II

April 2015 - September 2015 – Mapping Business Processes for Washington State's Interagency Veteran Programs - Complete

Since the completion of Phase I in November 2013, the WDVA has increased services through grants and contracts and other programs have been modified to meet new federal, state, and local requirements. Veteran Services and Behavioral Health Division conducted a review of the previous mapping efforts and compared these to existing requirements and determined there are additional programs that need mapping or require updates.

In June 2015, an external contractor was engaged to provide the following contractual deliverables for Phase II:

- Detailed Work Plan and Schedule
- DVA-HCA DVA-DSHS Data Exchange Report
- Federal Authoritative Data Report
- Veteran Homeless Programs Assessment and Recommendations
- Data Infrastructure Report
- Crosswalk Report
- Process Assessment and Recommendations
- Business Process Management Requirements
- Implementation Recommendations and Plan

Among these deliverables were 85 as-is (current state) documented business processes, the 513 business and technical requirements noted above, and 29 as-is and to-be Business Entity Models. See Section 6.3.3 on page 39 for more information on the as-is business processes. See Section 6.3.4 on page 39 for more information on the to-be Business Entity Models.

#### 6.1.1.4. Phase III

This Project is to implement an EVCMS using a platform approved for use by WA State agencies under WA State IT Security Standards.

The WDVA requested funding for an EVCMS in the 2016-17 biennium budget which was approved, thus paving the way for the WDVA to design/build/deploy/train users to replace what is currently a manual, paper-based process with a cloud-based EVCMS as part of the larger WDVA automation improvement plan.

This project supports the WDVA strategic plan to increase veteran access to their benefits, reduce veteran homelessness, and serve more veterans by developing innovative approaches, and improve customer service.

### 6.1.2. Project Objectives

The objectives of this contract are:

- The development and implementation of a comprehensive EVCMS serving all programs in the Veteran Services and Behavioral Health Division;
- Enhanced information sharing and collaboration among the various programs and teams of the Veteran Services and Behavioral Health Division;

- Improve the customer experience by streamlining program intake and applications and providing for the timely delivery of program services;
- Automation of all major business processes and workflow;
- Automation of all reporting requirements related to program outcome metrics as determined by individual program objectives;
- Improved client data quality by creating a single client record across all programs and services;
- Interface possibility for future systems as described in Section 7.3.8 on page 46.

### 6.1.3. Vision

At the end of this systems design, the contractor solution should:

- Be designed for implementation on a platform approved for use by WA State agencies under Washington State IT Security Standards. (i.e., Service Now, Salesforce, etc.).
- The solution must support increased data capacity without degradation in performance.
- The solution must support increased users without degradation in performance.
- Maintenance and support requirements will be negotiated in a service level agreement for the solution.
- Desk level training delivered to all EVCMS users.

### 6.1.4. Scope

The contract is to provide the services described below:

- The Veteran Services and Behavioral Health Divisions are the primary divisions of the WDVA that will be using the EVCMS. The EVCMS will serve as the primary client relationship management tool for the divisions and will have approximately 80 end users in 8-10 locations.

### 6.1.5. Priorities

The priorities for Phase III are reflected in the Business and Technical Requirements in two dimensions:

- Requirement Priority – For the 513 business and technical requirements, the WDVA project team determined the priority of each using the following values: Nice to Have; High, Medium, and Low. See column F in Exhibit G.
- Implementation Phase – The team also slotted requirements into one of three Implementation Phases. See column G in Exhibit G. This was strictly for planning purposes and it informs Vendors of our priorities in implementing features of EVCMS that support the corresponding requirements. The WDVA acknowledges that the Vendors' recommendations for the implementation phase of numerous business and technical requirements may differ from our predetermined recommendations based on the development of solution features and functionality. We encourage vendors, in developing their Proposals, to make their own recommendations as to the implementation phases of the requirements.

### 6.1.6. Current System Overview

This section describes as-is systems and applications that are in use at the WDVA. It is not an exhaustive list, but describes only those systems in the Veterans Services division that

are germane to this RFP and to the future EVCMS. Applications and systems that are for informational purposes only are explicitly stated as such below.

#### 6.1.6.1. Desktop Automation Solutions

The WDVA utilizes the Microsoft Office Suite of applications, including Outlook, Word, Excel, PowerPoint, Access and Project. By far Excel and Word are the two tools that program management and staff rely on daily. Practically all program assets—from program client applications to client tracking—are managed using these two application.

The WDVA staff also utilize PDF forms. The vast majority of PDF use is to create PDF documents from Microsoft application. However, some staff have more capable Adobe products (i.e., Acrobat Pro) in order to design PDF forms.

#### 6.1.6.2. Case Management Solutions

Vendors shall have an unambiguous understanding in this RFP, the WDVA does not today utilize any purpose-built case management, or workflow, solutions.

#### 6.1.6.3. Certificate of Discharge Database

The WDVA Veterans Services currently utilizes a Microsoft SQL Server Database instance that was designed and implemented in-house. The application that accesses the database is implemented in Access 2010. This database holds information received from veterans' Certificate of Release or Discharge from Active Duty forms—known as DD Form 214 (herewith DD214)—that the WDVA receives from the Department of Defense's (DoD's) Defense Manpower Data Center (DMDC). DMDC sends hardcopy DD214s to the WDVA on a constant basis. Forms are mailed via US Postal Service when a sufficient number of forms are in the WDVA queue.

The hardcopy DD214 is actually eight pages: the original (copy 1), plus seven copies. The WDVA receives Copy 6, as do all other State Director of Veterans Affairs where veterans have indicated to which, if any, State VA office they want Copy 6 delivered. Once hardcopies are logged into the WDVA's Central Office, the Service Center's staff enters the information into the Certificate of Discharge database.

DMDC will phase out mailing the hardcopy DD214 forms to the WDVA and other state veteran agencies in 2016 and in its place state veteran agencies will have access to a secure website named Certificate of Release Discharge Information Reporting System (CRDIRS). CRDIRS will allow the WDVA to download data on new veterans in a Comma-Separated Value (CSV) file instead of receiving the hardcopy DD214, allowing the WDVA to import this data directly to its current DD214 database.

It is the intent of the WDVA to phase out the current DD214 database and import these CSV files directly into EVCMS on a recurring basis, in addition to migrating the existing DD214 database data. The WDVA is one of the eight state veteran's agencies that is part of the CRDIRS nationwide pilot and currently has access to CRDIRS, although the current CSV files it receives are incomplete because not all branches and components of DOD are included yet. Once all DOD branches and components are included in CRDIRS then DMDC will discontinue

mailing the hardcopy DD214 and CRDIRS will be the only method of receiving new DD214 data.

#### 6.1.6.3.1. Database Size

At the current writing (November 2015):

- Number of unique client records today: 5,000
- Projected number of unique client records on July 1, 2016: 12,000

#### 6.1.6.4. Database Structure

A logical data model is available for Vendors to gain an understanding of the structure of data that must be migrated to the EVCMS (see (M) Data Migration and Data Migration Requirements in Section 7.3.7on page 46). This file is:

SQL2014CertificateofDischargeLogicalDataModel v2.pdf

This document is made available at: http://www.dva.wa.gov/about-wdva/rfp .

### 6.1.7. Imaged Certificate of Discharge Documents

The WDVA's Olympia Service Center also uses its Sharp MX-4111N copy/scanner system to electronically scan Certificate of Discharge forms that are also entered into the Certificate of Discharge Database as noted in Section 6.1.6.3 above. Scanned Certificates of Discharge are saved to PDF—one veteran form to one PDF file[1]. The PDF file naming scheme is unique to the client.

- Number of imaged records today (November 2015): 52,000
- Number of hardcopy backlog today (yet to be imaged): Approximately 20,000
- Projected number of imaged records on July 1, 2016: 72,000
- Number of hardcopy backlog on July 1, 2016 (yet to be imaged): Approximately 7,000

### 6.1.8. Miscellaneous State and Federal Systems

The WDVA staff uses numerous state and federal applications and portals in the course of performing their work. These systems are included for informational purposes only. None of these systems will require an interface to the EVCMS.

Federal systems that certain WDVA staff accesses are:

- eBenefits - A web-based portal that is the result of a collaboration between the Department of Veterans Affairs (VA) and the Department of Defense (DOD).
- eGrants - An online system supported by the federal Corporation for National and Community Service.
- MAP-D - Modern Award Processing Development (MAP-D) is an application in use at the VBA since 2003. MAP-D is designed to facilitate the development phase of claims processing, give federal veterans service representatives (VSRs) one tool to use to perform this work, and automate steps wherever possible.

[1] Veterans may have multiple DD214s over the course of their military careers. Corrections to an individual DD214 are sent to WDVA. These are known as form *DD215*.

- SHARE - A Microsoft Windows®-based application which is utilized by the VBA's Regional Offices (RO) to access the Beneficiary Inquiry Records Locator System (BIRLS), Compensation and Pension (C&P) Master Records, Pending Issue File (PIF), Payment History File (PHF), corporate database, Social Security Administration, and COVERS records.
- Stakeholder Enterprise Portal (SEP) - A portal to web-based systems, information and services accessed on behalf of Veterans and the Department of Veterans Affairs (VA) by external stakeholders, business partners and service providers (i.e. Veterans Service Organizations (VSOs)).
- Veterans Appeals Control and Locator System (VACOLS) - Allows on-line tracking of claims appeals.
- Veterans Benefits Management System (VBMS) - One of the new VBA tools in use at the Veterans Affairs Regional Offices (VAROs) to help process veterans' claims faster and with less errors. It is a web-based, electronic claims processing portal created to give VA the ability to process claims paper-free. It is helping VBA move from a paper-based claims process to a digital one.
- Virtual VA (VVA) - A web-based solution that provides electronic folders for claims processing through imaging, document management technologies, and integration with output capabilities of several other VA systems.

State of Washington agency systems that certain WDVA staff accesses are:

- ACES - ACES is an acronym for the Automated Client Eligibility System. This system is used by the State of Washington's Department of Social and Health Services. ACES supports the operations of the department by integrating DSHS programs under a single, client-based, on-line system. The ACES system is a tool for determining eligibility, issuing benefits, management support, and sharing of data between agencies.
- AFRS - The AGENCY Financial Reporting System (AFRS) is Washington State's central hub for accounting information.
- TARGET - Treatment and Assessment Report Generation Tool (TARGET) used by program case workers. A Division of Behavioral Health and Recovery tool. The Division of Behavioral Health and Recovery (DBHR) is part of the Behavioral Health and Service Integration Administration (BHSIA). BHSIA is an administration within DSHS.

### 6.1.9. WDVA Mission

The WDVA is a cabinet level executive agency that serves approximately 600,000 veterans and their family members in the State of Washington. The WDVA also provides direct services to active duty military service members who are transitioning from the military and National Guard and Reserves.

- Vision: All Washington Veterans and their families are connected to their earned benefits
- Mission: Serving Those Who Served
- The WDVA Way: We
    - Inspire each other
    - Value everyone
    - Earn trust by being honest and professional
    - Attract and retain the best people
    - Conduct ourselves in a safe manner

    - Share information and seek clarification when needed
- Goals:
    - Outreach and Access: Provide information and opportunities for veterans to connect to their earned benefits
    - Quality Health Services: Provide quality care and services in our veterans homes
    - Education and Employment: Help veterans prepare for and achieve family wage jobs
    - Continuous Improvement: Serve more veterans by developing innovative approaches
    - Exceptional Customer Service: Treat our customers with the dignity and respect they deserve

The WDVA is organized into three Divisions: Central Office, State Veterans Homes, Veteran Services, which includes the Washington State Veterans Cemetery and Behavioral Health. The WDVA employees make up over 800 full-time equivalent employees (FTEs).

The WDVA Central Office is located in Olympia, the State Capital. The WDVA Central Office includes the office of the Director and Deputy Director, communications and legislative affairs, financial services and procurement, human resources, information services, and related support functions.

There are three state Veterans Homes in Washington, the Washington Soldiers Home in Orting, the Washington Veterans Home in Retsil, and the Spokane Veterans Home in Spokane. A fourth state Veterans Home, the Walla Walla Veterans Home, is currently under construction and is located in Walla Walla, Washington.

The Washington State Veterans Cemetery is located in Medical Lake and provides a final resting place for veterans and their spouses and dependent children.

The Veterans Services and Behavioral Health Division is located in Olympia with permanent field locations in Seattle, Orting, and Retsil. The Veteran Services and Behavioral Health Division is the primary division which will be served by an Enterprise Veterans Case Management System.

### 6.1.10. WDVA Funding

The WDVA funding for this project will be from general State funding that was requested in the FY 2016-2017 biennium. These funds have been approved by the legislature and have been made available for this project. The project budget is a not to exceed amount in the sum of $600,000.00. Vendors are encouraged to carefully read the requirements in this RFP and especially Section 10, Proposed Solution Costs, on page 53 for explicit direction on how to prepare your costs for this RFP.

### 6.1.11. WDVA Programs

#### 6.1.11.1. Behavioral Health Services (PTSD, Military War Trauma, and others)

Services provided throughout the program include individual, couples, family, and veteran group counseling. Some contractors offer group services to women veterans and spouses of veterans. Additional funds have been contracted with King County for services provided which include individual, couples, family, and group counseling for veterans living in King County.

#### 6.1.11.2. CABHI/BRIDGES

Department of Health and Human Services Substance Abuse and Mental Health Services Administration Cooperative Agreement to Benefit Homeless Individuals for States Supplement. Provides services to chronically homeless veterans under the DSHS funded Bringing Recovery into Diverse Groups through Engagement & Support (BRIDGES) project. Services include engagement/outreach activities, supportive housing, and supported employment and peer navigator services.

#### 6.1.11.3. Claims Quality Assurance

The WDVA provides a quality assurance review of claims completed by accredited representatives before they are submitted to the VA Regional Office in Seattle. The WDVA tracks the number of claims each representative submits, the type of claims (Compensation, Pension) and the number of medical issues identified on each claim.

#### 6.1.11.4. Clark County Incarcerated Veteran Reintegration Services (IVRS)

Veterans who are referred to this program get reduced sentences in exchange for drug and alcohol treatment and mental health services, housing and employment. Services include case management, financial and employment assistance.

#### 6.1.11.5. Homeless Veterans Reintegration Project (HVRP)

Two grants (Urban and Rural) through US Department of Labor. Resources used to set the path for homeless and at-risk-of-homeless veterans to reintegrate into the labor force and obtain a sustainable independent living. Services include outreach, case management, housing placement, and employment assistance.

#### 6.1.11.6. King County Homeless and Incarcerated Services

Addresses the needs of homeless veterans in King County by identifying and targeting for services eligible veterans who are homeless or are at risk of homelessness. Services include case management, housing placement, financial assistant, referrals and employment assistance. Veterans who are referred to the incarcerated services program get reduced sentences in exchange for drug and alcohol treatment and mental health services, housing and employment. Services include case management, financial and employment assistance.

The Veterans Treatment Court focuses on treatment and rehabilitation rather than incarceration for low-level, non-violent offenders. The Veterans Treatment Court connects eligible veterans to treatment and counseling services available through the Federal Department of Veterans Affairs (VA).

#### 6.1.11.7. Military Transition Council (MTC)

Supports collaboration between federal, state, and local agencies and private and non-profit organizations that share responsibility for providing transition assistance to service members and their families. Coordinates actions, removes barriers and shows outcomes on the seamless transition of service members to our communities.

#### 6.1.11.8. Rural Veterans Coordination Pilot (RVCP)

Pilot project funded through a public/private partnership with WestCare to serve newly returned Veterans and their families in three rural counties with multiple avenues for gaining information and receiving help, such as: on-the-ground Home Base Navigators, 24/7 Military Helpline, and web-based support to connect, communicate, and coordinate with Veterans and their families in two in Benton, Franklin and Lewis counties.

#### 6.1.11.9. Service Center

The WDVA is a full-service state agency that assists veterans, their family members and survivors. The department is an advocate for veterans and their families, and aggressively pursues all federal and state benefits and entitlements on their behalf. In order for veterans to reach us, the WDVA operates call centers in Olympia and in King County where we can evaluate the needs of the veteran and refer them to the appropriate expert in our Field Services Network.

#### 6.1.11.10. Statewide Incarcerated Veterans Program (IVP)

A program that seeks to enroll convicted veterans who are either currently incarcerated in a Washington State correctional facility (in-reach) or are on work release (out-reach) in order to assist them with housing, employment, personal challenges, transportation needs, skills development and continuing education. The program also helps veteran clients with their disability claims, complete referrals, and enroll in VA medical benefits.

#### 6.1.11.11. Thurston County IVRS

Veterans who are referred to this program get reduced sentences in exchange for drug and alcohol treatment and mental health services, housing and employment. Services include case management, financial and employment assistance.

#### 6.1.11.12. Traumatic Brain Injury (TBI)

Interagency program with DSHS and the TBI Commission to provide outreach to veterans who may have a traumatic brain injury so that they can be referred to the VA. The TBI Coordinator also provides peer to peer mentoring.

#### 6.1.11.13. Transitional Housing Services Program (Building 9)

Based in Retsil, Washington, a transitional housing model designed to provide safe and stable housing for both male and female homeless veterans who are committed to returning to employment and/or independent living. Service Center onsite provides VA claims assistance to the public.

#### 6.1.11.14. Transitional Warrior Program (TWP)

A program which assists military service members who are leaving military duty and transitioning into civilian life. Emphasis on veterans' benefits and claims counseling, employment and educational opportunities.

