ATTACHMENT D: BIDDER RESPONSE FORM

This form is broken into Seven sections: Section 1. Administrative Response; Section 2. EO 18-03 Response; Section 3. Washington Small Business; Section 4. Certified Washington Veteran-owned Business; Section 5. Qualifications and experience; Section 6. Highly Desired Experience; and Section 7. Quotation/Cost Proposal. Bidders must respond to all questions in the order and in the expandable space provided. If a question requires Bidder to submit additional documents, please attach them to this document and label them clearly as part of your response to this Attachment D.

1	BIDDER INFORMATION (ADMINISTRATIVE RESPONSE) Bidder's response to the questions in this Section 1, combined with the information provided in Bidder's Submittal Letter and Certifications and Assurances, comprise Bidder's Administrative Response to this Solicitation. While the Administrative Response is not given a number score, the information provided as part of Bidder's Administrative Response may cause the Bid to be disqualified and may be considered in evaluating Bidder's qualifications and experience.	MAXIMUM TOTAL POINTS
а	Please indicate whether you employ or Contract with current or former state employees. If the answer is yes, provide the following information with respect to each individual: 1. name of employee or contractor; 2. the individual's employment history with the State of Washington; 3. a description of the Individual's involvement with the response to this Solicitation; and 4. the Individual's proposed role in providing the services under this any Contract that may be awarded.	NOT SCORED
	ANSWER: No, I do not contract with current or former state employees.	
b	Please list the names and contact information of three individuals you agree may serve as Bidder references and may freely provide information to DSHS regarding the reference's experience and impressions of Bidder. In providing these names, Bidder represents that it shall hold both DSHS and the organizations and individuals providing a reference harmless from and against any and all liability for seeking and providing such reference.	NOT SCORED
	ANSWER:	
	Robin Kingery, Information Administration Manager, Technology Innovation Administration, WA State Dept of Social and Health Services, Phone: 360-701-9092, Email: Robin.kingery@dshs.wa.gov	
	Larry Reinier, Vendor Accounting Supervisor, Facilities, Finance, and Analytics Administration, WA State Dept of Social and Health Services, Phone: 360-972-0694, Email: Larry.reinier@dshs.wa.gov	
	Laura Benson, Cash Unit Supervisor, Facilities, Finance, and Analytics Administration, WA State Dept of Social and Health Services, Phone: 360-764-6769, Email: Laura.benson@dshs.wa.gov	

С	Please indicate whether your Response contains any variations from the requirements of the Solicitation Document. If the answer is yes, list each variation with specificity and include the pertinent page numbers containing the variation.	NOT SCORED
d	ANSWER: None of my responses contain any variations from the requirements. Please indicate whether you are requesting that DSHS consider any exceptions and/or revisions to the sample contract language found in Attachment A. If so, state the page of Attachment A on which the text you request to change is found, and state the specific changes you are requesting. DSHS shall be under no obligation to agree to any requested changes, and will not consider changes to contract language or negotiate any new language not identified in response to this question. ANSWER: No requested changes to sample contract language.	NOT SCORED
е	If Bidder considers any information that is submitted as part of its Response to be proprietary, please identify the numbered pages of Bidder's Response containing such information and place the word "Proprietary" in the lower right hand corner of each of these identified pages.	NOT SCORED
f	ANSWER: No proprietary information. Please indicate whether you have had a contract terminated for cause or default within the past five (