#### 6.1.11.15. Vet Corps

An AmeriCorps program the Vet Corps helps veterans transition to civilian life through training, education and outreach. The majority are served on college campuses where they interact with Vet Corps members focused on helping them achieve their higher education goals.

#### 6.1.11.16. Veterans Conservation Corps

The Veterans Conservation Corps works with natural resource, agricultural and conservation partners across the state to facilitate a connection between Veterans and the outdoors. As a means of transition the aim of the Veterans Conservation Corps is to provide eco-therapy through internships, volunteering and stewardship.

#### 6.1.11.17. Veterans Estate Management Program

Homeless prevention program. The WDVA acts as fiduciary/payee for approximately 400 clients who were declared incompetent to manage their personal finances by the VA and/or Social Security Administration.

#### 6.1.11.18. Veterans Innovations Program (VIP)

The Veterans Innovations Program was created to provide assistance to veterans and their families facing financial hardships due to deployments in support of the wars in Iraq and Afghanistan. Our goal is to make sure the veteran and their family has access to all veterans' benefits and the tools they need to provide for themselves and their families. Services include outreach, case management and financial assistance.

### 6.1.12. Typical Phases of a Program

#### 6.1.12.1. Pre-Eligibility

Basic preliminary screening for program to include Veteran status and situational overview.

#### 6.1.12.2. Eligibility

Differs depending upon specific program funding criteria. Typically includes Member 4 Copy DD214, completed intake and application, any required supporting documentation.

#### 6.1.12.3. Case Management

Provides an orderly way of managing the various tasks related to providing services to the client. It involves overall responsibility for planning and arranging for services, monitoring the quality of service, and documenting service activities.

#### 6.1.12.4. Intervention

Action taken on behalf of a Veteran to improve their current situation.

#### 6.1.12.5. Follow-Up

Documented, regularly scheduled continued contact and observation to ensure client success.

#### 6.1.12.6. Close-Out

Program services and follow up ended and final outcome documented.

#### 6.1.12.7. Outcome Reporting

Extensive data collection, analysis, and compilation for various reports in accordance with individual program reporting requirements

## 6.2. WDVA COMPUTING ENVIRONMENT

### 6.2.1. General Environment

All State agencies are connected to an MPLS network firewalled from a shared Internet connection.

A state agency, Washington Technology Solutions (WATech), administers the network connections (wired and wireless) and hosts the firewall.

The WDVA has delegated access to administer firewall rules.

WATech administers the enterprise Active Directory (AD), Exchange, and domain environments.

The WDVA Information Services has delegated administration of AD, Exchange, and domain environments.

### 6.2.2. Desktop Environment

The standard desktop PC is a Dell running Microsoft Windows 7.

The standard tablet PC used by the WDVA is a domain joined Surface Pro 3 running Windows 8.1.

The current web browser utilized by all WDVA PC's and tablets is Microsoft Internet Explorer 11.

### 6.2.3. Network Services

Standard internal network connections at the WDVA are 1 gigabit TCP/IP.

The WDVA facilities each maintain 10 mbps connections to the WAN.

Addresses are provided via DHCP and name resolution is via DNS.

All internal network wiring is CAT 5e twisted pair.

## 6.3. SUPPORTING DOCUMENTATION

### 6.3.1. Sample Excel Workbooks

The WDVA, across its many programs, uses a variety of Excel workbooks to plan, monitor and analyze its programs and the client base participating in those programs. As stated above, the recipients and readers of such Excel workbooks include program staff, grantors and the legislature. Please see http://www.dva.wa.gov/about-wdva/rfp for sample workbooks and worksheets. (These samples are only a partial list.)

The file names are:

HVRP Technical Performance Report.xls

VIP Client Reporting.xlsx

KC Vet Corps – 2015.xlsx

KCL Intake (066) Demographics 2015.xlsx

With implementation of a new EVCMS and its future ability to track clients and program information, the WDVA intends to either retire or modify use of these workbooks.

### 6.3.2. Program Applications

As with Section 6.3.1 above, the WDVA utilizes many individual application forms in order to evaluate client eligibility and enrollment in one or more programs, often independently. Please see http://www.dva.wa.gov/about-wdva/rfp for sample program applications. (These samples are only a partial list.)

The file name is:

WDVA Universal Financial Assistance Application.pdf

With implementation of a new EVCMS and its future ability to capture application information, the WDVA intends to modify use of these Program Applications. Even with the eventual capability to capture an application online via EVCMS, hardcopy forms must always be made available for clients or other parties who cannot use an online form. The information within this form is the focus of this form. The format of the form may change but the data information required will not.

### 6.3.3. Business Processes

In June and July 2015, a contractor for the WDVA captured and documented the as-is (or current state) business processes for the WDVA's Veterans Services division as well as certain processes in the Financial Services division. A total of 85 business processes were documented using the Business Process Modeling Notation (BPMN). These documents are made available at http://www.dva.wa.gov/about-wdva/rfp.

The file name is:

WDVA_AS_IS_PROCESSES_V21.pdf

These documents are optional to review in order to gain a richer understanding of the two divisions that will utilize a future EVCMS. They may be used for informational understanding but are not required for submission of a Proposal.

### 6.3.4. Business Entity Models

#### 6.3.4.1. Future State Business Entity Models

The to-be (future state) Business Entity Models are a graphical rendering of the Entity Attribute Requirements and their relationships contained in Exhibit G, (M) Business and Technical Requirements on page 86. Vendors are strongly encouraged to review these diagrams and gain a good understanding as they may help in your Proposal preparations.

These documents are made available at http://www.dva.wa.gov/about-wdva/rfp.

The file name is:

WDVA_ANALYSIS_MODELS_V11 To-Be BEMs.pdf

The Business Entity Model is an organized collection of Business Entities using associations between one another to demonstrate business information relationships. It is a cohesive concept within a Business Domain that has recognized characteristics (Business Attributes, or Entity Attributes) and relationships to other Business

Entities. The to-be (future state) Business Entity Models are documented using the Unified Modeling Language (UML, version 2.0) semantics and notation for a class diagram. They are similar in structure to a database Entity Relationship Diagram (ERD), but are at a higher level of abstraction and should not be construed as a prescriptive definition of how the future EVCMS solution should store and access information. However, the business entities (i.e. business information), the entity attributes, and the relationships among entities (i.e. associations) are requirements of this RFP.

Specific requirements contained in Exhibit G that are represented by the Business Entity Models are those having the following characteristics:

- For business entities, a requirement type of “Entity Attribute” in the Business and Technical Requirements Package. (The Requirement Type is contained in column E.) Entity Attribute Requirements are documented in the Business and Technical Requirements Package as Requirement 222 (R222) through Requirement 309 (R309).
- For associations among business entities, a requirement type of “Functional” in the Business and Technical Requirements Package. Entity association requirements are documented in the Business and Technical Requirements Package as Requirement 311 (R311) through Requirement 415 (R415).

#### 6.3.4.2. Future State Certificate of Discharge Business Entity Model

A future state conceptual Business Entity Model for persisting Certificates of Discharge is available at http://www.dva.wa.gov/about-wdva/rfp.

The file name is:

- WDVA_ANALYSIS_MODELS_V11 TO-BE DD214.pdf

This is a revised as enhanced model that would supersede the existing (as-is) logical data model documented in Section 6.1.6.3 on page 31. Because Certificates of Discharge information is authoritative federal (DoD) data, the WDVA envisions this data and its data structure be included in EVCMS but as read-only.

# 7. PROPOSED SOLUTION REQUIREMENTS

## 7.1. SECTION REQUIREMENTS

Vendor must review all requirements contained within this section as all items are mandatory (M) in this section and must be included as part of the technical proposal for the Proposal to be considered responsive. The main resource and requirement of this Section is 7.2, however, all requirements in this section must be addressed in the technical proposal submitted by the Vendor.

## 7.2. (M) BUSINESS AND TECHNICAL REQUIREMENTS

### 7.2.1. Overview

A set of business and technical requirements has been completed and is included in Exhibit G. It is mandatory that vendors download these requirements from Washington's Electronic Business Solutions (WEBS) site at: https://fortress.wa.gov/ga/webs.

The file name is:

Exhibit G, Business and Technical Requirements Package.xlsx

The download file is a native Excel workbook that vendors are required to use as part of their response.

### 7.2.2. Instructions on Completing Vendor Response to Requirements

Vendors will be required to complete Column G of the Business and Technical Requirements Package (Exhibit G) and submit the Excel file as part of their overall Proposal. Instructions on completing the Package are contained in Section 9.1.1.1 on page 50.

### 7.2.3. Use of Requirement Types

The Business and Technical Requirements Package utilizes requirement types (column E in worksheet) as a finer definition of the nature of the requirement. There are thirteen unique requirement types possible.

The WDVA defines its business requirements as Stakeholder Requests.

Further, the WDVA defines its technical requirements as: Business Policy Requirement; Deployment Requirement; Entity Attribute Requirement; Environmental Requirement; Functional Requirement; Guidance Requirement; Operational Requirement; Performance Requirement; Reliability Requirement; Rollout Requirement; System Interface Requirement; and Usability Requirement.

Of the twelve technical requirement types, only four are utilized in the Business and Technical Requirements Package: Deployment Requirement; Entity Attribute Requirement; Functional Requirement; and System Interface Requirement.

Other technical requirements that require elaboration from the Vendor are contained in this RFP document as follows:

- Performance and Reliability Requirements are documented in Section 7.3.2 on page 43;
- Operational and Rollout Requirements are documented in Sections 7.3.3, 7.3.4 and 7.3.5 beginning on page 43.

Additional requirements are documented in this RFP that address:

- Security (Section 7.3.1);

- Scalability and Capacity (Section 7.3.5);
- Implementation (Section 7.3.6); and
- Data Migration (Section 7.3.7).

### 7.2.4. Definition of Requirement Types

To aid Vendors in understanding the nature and kind of requirements documented in this RFP, this section defines each requirement type noted above:

- Stakeholder Request - A statement of need written by someone who is empowered to request new business capabilities.
- Business Policy Requirement - A statement that specifies a mandated behavior or practice of a company or organization.
- Deployment Requirement - A statement that specifies how the new system or application will be launched from a software and/or hardware perspective.
- Entity Attribute Requirement - Captures a piece of business information that needs to be retained.
- Environmental Requirement - Captures information about the required physical location where certain behaviors must be performed. This information may relate to where individuals performing task work will be located, or where automation components will be located. NOTE: If there are special circumstances surrounding the work environment, these should be captured here. These include: restricted access to rooms where either business or IT operational work will be performed; environmental degradation issues (noisy, dirt, poor visibility, etc.).
- Functional Requirement - Captures the business or task behavior of the solution targeted by the project. User visible behavior includes actions which the user interface will allow users to perform the information that they can be presented with and the manner in which user-based authority mediates these. Business behavior includes anything that impacts a business entity or otherwise accomplishes "business work."
- Guidance - Provides educational information and/or general statements that are not quantifiable but may suggest a heuristic to be used within a project. Guidance cannot be mapped directly to a specification element. Because of this, "Requirement Tactics" that represent "Supporting Tactics" for addressing the Guidance, should be identified.
- Operational Requirement - Captures behaviors that define how a solution is maintained or supported outside the business value chain that the solution directly supports.
- Performance Requirement - Captures the constraints upon the speed, throughput, efficiency, accuracy, response time, start-up time and resource usage of the business automation solution.
- Reliability Requirement - Captures constraints that relate to system availability, system recoverability (including disaster recovery as well as recovery for point failures).
- Rollout Requirement - Captures behavior that must be accommodated when initial or new business capabilities are being made available that impact how end users of the business automation solution perform tasks.
- System Interface Requirement - Captures an architectural constraint that a particular system interface (either existing or that will be provided during the course of the associated project) will be mandated to be used in a particular situation.
- Usability Requirement - Captures how the business automation solution should expose actions (for the end user to perform) and how it displays information to these end-users.

## 7.3. (M) OTHER SOLUTION REQUIREMENTS

### 7.3.1. IT Security Requirements

**Submit Exhibit F on page 85 for these requirements as a response is required under this RFP. This Exhibit should be included as its own section. Please respond in brief detail, a simple "Yes" and "No" or N/A must be explained.**

### 7.3.2. Performance and Availability Requirements

The WDVA must understand how your proposed solution will accommodate performance and availability demands, both immediately upon initial go-live, and over time as the AGENCY's needs evolve.

Vendors must respond to the following requirements. A simple "Yes/No" or "We agree" is not an appropriate response in this section, nor is a voluminous response. State how your solution will meet the following requirements.

- Describe how your solution will support increased data capacity without degradation in performance.
- Describe how your solution will support increased users without degradation in performance. (Note: The initial rollout user population is estimated to be 80 users, but this could easily double within 2 years.)
- Describe the solution's performance metrics available at implementation.
- Describe the solution's approach to performance degradation and identify the factors that would cause performance degradation.
- Describe any additional information regarding your solution's performance and availability features that have not already been requested.
- Disclose any major degradations in service or availability within the last calendar year.

### 7.3.3. Maintenance and Support Requirements

The WDVA must understand how your proposed solution will accommodate maintenance and support requirements, both immediately upon initial go-live, and over time as the AGENCY's needs evolve.

Vendors must respond to the following requirements. A simple "Yes/No" or "We agree" is not an appropriate response in this section, nor is a voluminous response. State how your solution will meet these requirements. As follows:

- Vendors must be willing to negotiate a service level agreement (SLA) for the solution.
- Subsequent maintenance and support agreements will be entered into annually or biannually at the mutual agreement of all parties.
- The annual rate increases in the cost of maintenance and support or individual hourly rates shall not exceed the current consumer price index (CPI) rate.
- The Vendor must provide telephone support Monday through Friday, 7:30 a.m. to 5:00 p.m. Pacific Time (Standard and Daylight Savings), excluding Washington State and Federal holidays.
- The Vendor must provide support outside standard WDVA business hours to accommodate patches, upgrades, fixes, repairs, and business emergencies.
- The Vendor must certify that all upgrades work with all existing system interfaces, if applicable.

- The Vendor must support all interface upgrades, changes, or addition of new interfaces.
- Describe the level of maintenance and support to be provided for the solution, including a standard software license agreement, if applicable.
- Describe target and average response times for answering and resolving a support call.
- Describe how customization of the solution affects product support and maintenance agreements.
- Describe the ability of the solution to carry forward to new releases, modifications, and customization created within the supported elements of the package.
- Describe the schedule for new software version releases and whether these releases are included in the standard maintenance plan.
- Please describe which tiers of support are provided by the Vendor, what types (or severity) of issues are included in each tier, and the response times for each tier. If you expect WDVA Information Technology staff to support certain levels or features of the application, please specify which levels (or features) and the handoff process between teams during escalation of issues.
- Describe standard support escalation procedures.

### 7.3.4. Training Requirements

The WDVA must understand how your proposed solution will accommodate training requirements, both immediately upon initial go-live, and over time as the AGENCY's needs evolve.

Vendors must respond to the following requirements. A simple "Yes/No" or "We agree" is not an appropriate response in this section, nor is a voluminous response. State how your solution will meet the following requirements.

- Describe your company's general approach to training, including the components, organization, train-the-trainer plan, staffing, and delivery strategy.
- Describe the various methods of training utilized, including but not limited to the following: formal on-site or off-site training, computer-based training, and web-based training.
- Describe the method to train multiple user roles at multiple locations across WDVA's operations.
- The Vendor must develop a training plan that specifies what user roles will be trained, what subjects will be covered, and when the planned training will be most effective.
- The Vendor must provide a targeted training syllabus and specific training materials for the different levels/types of users expected to use the solution.
- The Vendor must provide online training within the solution.
- The Vendor must be responsible for development, maintenance, and distribution of all training materials.
- Specific training requirements germane to the WDVA.
- The Vendor must conduct face-to-face training to approximately 80 people at 3 different locations throughout the State for the initial implementation phase.
- The Vendor must coordinate all staff training between the Vendor and the WDVA to accommodate staff work demands.

- The Vendor must be responsible for training designated WDVA staff before initial go-live of the solution.
- The Vendor must provide “train-the trainer” training to enable select WDVA staff to deliver adequate training to new users.
- The Vendor must utilize WDVA-specific data in all training

### 7.3.5. Scalability and Capacity Requirements

The WDVA must understand how your company will meet the AGENCY’s scalability and capacity requirements, both for the initial go-live, and over time as the solution involves more users and requires access to more data. It is likely the WDVA will make increased use of federal data resources that could in turn, increase capacity demands on the EVCMS. Also, as demand for Veteran services swell in the future, and increased populations of Veterans will be served, scalability and capacity adjustments will be critical.

Vendors must respond to the following requirements. A simple “Yes/No” or “We agree” is not an appropriate response in this section, nor is a voluminous response. State how your solution will meet these requirements. As follows:

- Describe how the solution can be scaled to meet future growth.
- Describe any limitations to capacity or growth for the solution. At a minimum, include:
    - Number of users
    - Current disk space requirements for the solution
    - Increase in volume of database
- Increased transactions per timeframe (identify the time measurement)
- The solution must be sized accordingly to support the projected number of users: 80.
- Describe the strategic approach you are taking with your solution relative to the access to and interface with additional data sources.
- Describe at a high level the effort required by the WDVA to incorporate additional data sources into the system.

### 7.3.6. Implementation Requirements

The WDVA must understand how your proposed solution will be implemented (i.e. developed, configured, tested, installed and certified), including all activities leading up to the actual go-live date.

Vendors must respond to the following requirements. A simple “Yes/No” or “We agree” is not an appropriate response in this section, nor is a voluminous response. State how your solution will meet the following requirements.

- Describe your general approach to implementation.
- The Vendor must install and configure the system to the State’s specifications and to meet all business and technical requirements outlined throughout this RFP.
- The Vendor must create all security (or access) roles defined and agreed between the successful Vendor and the WDVA.
- The Vendor must create all user accounts defined and agreed between the successful Vendor and the WDVA.

### 7.3.7. Data Migration and Data Migration Requirements

The WDVA must understand how your company migrates data from legacy systems to your solution. The WDVA envisions two data migration tasks as part of the EVCMS implementation:

- Migration of the Certificate of Discharge database information as described in Section 6.1.6.3 on page 31.
- Importing of Certificate of Discharge form images as described in Section 6.1.7 on page 32. The WDVA envisions these form images being associated as documents with a specific client record in EVCMS. Vendors are asked to submit as a separate cost item, the importing of these PDF files and associated documents, with their respective client records as part of their Proposed Solution Costs (See Exhibit E).

Vendors must respond to the following requirements. A simple “Yes/No” or “We agree” is not an appropriate response in this section, nor is a voluminous response. State how your solution will meet the following requirements.

- Describe your company’s approach to data migration.
- Provide a list of formats that you can accept for the import of data.
- Describe a past data migration initiative your company has undertaken, including the relative size of the migration, your ETL approach, what challenges and complexity you met with, and how you ensured a successful outcome. Note: It is preferred that the client for whom the data migration initiative was executed is one of your references; however, this is not mandatory.
- The Vendor must co-develop a data migration plan and schedule with the WDVA project staff to ensure the integrity and validity of all data. The plan should include at a minimum:
    - Responsibility for all data migration from the existing tables to the new data structures.
    - Appropriate controls and reports to ensure the migrated data is accurate and complete.
    - The appropriate methodologies to identify and handle conversion/transformation exceptions.

### 7.3.8. Interface Requirements

The WDVA must understand how your proposed solution can be integrated with external systems. At the time of this RFP, there are no specific external systems for which interfaces are required. However, the WDVA’s strategy in the foreseeable future (next 1 to 3 years) will consider two initiatives:

- Integration with the WDVA's Traumatic Brain Injury (TBI) Mobile Application. See Requirement 34 (R34) in the Business and Technical Requirements Package in Exhibit G on page 86.
- The WDVA may elect to purchase a COTS veterans claim management solution in order to manage the VA claims it files on behalf of its clients that have granted the WDVA as Power of Attorney for such work. No action has been taken by the WDVA, but if this initiative goes forward, the WDVA must comply with the U.S. Department of Veterans Affairs by procuring software from one of its recommended list of vendors. For more information, see: http://www.innovation.va.gov/program-d2d.html.

Vendors are advised of this strategy here, though specific, detailed integration requirements are not available.

Vendors must respond to the following requirements. A simple “Yes/No” or “We agree” is not an appropriate response in this section, nor is a voluminous response. State how your solution will meet the following requirements.

- The Vendor must work with WDVA staff or contracted entities for all site-specific interface development and testing.
- Describe your approach to implementing interfaces between your product and other applications. Include any experience you have had integrating with IOS native application and Android native applications.
- Describe your approach to ensuring interface capability with new technologies, to include some not fully in utilization by the WDVA.

## 8. MANAGEMENT PROPOSAL

The State of Washington Department of Veterans Affairs (WDVA) is seeking Proposals to design and implement an Enterprise Veterans Case Management System. Vendors must answer all sub-sections in this section, the responses of which are also subject to scoring. **All subsections contained herein are to be completed in full and included in the Management Section of the Vendor's Proposal.**

### 8.1. (M/S) PROJECT MANAGEMENT

#### 8.1.1. (M/S) Proposing Vendor's Project Organization Chart

The Vendor must provide a project organizational chart indicating lines of authority for personnel, who will be involved in the performance of this potential contract, and indicate other work responsibilities beyond this contract that would be required of the assigned staff. This chart must also show lines of authority to the next senior level of management and identify the WDVA personnel the vendor deems necessary in order to be successful.

#### 8.1.2. (M/S) Proposing Vendors Responsibilities and Qualifications

The Vendor must identify responsibilities and roles of the staff that will be assigned to this project and the amount of time each will be assigned to the project. Include any required involvement of WDVA staff or other stakeholders.

### 8.2. (M/S) PROJECT PLAN

Vendors must submit an implementation project plan in their Proposal that will be followed for this project.

The project plan must outline, at a general level, the vendor's proposed approach, resources, proposed schedule, activities, tasks, and deliverables required to implement the Vendor's plan. In preparing this plan, develop it so that the plan and all approaches, resources, activities, tasks and deliverables coincide with your cost proposal, Section 10.

### 8.3. (M/S) DETAILED IMPLEMENTATION PLAN

Upon contract award, the successful vendor must provide a detailed implementation work plan within 15 days of contract award. The successful vendor's work plan will integrate into the overall project plan maintained by the WDVA Project Manager and will follow the aforementioned proposed Project Plan.

Vendors agree to provide project plans in formats compatible with the WDVA project management tool: Microsoft Office Project 2003.

### 8.4. (M/S) CHANGE MANAGEMENT

Vendor must specify their proposed Change Management methodology in order to control and mitigate any changes in project scope or requirements. Vendor Proposal must include samples of forms or documents used by Vendor project personnel for Change Management.

The Vendor and the WDVA will jointly establish a change management process and explain its benefits to the WDVA.

The selected Vendor's Account Manager will be required to participate with the WDVA Project Manager in change management of the system from award through the system acceptance by the WDVA.

### 8.5. (M/S) PROJECT STATUS REPORTS

The successful Vendor must provide weekly status reports each Friday indicating progress against the project plan and any issues to be addressed as required by the WDVA Project Manager.

### 8.6. (M/S) ISSUE RESOLUTION

The Vendor and the WDVA will jointly establish an issue resolution and communication process.

As a part of their Proposal, each Vendor must describe their proposed issue resolution process.

Vendor's approach to issue resolution must describe in detail how an issue is tracked, prioritized, escalated, and resolved in a timely manner. It is expected that once an issue is discovered, discussed and evaluated, a resolution plan will be in place within five (5) days. Vendor must include examples of forms or documents used to manage Issue Resolution.

### 8.7. (M/S) RISK IDENTIFICATION AND MANAGEMENT

As part of managing the project, the Vendor is responsible for planning and implementing a methodology for risk management.

Vendor must describe its risk management approach and methodology considering the entire solution implementation. In the description, vendors must identify potential risks and steps that might be taken to mitigate those risks.

The Vendor must include examples of forms or documents used in the development of a risk assessment and mitigation plan.

### 8.8. (M/S) ESCALATION PLAN

Vendor shall describe escalation procedures to ensure that the proper level of attention and resources are directed towards resolution of Products and Services problems in a timely manner. The escalation procedures shall indicate the steps to be taken in response to a problem report, the contact information and title of Vendor's employee(s) responding at each level and the elapsed time before the next level of response is invoked.

# 9. TECHNICAL REQUIREMENTS

## 9.1. SECTION REQUIREMENTS

Vendor must provide all required information specified in this RFP. Proposals that do not provide or answer all of the requested elements and do not follow the required format shall be disqualified. All items are mandatory (M) in this section and must be included as part of the Proposal for the Proposal to be considered responsive. A response of “not applicable” is a valid response.

### 9.1.1. (M/S) Business and Technical Requirements

Vendor shall complete Exhibit G, Business and Technical Requirements, on page 86, as an attachment to the technical proposal.

**Important Note:** An electronic copy of Exhibit G in its native Excel format must be emailed as part of the Vendor’s Proposal to the RFP Coordinator (page 11) by the Proposal due date: March 25, 2016, 4:00 PM Pacific Daylight Time, Olympia, WA, USA.. The file name must contain your company’s name formatted as follows:

Exhibit G, Business and Technical Requirements Package XXX.xlsx

where “XXX” is your company name.

In responding to the Business and Technical Requirements contained in Exhibit G, under this RFP, the Vendor is required to answer each requirement and select one and only one value from the Table 3 on page 51 that fits their ability to meet or realize the requirement identified.

#### 9.1.1.1. Instructions to Complete Business and Technical Requirements

The Business and Technical Requirements Package is a Microsoft Excel workbook with only one worksheet: Requirements. The WDVA’s business and technical requirements are documented in this worksheet.

Vendors are required to respond to each and every non-Stakeholder Request (business requirement), meaning that all technical requirements must have a Vendor’s response in order to be considered responsive to this RFP. See Section 7.2 on page 41 for an explanation of requirements and requirement type definitions.

Of 513 total requirements, forty-five (45) are Stakeholder Requests, while the balance, four hundred sixty nine (469), are technical requirements. Vendors must respond to all 469 technical requirements.

The response mechanism is a drop-down menu in Column H. The drop-down menu is only available for the technical requirements (column G for Stakeholder Requests is shaded in gray and locked). Vendors must choose one of seven responses as described in Table 3 below.

The Notes column (Column H) is only to be used to provide terse clarification for the Vendor’s Response in Column G. This column is not intended to be used for in-depth documentation or explanations of why or how a particular requirement can or cannot be met. Brief descriptions of alternate recommendations or customization are encouraged. Any more detail regarding a specific response to a requirement must be included in the Vendor’s response document and not in the Business and Technical Requirements Package. Detailed responses must be accompanied with a specific and conspicuous reference to the requirement number (e.g., “R90”), or numbers, if a response addresses more than one requirement.

**Note:** A detailed response in the Notes column (column I) is NOT a substitute for not entering a response in Column H.

| Offeror Requirement Disposition | Description |
|---|---|
| SF | Standard Functionality – Requirement is already realized with current product offering. |
| SF+CV | Standard functionality plus customization paid for by Vendor. |
| SF+CC | Standard functionality plus customization paid for by client. |
| CV | Feature not present and must be customized. Customization paid for by vendor (requirement is not currently realized by current product offering). |
| CC | Feature not present and must be customized. Customization paid for by client (requirement is not currently realized by current product offering). |
| AR | Feature not present and must be customized. Alternate recommendation cannot fulfill requirement as stated, however, alternate recommendation offered. |
| NR | Not realizable – Cannot fulfill requirement as stated, no alternate recommendation offered. |

**Table 3: Vendor Requirement Disposition Classification**

#### 9.1.1.2. (M/S) Other Technical Requirements

Vendors are required to respond to each and every Other Technical Requirement contained in Section 7.3, (M) Other Solution Requirements on page 43 by providing adequate responses to each of the requirements listed. Response to these question shall be addressed in this section of your response, less the IT Security response, which will be Section 8, of your response.

### 9.1.2. (M/S) Recent Experience Implementing an EVCMS

Describe your firm's recent experience implementing an EVCMS similar to the WDVA's project.

### 9.1.3. (M/S) Recent Experience Other Veterans Organizations

Describe your firm's experience implementing an EVCMS System similar to the WDVA's project for another state veteran's agency and/or the federal veteran's agency. If not, then describe if your system is used by any similar organizations.

### 9.1.4. (M/S) Other Relevant Experience

Indicate other relevant experience that indicates the qualifications of the Vendor, and any subcontractors, for the performance of the potential contract.

### 9.1.5. (M/S) List of Contracts

Include a list of contracts the Vendor has had during the last five years that relate to the Vendor's ability to perform the services needed under this RFP.

### 9.2. (M/S) PROJECT APPROACH/METHODOLOGY

Include a complete description of the Vendor's proposed solution, approach and methodology for the required services. This section should convey Vendor understands the proposed requirements.

### 9.3. (M/S) WORK PLAN

Include all project requirements and the proposed tasks, services, activities, etc. necessary to accomplish the scope of the project defined in this RFP. This section of the technical proposal must contain sufficient detail to convey to members of the evaluation team the Vendor's knowledge of the subjects and skills necessary to successfully complete the project. Include any required involvement of WDVA staff. The Vendor may also present any creative approaches that might be appropriate and may provide any pertinent supporting documentation.

### 9.4. (M/S) PROJECT SCHEDULE

Include a project schedule indicating when the elements of the work will be completed Project schedule must ensure that any deliverables requested are met.

### 9.5. (M/S) OUTCOMES AND PERFORMANCE MEASUREMENT

Describe the impacts/outcomes the Vendor propose to achieve as a result of the delivery of these services including how these outcomes would be monitored, measured and reported to the WDVA.

### 9.6. (M/S) RISKS

The Vendor must identify potential risks that are considered significant to the success of the project. Include how the Vendor would propose to effectively monitor and manage these risks, including reporting of risks to the WDVA's contract manager.

### 9.7. (M/S) DELIVERABLES

Fully describe deliverables to be submitted under the proposed contract. Deliverables must support the requirements set forth in Section 7, Proposed Solution Requirements on page 41.

## 10. PROPOSED SOLUTION COSTS

### 10.1. SECTION REQUIREMENTS

Vendor must provide all required information specified in this RFP. Proposals that do not provide all of the requested information and do not follow the required format shall be disqualified. Items marked "(**M**)" are mandatory and must be included as part of the Proposal for the Proposal to be considered responsive. A response of "not applicable" is a valid response.

### 10.2. PRICING INFORMATION

This procurement will involve a negotiated contract involving software products and/or consulting or professional services. The lowest priced Vendor will not necessarily be the winner of this procurement.

### 10.3. (M/S) IDENTIFICATION OF COSTS

In this section of the Proposal, the Vendor is to identify all costs to perform the tasks necessary to accomplish the requirements of the RFP. There are many requirements that must be addressed.

**The Vendor is to submit a fully detailed unbundled cost Proposal that include, but is not limited to, staff costs and any non-labor expenses necessary to accomplish the tasks to produce the requirements contained in Exhibit G under this RFP (Vendor is required to fill in all Tabs in the Excel Workbook.) This cost proposal will be broken out into two parts for year one of the project. The first part (Part A) will identify all requirements contained in Exhibit G that can be accomplished utilizing a maximum not to exceed budget of $600,000.00 (if all requirements can be accomplished within the $600,000.00, then so state.) The second part (Part B) will identify all remaining requirements and their associated costs that Vendor will not be able to complete in Part A and are above the not to exceed budget amount of $600,000.00. (Vendor shall group requirements (if necessary) for Part B together to create increments of $30,000 over and above the not to exceed amount of $600,000.00 for consideration by the WDVA.) Vendors will have provided two cost proposals.**

Identify all costs in U.S. dollars including expenses to be charged for performing the services necessary to accomplish the objectives of the contract. **The Vendor is to submit costs fully detailed and unbundled including staff costs and any expenses necessary to accomplish the tasks and to produce the deliverables under the contract utilizing Exhibits E for both Part A and Part B of the cost proposal.** For planning assume the year periods to be:

**First year - September 1, 2016 through June 30, 2017**
**Second year - July 1, 2017 through June 30, 2018**
**Third year - July 1, 2018 through June 30, 2019**

#### 10.3.1. (M) Additional Required Identification of Costs

The Vendor must list any additional costs not identified on Exhibit E, (M/S) Cost Proposal, on page 83 that is required to implement their proposed solutions. All Additional Required Costs identified shall be included as part of the Total Proposal Cost.

#### 10.3.2. (M) Subcontractor Identification of Costs

The Vendor must separately specify and price **any and all subcontractor's costs (to include any platform vendors), if applicable, in a TAB Identified in Exhibit E. This Tab must be labeled Exhibit E-1 - and must display the word "SUB-CONTRACTOR-**

**"NAME" in bold letters clearly printed across the top of each page of the Tab.** All Subcontractor Costs identified shall be included as part of the total proposal cost.

If any functions will not be performed by a subcontractor, Vendor must state "Not applicable" to this section in its Proposal.

**Note: Subcontractor or platform costs or quotes will not be addressed to any other staff within the WDVA except the RFP Coordinator.**

#### 10.3.3. (M) Importing of PDF Costs

Vendors are asked to submit as a separate cost item, the importing (data migration) of PDF files and associated documents with their respective client records mentioned in Section 7.3.7 on page 46, as part of their Proposed Solution Costs (see Exhibit E). This should not be included as part of the total proposal costs.

#### 10.3.4. (M) Optional Identification of Costs

The Vendor may list any optional costs of products that are not required to implement their proposed solution, but may be of benefit to the WDVA for the proposed solution. Any identified optional product costs will not be included as part of the Total Proposal Cost.

### 10.4. (M) RATES

Proposed staff should be identified by name, hourly rate, and expected use during contract performance. The Vendor shall charge the WDVA only for staff specifically authorized by the WDVA to perform work at the rates set forth in the contract.

### 10.5. (M) AWARD NOT BASED ON PRICE ALONE

The evaluation process is designed to award this procurement not necessarily to the Vendor with the least cost, but rather to the Vendor whose proposal best meets the requirements of this RFP and best meets the needs of the WDVA.

### 10.6. (M) STATE SALES TAX

Vendor will be required to collect and pay Washington State sales tax, if applicable.

### 10.7. (M) OMWBE COSTS

If Vendor and/or subcontractor(s) are certified by the Office of Minority and Women's Business Enterprises are proposed, the Vendor must set out in the Cost Proposal the portion to be paid to the certified MBE and/or the WBE firm. Costs for subcontractors, which are not certified, are also to be broken out separately.

### 10.8. (M) VETERAN OWNED BUSINESS COSTS

If Vendor and/or subcontractor(s) are certified by the Washington State Department of Veterans Affairs under 43.60A RCW, the Vendor must set out in the Cost Proposal the portion to be paid to the certified Veteran Owned Business. Costs for subcontractors, which are not certified, are also to be broken out separately.

### 10.9. (M) TRAVEL, HOTEL PER-DIEM COSTS

The Vendor must provide the total cost for expenses, travel, hotel and per-diem. Include all expenses necessary to provide the Vendor's solution.

## 10.10. SCORING OF COST PROPOSALS

The score for the cost proposals will be computed by dividing the lowest total cost received by the Vendor's total cost. Then the resultant number will be multiplied by the maximum possible points for the cost section. See the example provided below and Figure 1 on page 55.

**Example:**

| | |
|---|---|
| Vendor A | $100,000.00 |
| Vendor B | $115,000.00 |
| Vendor C | $130,000.00 |

Each cost proposal shall have maximum possible points of 100.

| | Vendor A | Vendor B | Vendor C |
|---|---|---|---|
| Lowest Cost Part A | 100,000.00 | 100,000.00 | 100,000.00 |
| Vendor Cost Part A | 100,000.00 | 115,000.00 | 130,000.00 |
| Calculated Points Part A | 1 x 100 points | .87 x 100 points | .77 x 100 points |
| Total Awarded | 100 points | 87 points | 77 points |

**Figure 1: Scoring of Cost Proposals Example**

## 11. BEST VALUE TO WDVA

### 11.1. (M/S) BEST VALUE

Vendor must describe in detail what value its product and/or service will provide to the WDVA, such as: the robustness of the proposed solution, supportability of the proposed solution, flexibility of the proposed solution, extensibility of the proposed solution, compliance to industry standards, and ease of use of the proposed solution.

### 11.2. SCORING OF BEST VALUE

This section is worth 500 points. A Vendor's Best Value shall be awarded utilizing the following scale and will be the average assessment by the Evaluation panel.

| Points | Guidance |
|---|---|
| Should be the highest points given. (401-500 pts) | Exceptional - Vendor's offer greatly exceeds standards and demonstrates exceptional understanding of the goals and objectives of the project, and several major strengths exist. Only a few minor weaknesses exist. |
| Should be the next highest points given. (301-400 pts) | Very Good - Vendor's offer exceeds standards and demonstrates a very good understanding of the goals and objectives of the project. Strengths exceed weaknesses, and weaknesses are easily correctable. |
| This level is usually about average and receives mid-level of points. (201-300 pts) | Acceptable - Vendor's offer meets standards and demonstrates a good understanding of the goals and objectives of the project. There may be strengths or weaknesses, or both. Weaknesses do not significantly detract from the Vendor's offer and are correctable. |
| Should be the less points given. (101-200 pts) | Marginal - Vendor's offer is below standard and demonstrates a poor understanding of the goals and objectives of the project. Weaknesses exceed strengths and will be difficult to correct. |
| Should be the lowest number of points given. (0-100 pts) | Unacceptable- Vendor's offer is deficient and demonstrates very little understanding of goals and objectives of the project. Noted deficiencies are expected to be either very difficult to correct or are not correctable. |

**Table 4: Best Value Scale**

## 12. EVALUATION OF PROPOSALS

### 12.1. RFP EVALUATION

The process for awarding this RFP may be done in phased sections. The Vendor's Proposal will be evaluated based on the process outlined below. The Vendor(s) best meeting the WDVA's requirement will proceed to the next step(s), if necessary, in this RFP process. Proposals with tied scores will be treated equally and the tied Vendor's Proposals will be moved forward to the next phase if they are among the top scoring vendors chosen. Specific Criteria for RFP Evaluation:

Evaluation criteria may differ based on the need of the WDVA.

| **Criteria for Evaluation** | |
|---|---|
| RFP Compliance/Administration | Responsiveness Test |
| Business References | Pass/Fail |
| Financial/Business Requirements | Pass/Fail |
| Management Proposal | 20% |
| Technical Proposal | 50% |
| Cost Proposal | 20% |
| Best Value | 10% |

**Table 5: Evaluation Criteria**

### 12.2. INITIAL DETERMINATION OF RESPONSIVENESS

Responses will be reviewed initially by the RFP Coordinator to determine on a pass/fail basis compliance with administrative and mandatory requirements as specified herein. Vendors receiving a failing score from the Administrative review shall be viewed as not meeting the minimum mandatory requirements and will be eliminated from further consideration. The evaluation team shall only evaluate Proposals meeting this requirement.

### 12.3. PASS/FAIL EVALUATIONS

Responses meeting the Initial Determination of Responsiveness will then be reviewed on a pass/fail basis to determine if the Response meets the Mandatory requirements contained herein. Only Responses meeting all Mandatory requirements will be further evaluated.

### 12.4. EVALUATION PROCEDURE

The evaluation process is designed to award this procurement not necessarily to the Vendor of least cost, but rather to the Vendor whose proposal best meets the requirements of this RFP and best meet the needs of the WDVA. However, Vendors are encouraged to submit proposals that are consistent with State government efforts to conserve state resources.

Responsive Proposals will be evaluated strictly in accordance with the requirements stated in this solicitation and any addenda issued. An evaluation team designated by the WDVA will evaluate the Proposals. The evaluation/selection process will consist of an evaluation of the written Proposal and demonstrations.

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

| | |
|---|---|
| Management Proposal – 20% | 1000 points (maximum) |
| Technical Proposal – 50% | 2500 points (maximum) |

Cost Proposal - 20% 1000 points (Maximum)

Best Value - 10% 500 points (Maximum)

TOTAL POINTS BEFORE WEIGHTED CALCULATION = 5000 POINTS

The WDVA reserves the right to award the contract to the Vendor whose Proposal is in the best interest of the WDVA and the state of Washington.

## 12.5. PROPOSAL DEMONSTRATIONS

The best-evaluated Proposals, if required, may proceed to a demonstration phase. All demonstrations will be evaluated. The top evaluated Vendor(s) from the demonstration phase, as well as the results from the rest of the RFP will be discussed by the evaluation team. The evaluation team will evaluate the Proposals on an overall basis, and select the winning Vendor. The decision of the evaluation team may not necessarily be based upon the top score of written Proposals, but on how well the Vendor's Proposal and oral demonstration meets the requirements set forth within this RFP.

### 12.5.1. Vendor Demonstrations (If Required)

The demonstrations will be limited to three (3) hours per Vendor. Vendors will be required to demonstrate how selected features within their Proposal meet each of the requirements within the RFP and answer any and all questions. The content of the demonstrations shall be based on the below table.

| Vendor Requirement Disposition | Description | Demonstration Requirements |
|---|---|---|
| SF | Standard Functionality – Requirement is already realized with current product offering. | The WDVA will be requesting up to 10 features that the Vendor must demonstrate from their Proposal. Vendor will be notified of the features if selected for a demonstration (these will be in agreement by both parties). The WDVA will also select up to three (3) additional features that Vendor will be required to demonstrate without the knowledge of knowing which ones will be chosen. |
| SF+CV | Standard functionality plus customization Paid for by Vendor. | The WDVA will be requesting up to five (5) features that the Vendor must demonstrate that map to responses using the SF+CV disposition. The five features will each focus on the standard functionality that is present in your solution (i.e. the "SF" component of "SF+CV"). Vendor must also elaborate in its Proposal what customization is required (i.e., the "CV" part) in order to meet the specific requirement in Exhibit G. Vendor may be asked during the demonstration how any customization would be implemented. |
| SF+CC | Standard functionality plus customization paid for by client. | The WDVA will be requesting up to five (5) features that the Vendor must demonstrate that map to responses using the SF+CC disposition. The five features will each focus on the standard functionality that is present in your solution (i.e. the "SF" component of "SF+CC"). Vendor must also elaborate in its Proposal what customization is required (i.e., the "CC" part) in order to meet the |

| | | |
|---|---|---|
| | | specific requirement in Exhibit G. Vendor may be asked during the demonstration how any customization would be implemented. |
| CV | Feature not present and must be customized. Customization paid for by vendor (requirement is not currently realized by current product offering.) | Vendor not required to deliver demonstration. The WDVA may at its option request Vendor to elaborate on its Proposal response how the customization will be accomplished. |
| CC | Feature not present and must be customized. Customization paid for by client (requirement is not currently realized by current product offering.) | Vendor not required to deliver demonstration. The WDVA may at its option request Vendor to elaborate on its Proposal response how the customization will be accomplished. |
| AR | Feature not present and must be customized. Alternate recommendation cannot fulfill requirement as stated, however, alternate recommendation offered. | Should Vendor describe an Alternative Recommendation to WDVA's requested Standard Functionality of the proposed solution, the WDVA may request up to five (5) features that the Vendor must demonstrate from their Proposal (these will be in agreement by both parties before the demonstration takes place). Should the Alternative Recommendation not be readily demonstrable, the WDVA shall at its option request the Vendor to elaborate on how the Alternative Recommendation will be implemented. |
| NR | Not realizable – Cannot fulfill requirement as stated, no alternate recommendation offered. | The WDVA may at its option request the Vendor to elaborate on other alternatives the WDVA may wish to pursue, including other vendor solutions, in order to meet the specific requirement. |

**Table 6: Demonstration Requirements**

#### 12.5.2. Demonstration Scheduling (If Required)

The RFP Coordinator shall notify each selected Vendor to schedule a date and time for a demonstration in accordance with the Schedule of Procurement Activities. During this process the WDVA shall coordinate with selected Vendors features of their Proposal that they will be required to demonstrate during this phase. Commitments made by the Vendor at the demonstration, if any, will be considered binding.

#### 12.5.3. Scoring of Demonstrations (If Required)

Final points for the demonstrations will be calculated by an average of the individual scores as set forth below. This will be used in the calculation of Vendor's total score, as set forth in Section 12.6 Vendor Total Score.

Sum of Evaluators' Demo Scores/ Number of Evaluators =

Vendor's Average Demonstration Score

### 12.6. VENDOR TOTAL SCORE

Vendors' scores will be calculated by summing cost and non-cost factor points to determine the total score.

## 12.7. AWARD BASED ON MULTIPLE FACTORS

**The evaluation process is designed to award one (1) contract to the Vendor whose Proposal best meets the requirements of this RFP.** The WDVA evaluation team will make the final decision/selection after analysis of the Proposals has been submitted to them by the RFP Coordinator.

## 12.8. DEBRIEFING OF UNSUCCESSFUL VENDORS

Vendors who submitted a Proposal and were not selected will be given the opportunity for a debriefing conference. The RFP Coordinator must receive the request for a debriefing conference within five (5) business days after the notification of unsuccessful Vendor letter is sent. The debriefing shall be held within five (5) business days of the request, unless otherwise agreed upon by the parties.

Discussion will be limited to a critique of the requesting Vendor's Proposal. 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 one hour.

## 12.9. RESOLUTION OF COMPLAINTS AND PROTESTS

### 12.9.1. Complaints

A complaint may be made before a Vendor responds to a solicitation document, if the Vendor believes that the document unduly constrains competition or contains inadequate or improper criteria. The written complaint must be made to the issuing AGENCY before the due date of the solicitation response. However, the AGENCY solicitation process may continue.

### 12.9.2. Protests

Protests may be made after the WDVA has announced the apparently successful Vendor and after the protesting Vendor has had a debriefing conference with the WDVA (Policy # DES-170-00). Protests may only be made on the below grounds:

- Arithmetic errors were made in computing the score.
- The AGENCY failed to follow procedures established in the solicitation document, or applicable state or federal laws or regulations.
- There was bias, discrimination, or conflict of interest on the part of an evaluator.

Protests are always made to the AGENCY conducting the acquisition. A person authorized to bind the Vendor to a contractual relationship must sign the protest letter. The AGENCY must receive the written protest within five (5) business days after the debriefing conference. It must also postpone further steps in the acquisition process until the protest has been resolved.

Individuals not involved in the protested acquisition will objectively review the written protest material submitted by the Vendor and all other relevant facts known to the AGENCY. The AGENCY must deliver its written decision to the protesting Vendor within five (5) business days after receiving the protest, unless more time is needed. The protesting Vendor will be notified if additional time is necessary.

DVA's determination is final, and no further administrative appeal is available.

### 12.9.3. Form and Content

A protest must be in writing and must contain the facts and arguments upon which the protest is based and must be signed by a person authorized to bind the Vendor to a contractual relationship. At a minimum, this must include:

- The name of the protesting Vendor, its mailing address and phone number, and the name of the individual responsible for submission of the protest.
- Information about the acquisition and the acquisition method and name of the issuing AGENCY.
- Specific and complete statement of the AGENCY's action(s) being protested.
- Specific reference to the grounds for the protest.
- Description of the relief or corrective action requested.

Protests shall be addressed to:

Chief Financial Officer (CFO)
Department of Veterans Affairs
1102 Quince Street SE
PO Box 41150
Olympia, Washington 98504-1150

The Vendor shall also forward a copy to the RFP Coordinator documented in Section 2.1 on page 11 at the same time the protest is sent to the CFO.

Upon receipt of a protest, a protest review will be held by the WDVA. All available facts will be considered, and the Chief Financial Officer or his/her delegate will issue a decision within five (5) business days of receipt of the protest.

## EXHIBIT A. STATE 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(s):

The prices and/or data have been determined independently, without consultation, communication, or Contract with others for restricting competition, as to any matter relating to such prices with any other Vendor. However, I/we may freely join with other persons or organizations for presenting a single Proposal.

The attached Proposal is a firm offer for a period of one-hundred and twenty (120) days following receipt, and it may be accepted by Washington State Department of Veteran Affairs (WDVA) without further negotiation at any time within the one-hundred and twenty (120) day period. In the case of protest, the protester's Proposal remains valid until the protest is resolved or the one-hundred and twenty (120) day offer period expires, whichever is later.

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 RFP or prospective Contract, and who was assisting in other than his or her official, public capacity. Neither does such a person nor any member of his or her immediate family have any financial interest in the outcome of this Proposal. (Any exceptions to these assurances are described in full detail on a separate page and attached to this document.)

I/we understand that the WDVA will not reimburse me/us for any costs incurred in the preparation of this Proposal. All Proposals become the property of the WDVA, and I/we claim no proprietary right to the ideas, writings, items, or samples. Submission of the attached Response constitutes Contract to abide by the procedures described in the RFP document.

No attempt has been made or will be made by the Vendor to induce any other person or Vendor to submit or not to submit a Proposal for the purpose of restricting competition.

| | |
|---|---|
| _____ | _____ |
| Signature/Title | Vendor Name |
| _____ | _____ |
| Printed Name | Date |

**EXHIBIT B. VENDOR'S BUSINESS REFERENCES**

| | | |
|---|---|---|
| Vendor | | |
| Reference Name | | |
| Contact Person 1 | | |
| Contact 1 Phone \| Fax Numbers | | |
| Contact 1 Email address | | |
| Contact Person 2 | | |
| Contact 2 Phone \| Fax Numbers | | |
| Contact 2 Email Address | | |
| Type of Business | | |
| Original Amount of Contract | | |
| Number of claims and or disputes by either party | | |
| Identify any subcontractors performing 20% or more of contracted work | | |

| Application Software Supplied/Services Provided | Project Date and Duration |
|---|---|
| | |
| | |

By signing this form, Vendor acknowledges and gives the WDVA permission to contact the Reference listed above at the WDVA's convenience.

_____ _____

Signature Date

_____ _____

Printed Name Title

## EXHIBIT C. SAMPLE CONTRACT

**CONTRACT NO. 305E-16-XXX**
**Contract for Services**
**between the**
**State of Washington**
**Department of Veterans Affairs**
**and**
**(Contractor)**

This Contract is made and entered into by and between the state of Washington, Department of Veterans Affairs, hereinafter referred to as the "**DEPARTMENT**", and the below named firm, hereinafter referred to as "**CONTRACTOR**."

**(contractor name)**

**(address)**

**(city, state zip)**

**Phone:**

**FAX:**

**Email:**

**WA State UBI Number:**

### I. PURPOSE

The purpose of this contract is to provide services to develop and implement an Enterprise Veterans Case Management System (EVCMS) from mapped business requirements. This project supports the WDVA strategic plan to increase veteran access to their benefits, reduce veteran homelessness, and serve more veterans by developing innovative approaches, and improve customer service.

### II. SCOPE OF WORK

A. Attachment A, attached hereto and incorporated by reference, contains the *General Terms and Conditions* governing work to be performed under this contract, the nature of the working relationship between the DEPARTMENT and the CONTRACTOR, and specific obligations of both parties.

B. The CONTRACTOR will provide services and staff, and otherwise do all things necessary for or incidental to the performance of work, as included in the DEPARTMENT'S Request for Proposals No. 2016-001, January 20, 2016, attached as Attachment B, and the CONTRACTOR'S proposal dated , attached as Attachment C and agreed upon Service Level Agreement (SLA) attached as Attachment D.

C. The CONTRACTOR shall produce the following written reports or other written documents (deliverables) by the dates indicated below.

(**TBD)**

All written reports required under this contract must be delivered to (TBD), the Contract Manager, in accordance with the schedule above.

## III. PERIOD OF PERFORMANCE

The period of performance under this contract will be from July 1, 2016, or date of execution, whichever is later, through June 30, 2018.

## IV. COMPENSATION

Total compensation payable to CONTRACTOR for satisfactory performance of the work under this contract shall not exceed ($ ). CONTRACTOR'S compensation for services rendered shall be based on the following rates or in accordance with the following terms:

**(TBD)**

### Expenses

CONTRACTOR shall receive reimbursement for travel and other expenses as identified below or as authorized in advance by the DEPARTMENT as reimbursable. The maximum amount to be paid to the CONTRACTOR for authorized expenses shall not exceed $ , which amount is included in the contract total above.

Such expenses may include airfare (economy or coach class only), other transportation expenses, and lodging and subsistence necessary during periods of required travel. CONTRACTOR shall receive compensation for travel expenses at current state travel reimbursement rates.

## V. BILLING PROCEDURES AND PAYMENT

DEPARTMENT will pay CONTRACTOR after completion of each major part of the contract and receipt of properly completed invoices, which shall be submitted to the Contract Manager.

The invoices shall describe and document, to the DEPARTMENT'S satisfaction, a description of the work performed, the progress of the project, and fees. The invoice shall include the contract reference number 305E-15-XXX. If expenses are invoiced, provide a detailed breakdown of each type. A receipt must accompany any single expenses in the amount of $50.00 or more in order to receive reimbursement.

Payment shall be considered timely if made by the DEPARTMENT within thirty (30) calendar days after receipt of properly completed invoices. Payment shall be sent to the address designated by the CONTRACTOR.

The DEPARTMENT may, in its sole discretion, terminate the contract or withhold payments claimed by the CONTRACTOR for services rendered if the CONTRACTOR fails to satisfactorily comply with any term or condition of this contract.

No payments in advance or in anticipation of services or supplies to be provided under this contract shall be made by the DEPARTMENT.

## VI. CONTRACT MANAGEMENT

The Contract Manager for each of the parties shall be the contact person for all communications and billings regarding the performance of this contract.

| CONTRACTOR Contract Manager Information | DEPARTMENT Contract Manager Information |
|---|---|
| Enter Contract Manager's Name<br>Enter Name of CONTRACTOR<br>Enter CONTRACTOR Address<br>Enter City, State & Zip Code<br>*Phone :* (  )<br>*Fax:* (  )<br>*Email address:* | Steven Gill<br>Department of Veterans Affairs<br>P.O. Box 41155<br>Olympia. WA 98504-1155<br>*Phone:* (360) 725-2235<br>*Fax:* (  )<br>*Email address:* |

## VII. INSURANCE

The CONTRACTOR shall provide insurance coverage as set out in this section. The intent of the required insurance is to protect the state should there be any claims, suits, actions, costs, damages or expenses arising from any negligent or intentional act or omission of the CONTRACTOR or subcontractor, or agents of either, while performing under the terms of this contract.

The CONTRACTOR shall provide insurance coverage, which shall be maintained in full force and effect during the term of this contract, as follows:

A. Commercial General Liability Insurance Policy. Provide a Commercial General Liability Insurance Policy, including contractual liability, in adequate quantity to protect against legal liability arising out of contract activity but no less than $1,000,000 per occurrence.

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

B. The insurance required shall be issued by an insurance company/ies authorized to do business within the state of Washington, and shall name the state of Washington, its agents and employees as additional insureds under the insurance policy/ies.

   All policies shall be primary to any other valid and collectable insurance. CONTRACTOR shall instruct the insurers to give DEPARTMENT thirty (30) calendar days advance notice of any insurance cancellation.

CONTRACTOR shall submit to DEPARTMENT within fifteen (15) calendar days of the contract effective date, a certificate of insurance that outlines the coverage and limits defined in the *Insurance* section. CONTRACTOR shall submit renewal certificates as appropriate during the term of the contract.

## VIII. ASSURANCES

DEPARTMENT and the CONTRACTOR agree that all activity pursuant to this contract will be in accordance with all the applicable current federal, state and local laws, rules, and regulations.

## IX. ORDER OF PRECEDENCE

Each of the exhibits listed below is by this reference hereby incorporated into this contract. In the event of an inconsistency in this contract, the inconsistency shall be resolved by giving precedence in the following order:

1. Applicable federal and state of Washington statutes and regulations
2. Special terms and conditions as contained in this basic contract instrument
3. Attachment A – General Terms and Conditions

4. Attachment B – Request for Proposals No. RFP 2016-001
5. Attachment C – Contractor's Response to RFP 2016-001 dated
6. Any other provision, term or material incorporated herein by reference or otherwise incorporated

## X. ENTIRE AGREEMENT

This contract, including referenced exhibits, represents all the terms and conditions agreed upon by the parties. No other statements or representations, written or oral, shall be deemed a part hereof.

## XI. CONFORMANCE

If any provision of this contract violates any statute or rule of law of the state of Washington, it is considered modified to conform to that statute or rule of law.

## XII. APPROVAL

This contract shall be subject to the written approval of the DEPARTMENT'S authorized representative and shall not be binding until so approved. The contract may be altered, amended, or waived only by a written amendment executed by both parties.

THIS CONTRACT, consisting of XXX (X5) pages and XXX (X) attachment(s), is executed by the persons signing below, who warrant they have the authority to execute the contract.

| **[CONTRACTOR'S NAME]** | | **DEPARTMENT OF VETERANS AFFAIRS** | |
|---|---|---|---|
| Signature | | Signature | |
| Printed Name | | Erwin B. Vidallon<br>Printed Name<br>Chief Financial Officer | |
| Title | Date | Title | Date |

APPROVED AS TO FORM:

Assistant Attorney General

Date

## Attachment A **GENERAL TERMS AND CONDITIONS**

1. DEFINITIONS - as used throughout this Contract, the following terms shall have the meanings set forth below:

a. "CLIENT" shall mean an individual receiving service under this Contract.

b. "CONTRACTOR" shall mean that agency, firm, provider organization, individual or other entity performing services under this Contract. It shall include any subcontractor retained by the prime CONTRACTOR as permitted under the terms of this agreement.

c. “DEPARTMENT’s VETERANS SERVICES DIVISION ADMINISTRATOR” shall mean that individual authorized to administrate this agreement on behalf of the DEPARTMENT.

d. "DEPARTMENT" shall mean the DEPARTMENT OF VETERANS AFFAIRS of the state of Washington, any division, section, office, unit or other entity of the DEPARTMENT or any of the officers or other officials lawfully representing that DEPARTMENT.

e. “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 license numbers, other identifying numbers, and any financial identifiers.

f. "SUBCONTRACTOR" shall mean one not an employee of the CONTRACTOR, who is performing all or part of those services under this Contract under a separate contract with the CONTRACTOR. The terms "subcontractor" and "subcontractors" mean subcontractor(s) in any tier.

g. “SUBRECIPIENT” shall mean a non-federal entity that expends federal awards received from a pass-through entity to carry out a federal program, but does not include an individual that is a beneficiary of such a program. It also excludes CONTRACTORS that receive federal funds in exchange for goods and/or services in the course of normal trade or commerce.

2. AMERICANS WITH DISABILITIES ACT (ADA) OF 1990, PUBLIC LAW 101-336, also referred to as the "ADA" 28 CFR Part 35 - The CONTRACTOR must comply with the ADA, which provides comprehensive civil rights protection to individuals with disabilities in the areas of employment, public accommodations, state and local government services, and telecommunications.

3. ASSIGNMENT – Neither this Contract, nor shall any claim arising under this Contract, shall be transferred or assigned by the CONTRACTOR without prior written consent of the DEPARTMENT.

4. CERTIFICATION REGARDING DEBARMENT, SUSPENSION AND INELIGIBILITY - If federal funds are the basis for this Contract, the CONTRACTOR certifies that neither it nor its principals are presently debarred, declared ineligible or voluntarily excluded from participation in transactions by any federal department or agency.

5. CHANGE IN STATUS – In the event of substantive change in the legal status, organizational structure or fiscal reporting responsibility of the CONTRACTOR, CONTRACTOR agrees to notify the

DEPARTMENT of the change. CONTRACTOR shall provide notice as soon as practicable, but, no later than thirty days after such a change takes effect.

6. CHANGES AND MODIFICATIONS - The DEPARTMENT may, at any time, by written notification to the CONTRACTOR, and without notice to any known guarantor or surety, make changes within the general scope of the services to be performed under the Contract. If the CONTRACTOR agrees to such changes, a written contract amendment reflecting such change shall be executed by the parties. An equitable adjustment in cost or period of performance or both may be made if required by the change. Any claim for adjustment in price or period of performance must be received within thirty (30) days of the CONTRACTOR's receipt of the change notice.

The DEPARTMENT may, however, receive and act upon any such claim at any time prior to final payment under this Contract at his/her discretion.

Failure to agree to any adjustment made under this section shall be an issue and may be reviewed as provided in the "Disputes" section of this Contract. Nothing in this section shall excuse the CONTRACTOR from proceeding with the Contract as changed.

7. CONFLICT OF INTEREST – The DEPARTMENT may, in its sole discretion, by written notice to the CONTRACTOR, terminate this Contract if it finds, after due notice and examination by the DEPARTMENT that there is a violation of the Ethics in Public Service Act, Chapter 42.52 RCW; or any similar statute involving the CONTRACTOR in the procurement of or performance under, this Contract.

In the event this Contract is terminated as provided above, the DEPARTMENT shall be entitled to pursue the same remedies against the CONTRACTOR as it could pursue in the event of a breach of this Contract by the CONTRACTOR. The rights and remedies of the DEPARTMENT provided for in this clause shall not be exclusive and are in addition to any other rights and remedies provided by law. The existence of facts upon which the DEPARTMENT makes any determination under this clause shall be an issue and may be reviewed as provided in the "Disputes" clause of this Contract.

8. COVENANT AGAINST CONTINGENT FEES – The CONTRACTOR warrants that no person or selling agent has been employed or retained to solicit or secure this Contract upon an agreement or understanding for a commission, percentage, brokerage or contingent fee, excepting bona fide employees or bona fide established agent maintained by the CONTRACTOR for the purpose of securing business. The DEPARTMENT shall have the right, in the event of breach of this clause by the CONTRACTOR, to annul this Contract without liability or, in its discretion, to deduct from this Contract price or consideration or recover by other means the full amount of such commission, percentage, brokerage or contingent fees.

9. DISPUTES - Except as otherwise provided in this Contract, when a dispute arises between the parties and it cannot be resolved by direct negotiation, either party may request a dispute hearing with the DEPARTMENT’s Director or his or her designee.

a. The request for a dispute hearing must:
   Be in writing;
   State the disputed issues;
   State the relative positions of the parties;
   State the CONTRACTOR's name, address, and this Contract number; and

Be mailed to the agent and the other party's (respondents) within 3 working days after the parties agree that they cannot resolve the dispute.

b. The respondent shall send a written answer to the requestor's statement to both the agent and the requestor within 5 working days.
c. The agent shall review the written statements and reply in writing to both parties within 10 working days. The agent may extend this period if necessary by notifying the parties.
d. The decision shall be admissible in any succeeding judicial or quasi-judicial proceeding.
e. The parties agree that this dispute process shall precede any action in a judicial or quasi-judicial tribunal.

10. FEDERAL FUNDING - In the event that federally funded acquisitions result from this Contract, the Contractor may be required to provide additional information (free of charge) at the request of the WDVA and additional restrictions may apply.

11. FEDERAL RESTRICTIONS ON LOBBYING - Contractor certifies that under the requirements of Lobbying Disclosure Act, 2 U.S.C., Section 1601 et seq., no Federal appropriated funds have been paid or will be paid, by or on behalf of the contractor, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

12. DEBARMENT AND SUSPENSION - Contractor certifies, that neither it nor its "principals" (as defined in RCW 39.26.010 (9) or other state statute, regulation or policy) is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal or state department or agency.

As new laws, rules, and policies are implemented, they may apply to this Contract.

13. FORCE MAJEURE - The term "force majeure" means an occurrence that causes a delay that is beyond the control of the party affected and could not have been avoided by exercising reasonable diligence. Force majeure shall include acts of God, war, riots, strikes, fire, floods, epidemics, or other similar occurrences.

Exceptions: Except for payment of sums due, neither party shall be liable to the other or deemed in breach under this Contract if, and to the extent that, such party's performance of this Contract is prevented by reason of force majeure.

Notification: If either party is delayed by force majeure, said party shall provide written notification within 48 hours. The notification shall provide evidence of the force majeure to the satisfaction of the other party. Such delay shall cease as soon as practicable and written notification of same shall likewise be provided. So far as consistent with the Rights Reserved below, the time of completion shall be extended by Contract Amendment for a period of time equal to the time that the results or effects of such delay prevented the delayed party from performing in accordance with this Contract.

Rights Reserved: DEPARTMENT reserves the right to authorize an amendment to this Contract, terminate the Contract, and/or purchase materials, supplies, equipment and/or services from the best

available source during the time of force majeure, and Contractor shall have no recourse against the state.

14. GOVERNING LAW - This Contract shall be construed and interpreted in accordance with the laws of the state of Washington and the venue of any action brought hereunder shall be in Superior Court for Thurston County.

15. GIFTS AND GRATUITIES - Contractor shall comply with all state laws regarding gifts and gratuities, including but not limited to: RCW 39.26.020, RCW 42.52.150, RCW 42.52.160, and RCW 42.52.170 under which it is unlawful for any person to directly or indirectly offer, give or accept gifts, gratuities, loans, trips, favors, special discounts, services, or anything of economic value in conjunction with state business or contract activities.

Under RCW 39.26.020 and the Ethics in Public Service Law, Chapter 42.52 RCW state officers and employees are prohibited from receiving, accepting, taking or seeking gifts (except as permitted by RCW 42.52.150) if the officer or employee participates in contractual matters relating to the purchase of goods or services

16. INDEMNIFICATION – To the fullest extent permitted by law, CONTRACTOR shall indemnify, defend and hold harmless state, agencies of state and all officials, agents and employees of state, from and against all claims for injuries or death arising out of or resulting from the performance of the this Contract.

CONTRACTOR's obligations to indemnify, defend, and hold harmless includes any claim by CONTRACTOR's agents, employees, representatives or any subcontractor or its employees.

CONTRACTOR expressly agrees to indemnify, defend, and hold harmless the state for any claim arising out of or incident to CONTRACTOR's or any subcontractor's performance or failure to perform this Contract. CONTRACTOR's obligation to indemnify, defend, and hold harmless the state, shall not be eliminated or reduced by any actual or alleged concurrent negligence of the state or its agents, agencies, employees and officials.

CONTRACTOR waives its immunity under Title 51 RCW to the extent it is required to indemnify, defend and hold harmless the state and its agencies, officials, agents or employees.

17. INDEPENDENT CAPACITY – The parties intend that an independent CONTRACTOR relationship will be created by this Contract. The CONTRACTOR and his or her employees or agents performing under this Contract are not employees or agents of the DEPARTMENT. The CONTRACTOR will not hold himself/herself out as nor claim to be an officer or employee of the DEPARTMENT or of the state of Washington by reason hereof, nor will the CONTRACTOR make any claim of right, privilege or benefit that would accrue to such employee under law. Conduct and control of the work will be solely with the CONTRACTOR.

18. LICENSING AND ACCREDITATION STANDARDS - The CONTRACTOR shall comply with all applicable local, state, and federal licensing, accreditation and registration requirements/standards, necessary in the performance of this Contract.

19. LIMITATION OF AUTHORITY - Only the DEPARTMENT or its delegate by writing (delegation to be made prior to action) shall have the express, implied or apparent authority to alter, amend, modify

or waive any clause or condition of this Contract. Furthermore, any alteration, amendment, modification or waiver of any clause or condition of this Contract is not effective or binding unless made in writing and signed by the DEPARTMENT.

20. NONDISCRIMINATION – During the performance of this Contract, the CONTRACTOR shall comply with all federal and state nondiscrimination laws, regulations and policies. In the event of the CONTRACTOR's noncompliance or refusal to comply with any nondiscrimination law, regulation or policy, this Contract may be rescinded, canceled or terminated in whole or in part, and the CONTRACTOR may be declared ineligible for further contracts with the DEPARTMENT. The CONTRACTOR shall, however, be given a reasonable time in which to cure this noncompliance. Any dispute may be resolved in accordance with the "Disputes" procedure set forth herein.

21. OVERPAYMENTS AND ASSERTION OF LIEN - In the event that the DEPARTMENT establishes overpayments or erroneous payments made to the CONTRACTOR under this Contract, the DEPARTMENT may secure repayment, plus interest, if any, through the filing of a lien against the CONTRACTOR's real property or by requiring the posting of a bond, assignment of deposit or some other form of security acceptable to the DEPARTMENT or by doing both.

22. PERFORMANCE MEASUREMENT AND MONITORING – Impacts and outcomes achieved as a result of the delivery of services may be measured and evaluated by the DEPARTMENT in a Periodic Performance Report form, in accordance with Exhibit A. The DEPARTMENT may evaluate CONTRACTOR's performance at Contract completion and at least once a quarter. An annual evaluation will be conducted during the sixty-day period following this Contract anniversary date, except DEPARTMENT can establish which better accommodates the DEPARTMENT's particular needs. The evaluation will cover a period ending with an established date. The DEPARTMENT may utilize the standardized Period Performance Report form and/or supplement the process with special performance factors peculiar to the specific contractual needs. Each evaluation shall include an assessment of the CONTRACTOR's efforts toward achieving DEPARTMENT objectives. The form is designed to aid the DEPARTMENT in referrals, clarify CONTRACTOR's duties and DEPARTMENT expectations, and inform CONTRACTORS of their performance strengths and weaknesses.

23. PERSONAL LIABILITY - Unless prohibited by applicable law, it is agreed by and between the parties hereto that in no event shall any official, officer, employee or agent of the state of Washington or the Contractor, when executing their official duties in good faith, be in any way personally liable or responsible for any agreement herein contained whether expressed or implied, nor for any statement or representation made herein or in any connection with this agreement. Notwithstanding the foregoing, the State of Washington and Contractor are liable for the negligent acts or omissions of its officials, officers, employees and agents.

24. PRIVACY - Personal information collected, used or acquired in connection with this Contract shall be used solely for the purposes of this Contract. CONTRACTOR and its subcontractors agree not to release, divulge, publish, transfer, sell or otherwise make known to unauthorized persons personal information without the express written consent of the agency or as provided by law. CONTRACTOR agrees to implement physical, electronic and managerial safeguards to prevent unauthorized access to personal information.

The DEPARTMENT reserves the rights to monitor, audit or investigate the use of personal information collected, used or acquired by the CONTRACTOR through this Contract. The monitoring,

auditing or investigating may include but is not limited to "salting" by the DEPARTMENT. CONTRACTOR shall certify the return or destruction of all personal information upon expiration of this Contract. Salting is the act of placing a record containing unique but false information in a database that can be used later to identify inappropriate disclosure of data contained in the database.

Any breach of this provision may result in termination of the Contract and the demand for return of all personal information. The CONTRACTOR agrees to indemnify and hold harmless the DEPARTMENT for any damages related to the CONTRACTOR's unauthorized use of personal information.

For the purposes of this provision, personal information includes but is not limited to information identifiable to an individual that relates to a natural person's health, finances, education, business, use or receipt of governmental services or other activities, names, addresses, telephone numbers, social security numbers, driver license numbers, financial profiles, credit card numbers, financial identifiers and other identifying numbers.

25. RECORDS, DOCUMENTS, AND REPORTS – The CONTRACTOR shall maintain all books, records, documents, data and other evidence relating to this Contract and performance of the services described herein, including but not limited to accounting procedures and practices, which sufficiently and properly reflect all direct and indirect costs of any nature expended in the performance of this Contract. CONTRACTOR shall retain such records for a period of six (6) years following the date of final payment. At no additional cost, these records, including materials generated under this Contract, shall be subject at all reasonable times to inspection, review or audit by the DEPARTMENT, personnel duly authorized by the DEPARTMENT, the Office of the State Auditor, and federal and state officials so authorized by law, regulation or agreement.

If any litigation, claim or audit is started before the expiration of the six (6) year period, the records shall be retained until all litigation, claims or audit findings involving the records have been resolved.

26. REGISTRATION WITH DEPARTMENT OF REVENUE - The CONTRACTOR shall complete registration with the Department of Revenue, General Administration Building, Olympia WA 98504, and be responsible for payment of all taxes due on payments made under this Contract.

27. RIGHT OF INSPECTION - The CONTRACTOR shall provide right of access to its facilities to the DEPARTMENT or any of their officers at all reasonable times, in order to monitor and evaluate performance, compliance, and/or quality assurance under this Contract on behalf of the DEPARTMENT. All inspections and evaluations shall be performed in such a manner that will not unduly interfere with the CONTRACTOR's business or work hereunder.

28. PROTECTION OF CONFIDENTIAL AND PERSONAL INFORMATION - CONTRACTOR acknowledges that some of the material and information that may come into its possession or knowledge in connection with this Contract or its performance may consist of information that is exempt from disclosure to the public or other unauthorized persons under either Chapter 42.17 RCW or other state or federal statutes ("Confidential Information"). Confidential Information includes, but is not limited to, names, addresses, Social Security numbers, e-mail addresses, telephone numbers, financial profiles, credit card information, driver's license numbers, medical data, law enforcement records, agency source code or object code, agency security data, or information identifiable to an individual that relates to any of these types of information. CONTRACTOR agrees to hold Confidential Information in strictest confidence and not to make use of Confidential Information for

any purpose other than the performance of this Contract, to release it only to authorized employees or Subcontractors requiring such information for the purposes of carrying out this Contract, and not to release, divulge, publish, transfer, sell, disclose, or otherwise make the information known to any other party without DEPARTMENT's express written consent or as provided by law. CONTRACTOR agrees to release such information or material only to employees or Subcontractors who have signed a nondisclosure agreement, the terms of which have been previously approved by DEPARTMENT. CONTRACTOR agrees to implement physical, electronic, and managerial safeguards to prevent unauthorized access to Confidential Information.

"Personal information" including, but not limited to, "Protected Health Information" (PHI) under Health Insurance Portability And Accountability Act (HIPAA), individuals' names, addresses, phone numbers, birth dates, and social security numbers collected, used, or acquired in connection with this Contract shall be protected against unauthorized use, disclosure, modification or loss.
HIPAA establishes national minimum standards for the use and disclosure of certain health information. The CONTRACTOR must comply with all HIPAA requirements and rules when determined applicable by the DEPARTMENT. If DEPARTMENT determines that (1) DEPARTMENT is a "covered entity" under HIPAA, and that (2) CONTRACTOR will perform "business associate" services and activities covered under HIPAA, then at DEPARTMENT's request, CONTRACTOR agrees to execute DEPARTMENT's business associate Contract in compliance with HIPAA.

CONTRACTOR shall ensure its directors, officers, employees, Subcontractors or agents use personal information solely for the purposes of accomplishing the services set forth herein. CONTRACTOR and its Subcontractors agree not to release, divulge, publish, transfer, sell or otherwise make known to unauthorized persons personal information without the express written consent of the Agency or as otherwise required by law.

Any breach of this provision may result in termination of the Contract and demand for return of all personal information. The CONTRACTOR agrees to indemnify and hold harmless the State of Washington and the DEPARTMENT for any damages related to both: (1) the CONTRACTOR's unauthorized use of personal information and (2) the unauthorized use of personal information by unauthorized persons as a result of CONTRACTOR's failure to sufficiently protect against unauthorized use, disclosure, modification, or loss.

CONTRACTOR shall maintain a log documenting the following: the Confidential Information received in the performance of this Contract; the purpose(s) for which the Confidential Information was received; who received, maintained and used the Confidential Information; and the final disposition of the Confidential Information. CONTRACTOR's records shall be subject to inspection, review or audit in accordance with Retention of Records.

DEPARTMENT reserves the right to monitor, audit, or investigate the use of Confidential Information collected, used, or acquired by CONTRACTOR through this Contract. The monitoring, auditing, or investigating may include, but is not limited to, salting databases.

Violation of this section by CONTRACTOR or its Subcontractors may result in termination of this Contract and demand for return of all Confidential Information, monetary damages, or penalties.
Immediately upon expiration or termination of this Contract, CONTRACTOR shall, at DEPARTMENT's option: (i) certify to DEPARTMENT that CONTRACTOR has destroyed all Confidential Information; or (ii) return all Confidential Information to DEPARTMENT; or (iii) take

whatever other steps DEPARTMENT requires of CONTRACTOR to protect DEPARTMENT's Confidential Information.

29. SAVINGS - In the event funding from state, federal or other sources is withdrawn, reduced or limited in any way after the effective date of this Contract and prior to normal completion, the DEPARTMENT may terminate this Contract under the "Termination for Convenience" clause, without advance notice.

30. SEVERABILITY – If any provision of this Contract or any provision of any document incorporated by reference shall be held invalid, such invalidity shall not affect the other provisions of this Contract that can be given effect without the invalid provision, if such remainder conforms to the requirements of applicable law and the fundamental purpose of this Contract, and to this end the provisions of this Contract are declared to be severable.

31. SUBCONTRACTING - Neither the CONTRACTOR nor any Subcontractor shall enter into subcontracts for any of the work contemplated under this Contract without obtaining prior written approval of the DEPARTMENT. In no event shall the existence of the subcontract operate to release or reduce the liability of the CONTRACTOR to the DEPARTMENT for any breach in the performance of the CONTRACTOR's duties. This clause does not include contracts of employment between the CONTRACTOR and personnel assigned to work under this Contract.

32. TERMINATION FOR CONVENIENCE - Except as otherwise provided in this Contract, the DEPARTMENT or the CONTRACTOR may, by thirty (30) days written notice, beginning on the second day after the mailing, terminate this Contract in whole or in part. If this Contract is so terminated, the DEPARTMENT shall be liable only for payment required under the terms of this Contract for services rendered or goods delivered prior to the effective date of termination.

33. TERMINATION FOR DEFAULT - The DEPARTMENT may terminate this Contract for default, in whole or in part, by written notice to the CONTRACTOR if the DEPARTMENT has a reasonable basis to believe that the CONTRACTOR has:

a. Failed to meet or maintain any requirement for Contracting with the DEPARTMENT;
b. Failed to ensure the health or safety of any client for whom services are being provided under this Contract;
c. Failed to perform under or otherwise breached, any term or condition of this Contract; and/or
d. Violated any applicable law or regulation.

If it is later determined that the CONTRACTOR was not in default, the termination shall be considered a termination for convenience.

34. TERMINATION PROCEDURE - Upon termination of this Contract, the DEPARTMENT, in addition to any other rights provided in this Contract, may require the CONTRACTOR to deliver to the DEPARTMENT any property specifically produced or acquired for the performance of such part of this agreement as has been terminated. The provisions of the "Treatment of Assets" clause shall apply in such property transfer.

The DEPARTMENT shall pay to the CONTRACTOR the agreed upon price, if separately stated, for completed work and services accepted by the DEPARTMENT and the amount agreed upon by the CONTRACTOR and the DEPARTMENT for (a) completed work and services for which no separate

price is stated, (b) partially completed work and services, (c) other property or services that are accepted by the DEPARTMENT, and (d) the protection and preservation of the property, unless the termination is for default, in which case the DEPARTMENT shall determine the extent of the liability of the DEPARTMENT. Failure to agree with such determination shall be a dispute within the meaning of the "Disputes" clause of this agreement.

The DEPARTMENT may withhold from any amounts due the CONTRACTOR for such completed work or services such sum as the DEPARTMENT determines to be necessary to protect the DEPARTMENT against potential loss or liability.

The rights and remedies of the DEPARTMENT provided in this section shall not be exclusive and are in addition to any other rights and remedies provided by law or under this agreement.

After receipt of a notice of termination, and except as otherwise directed by the DEPARTMENT, the CONTRACTOR shall:

a. Stop work under the agreement on the date and to the extent specified in the notice;
b. Place no further orders or subcontracts for materials, services or facilities except as necessary to complete such portion of the work not terminated;
c. Assign to the DEPARTMENT, in the manner, at the times, and to the extent directed by the DEPARTMENT, all of the rights, titles, and interest of the CONTRACTOR under the orders and subcontracts in which case the DEPARTMENT has the right, at its discretion, to settle or pay any or all claims arising out of the termination of such orders and subcontracts;
d. Settle all outstanding liabilities and all claims arising out of such termination of orders and subcontracts, with the approval or ratification of the DEPARTMENT to the extent he/she may require, which approval or ratification shall be final for all the purposes of this clause;
e. Transfer title to the DEPARTMENT and deliver, in the manner, at the times and to the extent as directed by the DEPARTMENT, any property which, if the Contract had been completed, would have been required to be furnished to the DEPARTMENT;
f. Complete performance of such part of the work not terminated by the DEPARTMENT; and,
g. Take such action as may be necessary or as the DEPARTMENT may direct, for the protection and preservation of the property related to this Contract that is in the possession of the CONTRACTOR and in which the DEPARTMENT has or may acquire and interest.

35. <u>OWNERSHIP/RIGHTS IN DATA</u> – DEPARTMENT and CONTRACTOR agree that all data and work products (collectively called “Work Product”) produced pursuant to this Contract shall be considered work made for hire under the U.S. Copyright Act, 17 U.S.C. §101 et seq, and shall be owned by DEPARTMENT. CONTRACTOR is hereby commissioned to create the Work Product. Work Product includes, but is not limited to, discoveries, formulae, ideas, improvements, inventions, methods, models, processes, techniques, findings, conclusions, recommendations, reports, designs, plans, diagrams, drawings, Software, databases, documents, pamphlets, advertisements, books, magazines, surveys, studies, computer programs, films, tapes, and/or sound reproductions, to the extent provided by law. Ownership includes the right to copyright, patent, register and the ability to transfer these rights and all information used to formulate such Work Product.

If for any reason the Work Product would not be considered a work made for hire under applicable law, CONTRACTOR assigns and transfers to DEPARTMENT the entire right, title and interest in and to all rights in the Work Product and any registrations and copyright applications relating thereto and any renewals and extensions thereof.

CONTRACTOR shall execute all documents and perform such other proper acts as DEPARTMENT may deem necessary to secure for DEPARTMENT the rights pursuant to this section.

CONTRACTOR shall not use or in any manner disseminate any Work Product to any third party, or represent in any way CONTRACTOR ownership in any Work Product, without the prior written permission of DEPARTMENT. CONTRACTOR shall take all reasonable steps necessary to ensure that its agents, employees, or Subcontractors shall not copy or disclose, transmit or perform any Work Product or any portion thereof, in any form, to any third party.

Material that is delivered under this Contract, but that does not originate there from ("Preexisting Material"), shall be transferred to DEPARTMENT with a nonexclusive, royalty-free, irrevocable license to publish, translate, reproduce, deliver, perform, display, and dispose of such Preexisting Material, and to authorize others to do so except that such license shall be limited to the extent to which CONTRACTOR has a right to grant such a license. CONTRACTOR shall exert all reasonable effort to advise DEPARTMENT at the time of delivery of Preexisting Material furnished under this Contract, of all known or potential infringements of publicity, privacy or of intellectual property contained therein and of any portion of such document which was not produced in the performance of this Contract. CONTRACTOR agrees to obtain, at its own expense, express written consent of the copyright holder for the inclusion of Preexisting Material. DEPARTMENT shall receive prompt written notice of each notice or claim of copyright infringement or infringement of other intellectual property right worldwide received by CONTRACTOR with respect to any Preexisting Material delivered under this Contract. DEPARTMENT shall have the right to modify or remove any restrictive markings placed upon the Preexisting Material by CONTRACTOR.

36. TREATMENT OF ASSETS - Title to all property financed or furnished by the DEPARTMENT shall remain in the DEPARTMENT. Title to all property purchased by the CONTRACTOR, for which the CONTRACTOR is entitled to be reimbursed as a direct item of cost under this Contract, shall pass to and vest in the DEPARTMENT upon delivery of such property to the CONTRACTOR. Title to other property, the cost of which is reimbursable to the CONTRACTOR under the Contract, shall pass to and vest in the DEPARTMENT upon (i) issuance for use of such property in the performance of this Contract or (ii) commencement of use of such property in the performance of this Contract or (iii) reimbursement of the cost thereof by the DEPARTMENT in whole or in part, whichever first occurs.

Any property of the DEPARTMENT furnished to the CONTRACTOR shall, unless otherwise provided herein or approved by the DEPARTMENT, be used only for the performance of this Contract.

The CONTRACTOR shall be responsible for any loss or damage to property of the DEPARTMENT that results from the negligence of the CONTRACTOR or that results from the failure on the part of the CONTRACTOR to maintain and administer that property in accordance with sound management practices.

If any DEPARTMENT property is lost, destroyed or damaged, the CONTRACTOR shall notify the DEPARTMENT and shall take all reasonable steps to protect the property from further damage.

The CONTRACTOR shall surrender to the DEPARTMENT all property of the DEPARTMENT prior to settlement upon completion, termination or cancellation of this Contract.

All reference to the CONTRACTOR under this clause shall include CONTRACTOR's employees, agents or subcontractors

37. WAIVER OF DEFAULT - Waiver of any default or breach shall not be deemed to be a waiver of any subsequent default or breach. Waiver shall not be construed to be a modification of the terms of the Contract unless stated to be such in writing, signed by the DEPARTMENT.

**ATTACHMENT B**

**Request for Proposals No. RFP 2016-001**

## ATTACHMENT C

**Contractor's Response to RFP 2016-001 dated**

# ATTACHMENT D
## Service Level Agreement

## EXHIBIT D. EXCEPTIONS TO SAMPLE CONTRACT

### (M) Terms and Conditions

The Apparent Successful Vendor is expected to enter into a Contract that is substantially the same as the sample contract and its general terms and conditions attached as Exhibit C. In no event is a Vendor to submit its own standard contract terms and conditions in response to this solicitation. The WDVA will review requested exceptions and accept or reject the same at its sole discretion. Due to the nature of services being provided we will consider/negotiate additional industry standard terms and conditions that would be offered by the Vendor for inclusion in the contract as additional Exhibits. However, the WDVA reserves at its sole discretion to accept or reject these additional exhibits. A Vendor may submit changes to the content of the Contract as presented in Exhibit C.

**The Vendor must provide one of the two following statements here in response to this section**:

"<Vendor Name> accepts the terms of XXXX Contract"

Or

"<Vendor Name> accepts the terms of the XXXX Contract, EXCEPT FOR those areas identified in Exhibit D to this RFP Proposal."

All identified exceptions, modifications, and/or additions shall be included as Exhibit D to the Proposal and clearly marked mandatory or proposed as set forth below in this section. Identify each proposed exception, modification, and/or addition in the following format:

1. State the page number of this RFP
2. State the Contract paragraph in full
3. State the proposed revised paragraph verbiage in full

**The Vendor must clearly identify all submitted exceptions, modifications and/or additions as to one of the two categories**:

**Mandatory**: A Vendor submitting a mandatory exception, modification, and/or addition, is declaring that the change is a requirement within its proposal. If the change is not acceptable to the WDVA, then the Vendor does not want its proposal to be considered or evaluated by the WDVA.

**Proposed**: A Vendor submitting a proposed exception, modification, and/or addition, is asking that the WDVA consider it, and if acceptable to the WDVA, include the proposed wording in any resulting Contract.

## EXHIBIT E. (M/S) COST PROPOSAL

Cost Proposal is to be submitted utilizing the Microsoft Excel work book attached to this RFP. (Should the Vendor be unable to download the Excel from the WEBS site http://www.des.wa.gov/services/ContractingPurchasing/Business/Pages/WEBSRegistration.aspx, Vendor is to contact the RFP Coordinator to request it be delivered to them electronically.)

**APPENDIX A. TO EXHIBIT E – FIXED BID CERTIFICATION (M)**

State your Firm's total fixed cost, including Business Analysis, travel and per diem, and all other associated costs as specified in for the tasks as defined in this RFP.

$_____ Fixed-Price Bid

I hereby certify and acknowledge that this is a fixed bid proposal for delivery of an EVCMS that it includes all Costs for performing the tasks as defined in this RFP.

_____

Signature

_____

Name:

_____

Firm's Name:

## EXHIBIT F. IT SECURITY RESPONSE

(Should the Vendor be unable to download the Excel from the WEBS site http://www.des.wa.gov/services/ContractingPurchasing/Business/Pages/WEBSRegistration.aspx, Vendor is to contact the RFP Coordinator to request it be delivered to them electronically.)

## EXHIBIT G. BUSINESS AND TECHNICAL REQUIREMENTS

(Should the Vendor be unable to download the Excel from the WEBS site http://www.des.wa.gov/services/ContractingPurchasing/Business/Pages/WEBSRegistration.aspx, Vendor is to contact the RFP Coordinator to request it be delivered to them electronically.)

## EXHIBIT H. DEFINITIONS AND GLOSSARY

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| **Acceptance** | Shall mean a written notice from Purchaser to Vendor that the System has passed its Acceptance Testing or, if there is no Acceptance Testing, Acceptance shall occur when the Products are delivered |
| **Acceptance Testing** | Shall mean the measurement of performance of a device, software, functions and functionality that comprise a single point or the entire system. |
| **Acceptance Test Plan** | Shall mean the process for ascertaining that the standards set forth in the section titled Standard of Performance and Acceptance, prior to Acceptance by the Purchaser |
| **ACES** | ACES is an acronym for the Automated Client Eligibility System. This system is used by the State of Washington's Department of Social and Health Services. ACES supports the operations of the department by integrating DSHS programs under a single, client-based, on-line system. The ACES system is a tool for determining eligibility, issuing benefits, management support, and sharing of data between agencies. |
| **AFRS** | Agency Financial Reporting System (pronounced "AY-fers" or "AFF-ers"). The Agency Financial Reporting System (AFRS) is Washington State's central hub for accounting information. It gives users the ability to pay agency bills, receive payments, reimburse travel and accomplish many other business financial processes. This system interfaces with numerous budget and accounting systems, and is one of the most widely used applications by Washington state agencies and higher education institutions. Most system users update accounting information daily. |
| **Amendment** | A change to a legal document. For the purposes of a Solicitation document, an amendment shall be a unilateral change issued by the WDVA, at its sole discretion. |
| **Apparent Successful Contractor** | The Vendor selected as the entity to perform the anticipated services, subject to completion of contract negotiations and execution of a written contract. |
| **Authorized Representative** | An individual designated by the Vendor or Vendor to act on its behalf and with the authority to legally bind the Vendor or Vendor concerning the terms and conditions set forth in Solicitation, Proposal and Contract documents. |
| **BDN** | The VBA Benefits Delivery Network (BDN) Payment System contributes to meeting the following VA strategic |

goals: Restore the capability of disabled veterans to the greatest extent possible and improve the quality of their lives and their families; Ensure a smooth transition for veterans from active military services to civilian life; Honor and serve veterans in life and memorialize them in death for their sacrifices on behalf of the Nation.

The BDN is the legacy system employed by VBA to process entitlements for three of the five business lines: Compensation and Pension, Education, and Vocational Rehabilitation and Employment. The primary services of the BDN are: receipt, processing, tracking and disposition of veterans' applications for benefits; requests for assistance and general administration of legislated benefit programs. The BDN processes at the Hines Information Technology Center (ITC).

The Compensation program provides monthly payments and ancillary benefits to veterans in recognition of the loss of earning capacity caused by a disability or disease incurred in or aggravated during military service. The Pension program provides monthly payments to needy wartime veterans who are permanently and totally disabled as a result of a disability not related to military service. The Educational Assistance provides opportunities for higher education; restore lost educational opportunities and vocational readjustment. The Vocational Rehabilitation and Employment program helps service-disabled veterans achieve independent life skills and employment, provide service to enable veterans with service-connected disabilities to achieve independence in daily living, become employable and obtain and maintain suitable employment.

The BDN provides interface to VBA's other benefits delivery systems, as such, the VBA OIM Hines ITC maintains and administers all VBA databases for compensation, pension, education, and vocational rehabilitation and employment claims processing, supports the external interfaces (such as SSA and IRS) and provides payment data to the U.S. Treasury, which issues benefit payments. The system has been fully installed and tested to support failover operations in the event of any unplanned events or disasters at the Hines ITC. The second phase of BDN Disaster Recovery will be the data vaulting of the daily online BDN transactions

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| | to storage devices that shall be acquired for the Philadelphia BDN Disaster Recovery system. |
| **BRIDGES** | Bringing Recovery into Diverse Groups through Engagement and Support |
| **Business Days** | Monday through Friday, 8:00 a.m. to 5:00 p.m., Pacific Time, except for holidays observed by the state of Washington. |
| **Business Process** | Refers to a set of activities and tasks that, once completed, will accomplish an organization goal. |
| **Business Process Mapping** | Refers to activities involved in defining what a business entity does, who is responsible, to what standard a business process should be completed, and how the success of a business process can be determined. For the purpose of this RFP, also identify reporting requirements and funding sources (Refer to the organizational chart in this RFP) |
| **BVA** | Board of Veterans Appeals. |
| **CABHI** | The Cooperative Agreement to Benefit Homeless Individuals. Disabled Veterans' Outreach Program - Disabled Veterans' Outreach Program (DVOP) specialists develop job and training opportunities for Veterans, with special emphasis on Veterans with service-connected disabilities. DVOP specialists provide direct services to Veterans enabling them to be competitive in the labor market. They provide outreach and offer assistance to disabled and other Veterans by promoting community and employer support for employment and training opportunities, including apprenticeship and on-the-job training. DVOP specialists work with employers, Veterans' organizations, the Department of Veterans Affairs, Department of Defense, and community-based organizations to link Veterans with appropriate jobs and training opportunities. DVOP specialists serve as case managers for Veterans enrolled in Federally-funded job training programs such as the Department of Veterans Affairs' Vocational Rehabilitation program, and other Veterans with serious disadvantages in the job market. DVOP specialists are available to those Veterans and their employers to help ensure that necessary follow up services are provided to promote job retention. The Department of Labor provides grant funds to each state's employment service to maintain DVOP specialist positions in the state. The staffing formula and current appropriations level support about 1,400 DVOP specialists nationally. DVOP specialists are employees of the state and are generally located in state employment service offices. About one-quarter are |

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| | stationed full or part-time in locations other than employment service offices.<br>DVOP specialists may be stationed at regional offices and medical or Veterans' outreach centers of the Department of Veterans Affairs, state or county Veterans' service offices, Job Training Partnership Act program offices, community-based organizations, and military installations. |
| **Calendar Days** | Consecutive days of the year including weekends and holidays, each of which commence at 12:00:01 a.m. and end at Midnight, Pacific Time. When “days” are not specified, Calendar Days shall prevail. |
| **CCO** | Community Corrections Officer - Each inmate has an assigned CCO or CC, depending on the facility in which they reside or the county in which they are supervised. Counselors handle day-to-day issues or concerns of inmates in a housing unit. Counselors are responsible for classification and case management (education and work programs) and release preparation. CCOs are in the community offices, pre-release and work release facilities, providing a similar service to inmates who are on community supervision. |
| **CCS** | Catholic Community Services. |
| **CCSWW** | Catholic Community Services of Western Washington. |
| **Chronic Homelessness** | According to HUD, a person who is “chronically homeless” is an unaccompanied homeless individual with a disabling condition, who has been continuously homeless either for a year or more, or has had at least four (4) episodes of homelessness in the past three (3) years. |
| **CNLM** | Center for Natural Lands Management – Washington Program. The Center for Natural Lands Management strives to protect significant conservation lands throughout Washington and works with the DVA Veteran Conservation Corps program manager. |
| **COD** | Certificate of Discharges (DD214). |
| **Confidential Information** | Shall mean information that is exempt from disclosure to the public or other unauthorized persons under either chapter 42.17 RCW or other state or federal statutes. Confidential Information may include, but is not limited to, names, addresses, Social Security numbers, email addresses, telephone numbers, financial profiles, credit and debit card information, driver’s license numbers, medical data, law enforcement records, source code or object code, security data, or any related payroll/labor data |

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| **Contract** | An agreement, or mutual assent, between two or more competent parties with the elements of the agreement being offer, acceptance, and consideration. |
| **Contract Administrator** | The person designated to manage the resultant Contract for the WDVA. The primary contact for the WDVA with Vendor on a specific Contract. |
| **Contractor** | Individual, company, corporation, firm, or combination thereof with whom the Purchasing Activity develops a Contract for the procurement of materials, supplies, services, and/or equipment. It shall also include any Subcontractor retained by Contractor as permitted under the terms of the Contract. |
| **CPAR** | CONTRACT PROCESSING ACTION REQUEST (CPAR) - Internal WDVA request form for contract initiation/inspection/analysis/development. |
| **CQAP** | Claims and Quality Assurance Program |
| **CVSO** | County Veterans Service Officer. |
| **CWT** | Compensated Work Therapy (CWT). |
| **Data Dictionary** | A data dictionary is a collection of descriptions of the data objects or items in a data model for the benefit of programmers and others who need to refer to them. The data dictionary also describes the format and structure of a database and the relationship between its elements. The data dictionary will be consulted by programmers to create the Client Management System to understand where a data item fits in the structure, what values it may contain, and what the data item means in real-world terms |
| **Data Elements** | Refers to a unit of data for which the definition, identification, representation, and permissible values are specified by means of a set of attributes. |
| **DBHR** | Division of Behavioral Health and Recovery. The Division of Behavioral Health and Recovery (DBHR) is part of the Behavioral Health and Service Integration Administration (BHSIA). BHSIA is an administration within DSHS. BHSIA provides funding, training and technical assistance to community-based providers for prevention, intervention, treatment and recovery support services to people in need. BHSIA has 2,330 employees and a biennium budget of $1.9 billion. With our community, state and national partners, we are committed to providing evidence-based, cost-effective services that support the health and well-being of individuals, families and communities in Washington State. |
| **DD-214** | The DD Form 214, Certificate of Release or Discharge from Active Duty, generally referred to as a "DD 214", is |

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| | a document of the United States Department of Defense, issued upon a military service member's retirement, separation, or discharge from active-duty military. |
| **Deliverable** | Shall mean milestone, individual item or work from a product or component part. |
| **Department of Enterprise Services** | The Purchasing Activity within the Washington Department of Enterprise Services, Services Division authorized under Chapter 39.26 RCW to develop and administer contracts for goods and services on behalf of state agencies, colleges and universities, non-profit organizations and local governments. |
| **DIC** | Dependency and Indemnity Compensation (DIC) is a tax free monetary benefit paid to eligible survivors of military Service members who died in the line of duty or eligible survivors of Veterans whose death resulted from a service-related injury or disease. To qualify for DIC, a surviving spouse must meet the requirements below.<br>The surviving spouse was:<br>Married to a Service member who died on active duty, active duty for training, or inactive duty training, OR<br>Validly married the Veteran before January 1, 1957, OR<br>Married the Veteran within 15 years of discharge from the period of military service in which the disease or injury that caused the Veteran's death began or was aggravated, OR<br>Was married to the Veteran for at least one year, OR<br>Had a child with the Veteran, AND<br>Cohabited with the Veteran continuously until the Veteran's death or, if separated, was not at fault for the separation, AND<br>Is not currently remarried<br>Note: A surviving spouse who remarries on or after December 16, 2003, and on or after attaining age 57, is entitled to continue to receive DIC. |
| **DMDC** | Defense Management Data Center. |
| **DOL-VETS** | US Department of Labor – Veteran’s Employment and Training Service. |
| **DSHS** | The Washington State Department of Social Health Services. |
| **DSHS Client Registry** | A data warehouse and application used to coordinate client services between various DSHS divisions and other state agencies. |
| **DVCM** | Disabled Veteran Case Manager (DVCM) -- As part of the Disabled Veterans' Outreach Program, DVCM's provide core and intensive case management services to veterans and eligible spouses with barriers that prevent them entering into and retaining employment. |

These barriers may include: disabilities, lack of educational achievement and/or vocational credentialing, and under-employment. In conjunction with other service providers, this position establishes career plans and strategies to overcome barriers for veterans, especially veterans with special employment and training needs. DVCMs partner with Local Veterans' Employment Representatives (LVERs), the VA Vocational Rehabilitation Program, Workforce Investment Act Employment Transition Coaches, and Veteran Service Organizations.

**DVOP**

Disabled Veterans' Outreach Program - Disabled Veterans' Outreach Program (DVOP) specialists develop job and training opportunities for Veterans, with special emphasis on Veterans with service-connected disabilities. DVOP specialists provide direct services to Veterans enabling them to be competitive in the labor market. They provide outreach and offer assistance to disabled and other Veterans by promoting community and employer support for employment and training opportunities, including apprenticeship and on-the-job training. DVOP specialists work with employers, Veterans' organizations, the Department of Veterans Affairs, Department of Defense, and community-based organizations to link Veterans with appropriate jobs and training opportunities. DVOP specialists serve as case managers for Veterans enrolled in Federally-funded job training programs such as the Department of Veterans Affairs' Vocational Rehabilitation program, and other Veterans with serious disadvantages in the job market. DVOP specialists are available to those Veterans and their employers to help ensure that necessary follow up services are provided to promote job retention. The Department of Labor provides grant funds to each state's employment service to maintain DVOP specialist positions in the state. The staffing formula and current appropriations level support about 1,400 DVOP specialists nationally. DVOP specialists are employees of the state and are generally located in state employment service offices. About one-quarter are stationed full or part-time in locations other than employment service offices.

DVOP specialists may be stationed at regional offices and medical or Veterans' outreach centers of the Department of Veterans Affairs, state or county Veterans' service offices, Job Training Partnership Act program offices, community-based organizations, and military installations.

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| **eBenefits** | State of Washington Dept. of Social and Health Services. |
| **ESA** | Nearly one out of every four Washington residents turns to the Economic Services Administration (ESA) in the Department of Social and Health Services for assistance with cash, food, child support, child care, disability determination, transition to employment, and other services. Each day, more than 4,000 ESA employees provide families and individuals across the state with the resources and support they need to build better lives. In 2013, ESA served more than 1.5 million people – representing approximately 22 percent of all Washington State residents. ESA's core services focus on: Poverty Reduction & Self-Sufficiency; Child Support Enforcement & Financial Recovery; Disability Determination. |
| **ESD** | The Washington State Employment Security Department |
| **Estimated Useful Life** | The estimated time from the date of acquisition to the date of replacement or disposal, determined in any reasonable manner. |
| **EVCMS** | Refers to a system for managing all the WDVA's interactions with current and future clients. It involves using technology to organize, automate and synchronize its departments and programs within the WDVA and with other WA State agencies that also interact with the WDVA clients. |
| **FDC** | The Fully Developed Claims (FDC) program is an optional new initiative that offers Veterans and survivors faster decisions from VA on compensation, pension, and survivor benefit claims. Veterans and survivors simply submit all relevant records in their possession, and those records which are easily obtainable, such as private medical records, at the time they make their claim and certify that they have no further evidence to submit. VA can then review and process the claim more quickly. |
| **GAF** | The Global Assessment of Functioning (GAF) is a numeric scale (1 through 100) used by mental health clinicians and physicians to rate subjectively the social, occupational, and psychological functioning of adults, e.g., how well or adaptively one is meeting various problems-in-living. The scale is presented and described in the DSM-IV-TR on page 34. The score is often given as a range. The GAF is no longer included in the DSM-5. The new DSM-5 includes a WHODAS outline, which takes the GAF score's place. It is a survey and check box that is less likely to be subjective. |

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| **GWI** | Gulf War syndrome (GWS), also known as Gulf War illness (GWI), is a chronic multisymptom disorder affecting returning military veterans and civilian workers of the 1990–91 Gulf War. A wide range of acute and chronic symptoms have been linked to it, including fatigue, muscle pain, cognitive problems, rashes and diarrhea. Approximately 250,000 of the 697,000 U.S. veterans who served in the 1991 Gulf War are afflicted with enduring chronic multi-symptom illness, a condition with serious consequences. From 1995 to 2005, the health of combat veterans worsened in comparison with non-deployed veterans, with the onset of more new chronic diseases, functional impairment, repeated clinic visits and hospitalizations, chronic fatigue syndrome-like illness, posttraumatic stress disorder, and greater persistence of adverse health incidents. According to a report by the Iraq and Afghanistan Veterans of America, veterans of Iraq and Afghanistan may also suffer from the syndrome. |
| **GWOTEM** | Global War on Terrorism Expeditionary Medal -- The Global War on Terrorism Expeditionary Medal (GWOTEM) is a United States armed forces military award created by George W. Bush on March 12, 2003 by Executive Order 13289. It recognizes those military service members who have deployed overseas in direct service to the War on Terror from September 11, 2001 to a date to be determined. Prior to April 30, 2005 the medal was awarded for service within Iraq and Afghanistan, but has been replaced with the Iraq Campaign Medal and Afghanistan Campaign Medal and now serves primarily as recognition for personnel who have deployed in support of the War on Terror to locations beyond Iraq and Afghanistan. |
| **GWS** | See GWI. |
| **HCA** | Is the Washington State Health Care Authority. |
| **HINQ** | HOSPITAL INQUIRY - A VA legacy term. |
| **Homelessness Housing and Assistance Act** | The Homelessness Housing and Assistance Act (RCW 43.185C) passed in 2005 requires counties to:<br>Develop a ten-year plan to reduce homelessness by 50 percent by 2015.<br>Conduct an annual point in time count of homeless persons.<br>Report progress implementing plans annually to Commerce.<br>Use the local portion of document recording fees ($20.2 million per year) to reduce homelessness.<br>Implement a Homeless Management Information System (HMIS) to collect client data used to measure |

program, county and state performance.

The Act requires the Department of Commerce to:

Work with the Interagency Council on Homelessness (ICH) and Affordable Housing Advisory Board (AHAB) to develop a ten-year plan to reduce homelessness by 50 percent by 2015.
Coordinate the annual point in time count.
Produce an annual report on the performance measures used to measure state and local plan implementation.
Provide technical assistance to counties.
Pass through most of the state portion of document recording fees ($8.6 million per year) to local governments to reduce homelessness.
Implement Homeless Management Information Systems (HMIS) to collect client data used to measure program, county and state performance.

**HMIS** A Homeless Management Information System (HMIS) is a local information technology system used to collect client-level data and data on the provision of housing and services to homeless individuals and families and persons at risk of homelessness. Each Continuum of Care is responsible for selecting an HMIS software solution that complies with HUD's data collection, management, and reporting standards.

**HVRP** Homeless Veteran Reintegration Program. The WDVA manages two HVRP grants funded by the US Department of Labor-Veterans Employment and Training Services. HVRP resources are used to set the path for to homeless and at-risk-of-homeless veterans to reintegrate into the labor force and obtain sustainable independent living, while filling many gaps in the community continuum of care models.

**Inspection** An examination of delivered material, supplies, services, and/or equipment prior to Acceptance aimed at forming a judgment as to whether such delivered items are what was ordered, were properly delivered and ready for Acceptance. Inspection may include a high level visual examination or a more thorough detailed examination as is customary to the type of purchase, as set forth in the solicitation document and/or as agreed between the parties. Inspection shall be acknowledged by an authorized signature of the Purchaser.

**IRIS** Inquiry Routing & Information System (IRIS) run by the U.S. Department of Veterans Affairs. IRIS is a web-based automated question and answer system that veterans

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| | and their families may use in order to get directed to the right information or resources. |
| **IVP** | Incarcerated Veteran Program. |
| **IVRS** | Incarcerated Veterans Re-entry Services. |
| **LVER** | Local Veterans' Employment Representatives<br>Local Veterans' Employment Representatives (LVERs) are state employees located in state employment offices to provide assistance to Veterans by:<br>• supervising the provision of all services to Veterans furnished by employment service employees, including counseling, testing, and identifying training and employment opportunities;<br>• monitoring job listings from Federal contractors to see that eligible Veterans get priority in referrals to these jobs;<br>• monitoring Federal department and agency vacancies listed at local state employment service offices and preliminary processing of complaints from Veterans about the observance of Veterans' preference by Federal employers;<br>• promoting and monitoring the participation of Veterans in Federally-funded employment and training programs;<br>• cooperating with the Department of Veterans Affairs to identify and aid Veterans who need work-specific prosthetic devices, sensory aids or other special equipment to improve their employability; and contacting community leaders, employers, unions, training programs and<br>• Veterans' Service Organizations to be sure eligible Veterans get the services to which they are entitled.<br>Usually, one full-time LVER is allocated to local employment service offices for each 1,100 or more Veterans who registered for assistance in the preceding year. One halftime LVER is allocated to offices at which at least 350 Veterans registered for help.<br>This formula and the current appropriation level for the program support about 1,300 LVERs employed nationwide. State Employment Service Agency management may deviate from the allocation formula in the actual assignment of positions to specific locations. |
| **MAP-D** | Modern Award Processing-Development (MAP-D) |
| **NOD** | Notice of Disagreement (NOD). A written communication from a claimant or his or her representative expressing dissatisfaction/disagreement with a decision that specifically names the issues or issues with which the claimant disagrees. |

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| **NSCP** | NON-SERVICE CONNECTED DISABILITY PENSION (NSCP). |
| **OMPF** | DPRIS provides a conduit for the secure electronic retrieval of document images from the Military Services' Official Military Personnel File (OMPF) systems, and narrative data from the Joint Services Records Research Center (JSRRC), in response to request initiated by authorized and approved government agency users, authorized subordinate agencies, and veterans. |
| **PARIS** | Public Assistance Reporting Information System. On the Federal level, PARIS is a data matching service matching recipients of public assistance to check if they receive duplicate benefits in two or more states. PARIS matches help identify improper payments and minimize fraud and abuse. On the State of Washington level, the quarterly PARIS interface provides the following information about benefits active ACES clients may be receiving from other states: Veterans Administration; Interstate Match files; DoD. |
| **PATH** | Projects for Assistance in Transition from Homelessness. The Federal grant program assists individuals who are homeless and have serious mental illnesses |
| **Price** | Shall mean charges, costs, rates, and/or fees charged for the Products and Services under this RFP or, as the context requires, for similar products and services that vendor provides under other contracts, and shall be paid in United States dollars |
| **Project** | Shall mean a unit of work. This may include a physical scope of work, designated for the WDVA purposes such as the acquisition of real properties for the construction of state highways or sundry sites; real property located within the boundaries of that effort would be designated as the Project's parcels |
| **Proprietary Information** | Shall mean information owned by Vendor to which Vendor claims a protectable interest under law. Proprietary Information includes, but is not limited to, information protected by copyright, patent, trademark, or trade secret laws. |
| **Provider** | A professional organization or individual, usually a counselor, that is under contract to WDVA to provide a professional service. Behavioral Health's PTSD and Traumatic Brain Injury programs utilize providers. Note: "Provider" is the term of choice in this project's artifacts and deliverables. |
| **PTSD** | Post-Traumatic Stress Disorder. |
| **Purchaser** | Unless otherwise stated by the RFP, shall mean Washington State Department of Veterans Affairs. |

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| **Purchaser Contracting Officer** | Shall mean Chief Financial Officer, or the person to whom signature authority has been delegated in writing. This term includes, except as otherwise provided in this RFP, an authorized representative of the Purchaser acting within the limits of his/her authority. |
| **QA** | Quality Assurance. |
| **Product** | Materials, supplies, services, and/or equipment provided under the terms and conditions of this Contract. |
| **Proposer** | Individual or company that submits a proposal in order to attain a contract with the WDVA. (Also referred to as “Vendor”.) |
| **Proposal** | A written offer to perform a Contract to supply materials, supplies, services, and/or equipment in reply to a Request For Proposal (RFP). |
| **Purchaser** | The authorized user of the Contract, as identified in the Solicitation, who may or actually does make purchases of material, supplies, services, and/or equipment under the resulting Contract. |
| **RCW** | Shall mean the Revised Code of Washington. |
| **Request For Proposal (RFP)** | The form utilized to solicit Proposals and any amendments thereto issued in writing by the WDVA. The specifications and qualification requirements are written in an outcome based form allowing for consideration of a broad range of different solutions to meet the procurement need. |
| **Responsible** | The ability, capacity, and skill to perform the Contract or provide the service required , including, but not limited to the character, integrity, reputation, judgment, experience, and efficiency of the Vendor; Further considerations may include, but are not limited to whether the Vendor can perform the contract within the time specified, the quality of performance of previous contracts or services, the previous and existing compliance by the Vendor with laws relating to the contract or services and such other information as may be secured having a bearing on the decision to award the contract. |
| **Responsive** | A Proposal that meets all material terms of the Solicitation document. |
| **Response** | A Proposal. |
| **RFP** | Shall mean the Request for Proposal. |
| **RFP Coordinator** | The individual authorized/designated by the WDVA responsible for conducting/administering a specific Solicitation/Procurement and is the primary contact person whom Vendor’s Account Manager shall work with for the duration of this RFP. |
| **RP6** | Rally Point/6. Local non-profit organization in Lakewood, WA who works with the WDVA. |

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| **RVCP** | The Rural Veterans Coordination Pilot. The programs will support more than 25,000 rural Veterans in Louisiana, Maine, New Mexico, Nebraska and Washington. |
| **SAMHSA** | Substance Abuse and Mental Health Services Administration. |
| **SERVICES** | May include Purchased Services including maintenance and Support for the Products and shall mean those Services provided by Vendor relating to the solicitation, deployment, development and/or implementation activities that are appropriate to the scope of this RFP. |
| **SOAR** | SAMHSA's SSI/SSDI Outreach, Access, and Recovery. This national project is designed to increase access to disability income benefit programs administered by the Social Security Administration (SSA) for eligible adults who are homeless or at risk of homelessness and have, a mental illness and/or a co-occurring substance use disorder. |
| **SOC** | Statement of the Case (SOC). An explanation of the decision made on the appellant's case and a continuation of the previous decision so that the appellant can prepare an effective substantive appeal (VA Form 9). |
| **Solicitation** | The process of notifying prospective Vendors that the Purchasing Activity desires to receive competitive Proposals for furnishing specified materials, supplies, services, and/or equipment. Also includes reference to the actual documents used for that process, including: the Invitation For Bids (IFB) or Request For Proposals (RFP), along with all attachments and exhibits thereto. |
| **SOW** | Shall mean Statement of Work. |
| **Specifications** | Shall mean the technical and other specifications set forth in the RFP, any attached exhibits, diagrams, specifications, etc. set forth in Vendor's Response |
| **SQL** | Structure Query Language. |
| **SSDI** | Social Security Disability Insurance (SSDI) |
| **SSI** | Supplemental Security Income (SSI) |
| **SSOC** | Supplemental Statement of the Case (SSOC). Provides the appellant with information on changes made to the SOC. An SSOC is issued to claimants, if a SOC has been issued and new evidence material to the appeal is received, but the appeal is granted in full (an SSOC must issue even if the appeal is granted in part). |
| **SSVF** | Supportive Services for Veteran Families Program - Under the SSVF program, VA awards grants to private non-profit organizations and consumer cooperatives who can provide supportive services to very low-income |

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| | Veteran families living in or transitioning to permanent housing. |
| **State** | Shall mean the State of Washington. |
| **Subcontractor** | A person or business that is, or will be, providing or performing an essential aspect of the Contract under the direction and responsibility of the Contractor and with the agreement of the WDVA. One not in the employment of Contractor, who is performing all or part of the business activities under this RFP under a separate contract with Contractor. The term "Subcontractor" means Subcontractor(s) of any tier. |
| **Systems Design** | A blue print for a new system that will satisfy all document requirements and it will include all necessary outputs, inputs, interfaces, and processes. |
| **TARGET** | Treatment and Assessment Report Generation Tool (TARGET) used by program case workers. A DBHR tool. |
| **TBI** | Traumatic Brain Injury. |
| **TCP/IP** | Shall mean Transmission Control Protocol/Internet Protocol, a communications protocol developed to provide transport functions |
| **TWP** | Transitional Warrior Program (TWP) |
| **VACOLS** | VACOLS (Veterans Appeals Control and Locator System). VACOLS is the primary application for control of appeal cases along with their associated end products. Use of this system is mandatory. |
| **VARO** | Veterans Affairs Regional Office |
| **VASH** | Veterans Affairs Supportive Housing -- The HUD-Veterans Affairs Supportive Housing (HUD-VASH) program combines Housing Choice Voucher (HCV) rental assistance for homeless Veterans with case management and clinical services provided by the Department of Veterans Affairs (VA). VA provides these services for participating Veterans at VA medical centers (VAMCs) and community-based outreach clinics. |
| **VBA** | Veterans Benefits Administration, part of U.S. Department of Veterans Affairs |
| **VCC** | Veterans Conservation Corps. |
| **VEMP** | Veterans Estate Management Program |
| **VAGPD** | US Department of Veterans Affairs Grant and Per Diem. |
| **Vendor** | Individual, company, or firm submitting a proposal in order to attain a contract with the DVA. Shall mean, as the context requires, [Vendor], its employees and agents; any firm, provider, organization, individual, or other entity performing the business activities under this RFP; and any Subcontractor retained by Vendor as permitted under the terms of this RFP. |

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| **Vendor Account Manager** | Shall mean a representative of Vendor who is assigned as the primary contact person whom the Purchaser Project Manager shall work with for the duration of the awarded Contract and as further defined in the section titled Vendor Account Manager. |
| **Vendor Contracting Officer** | Shall mean [title of Vendor officer with signature authority], or the person to whom signature authority has been delegated in writing. This term includes, except as otherwise provided in this RFP, an authorized representative of Vendor Contracting Officer acting within the limits of his/her authority. |
| **VHOG** | Veterans Housing Options Group (VHOG)<br>Service Description<br>Weekly meeting provides an opportunity for veterans and their families to learn about various housing programs through<br>- Department of Veterans Affairs Puget Sound Health Care System - Community Housing and Outreach Services<br>- Washington State Department of Veterans Affairs (WDVA),<br>- King County Veterans' Program (KCVP) and<br>- Supportive Services for Veteran Families (SSVF) partners<br>Following the informational presentation veterans will be able to meet individually with a representative to address specific housing needs. Programs provide assistance with emergency housing, transitional housing and permanent housing as well as emergency financial assistance.<br>Eligibility:<br>1) Veterans, service members and their legal dependents living in King County.<br>2) Must be low-income; based on client's household income within the last 30 days.<br>3) Veterans must have served 180 days or more of active duty with an honorable or general discharge.<br>4) National Guard and Reservist must have fulfilled their initial service obligation with an honorable or general discharge. |
| **VHPP** | Veteran's Homeownership and Preservation Program (VHPP), which offers homebuyer down-payment assistance, closing costs and minor repair assistance to active duty military personnel, veterans and surviving spouses to purchase and repair a new or existing home. |
| **VIP** | Veteran Innovation Program. The Veterans Innovations Program was created to provide assistance to veterans and their families facing financial hardships due to |

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| | deployments in support of the wars in Iraq and Afghanistan. We work with the veteran and their family to match their individual needs with the Veterans Innovations Program and other veteran or non-veteran programs and services. Our goal is to make sure the veteran and their family has access to all veterans' benefits and the tools they need to provide for themselves and their families. |
| **VI-SPDAT** | Vulnerability Index-Service Prioritization and Decision Assistance Tool (VI-SPDAT). The HEARTH Act and federal regulations require communities to develop a mechanism for common assessment and coordinated access. Many communities have struggled to comply with this requirement, which demands an investment of considerable time, resources and expertise. Others are making it up as they go along, using "gut instincts" in lieu of solid evidence. Communities need a practical, evidence-informed way to satisfy federal regulations while quickly implementing an effective approach to access and assessment. The Vulnerability Index-Service Prioritization and Decision Assistance Tool (VI-SPDAT) is a first-of-its-kind tool designed to fill this need, helping communities end homelessness in a quick, strategic fashion. The VI-SPDAT "super tool" that combines the strengths of two widely used existing assessments. |
| **VONAPP** | Veterans On-Line Application (VONAPP). The VONAPP (Veterans On Line Application) website is an official U.S. Department of Veterans Affairs (VA) website that enables service members, veterans and their beneficiaries, and other designated individuals to apply for benefits using the Internet. U.S. military veterans and some service members within six months of separation or retirement can apply for Vocational Rehabilitation and Employment benefits using VA Form 28-1900. U.S. military veterans, service members, members of the Selected Reserve, and dependents can apply for education benefits. |
| **VOPAR** | VOPAR - Veterans Employment and Training Service Operations and Programs Activity Report. |
| **VSO** | VFW Service Officers. |
| **Washington Apple Health** | In Washington State, Medicaid is called Washington Apple Health. Coverage is free for those who qualify. |
| **WDVA** | The Agency authorized by law to conduct acquisition of materials, supplies, services, and/or equipment or delegated that authority by the Department of Enterprise Services. The Washington State Department of Veteran |

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| | Affairs (WDVA) is the agency of the state of Washington that is issuing this RFP. |
| **WDVA ASO** | Accredited Service Officer. |
| **WDVA Contract** | The written document memorializing the agreement between the successful Vendor and the WDVA for materials, supplies, services, and/or equipment. |
| **Washington's Electronic Business Solution (WEBS)** | The Vendor registration and Vendor notification system maintained by the Washington State Department of Enterprise Services located at www.des.wa.gov/webs. |
| **WestCare** | Family of tax-exempt nonprofit organizations that provides a wide spectrum of health and human services in both residential and outpatient environments. Services include substance abuse and addiction treatment, homeless, and mental health programs. |
| **XML** | Extensible Markup Language, an open standard for describing data. It is used for defining data elements on a Web page and business-to-business documents. |

## EXHIBIT I. CHECKLIST

This checklist is provided for Vendor's convenience only and identifies the documents to be submitted with each Response. Any Response received without any one or more of these documents may be rejected as being non-responsive.

***(REQUIRED SUBMITTALS)***

1. Letter of Submittal (signed) including signed Certifications and Assurances (Exhibit A), with Exceptions to the Sample Contract (Exhibit D) attached ☐
2. Financial and Vendor Business Requirements (Section 4) ☐
3. Business References, signed (Section 5) using Exhibit B
4. Management Proposal (Section 8) ☐
5. Technical Proposal (Section 9) with Exhibit G ☐
6. Cost Proposal using Exhibit E ☐
7. Best Value (Section 11)
8. IT Security Proposal using Exhibit F ☐

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**End of Document**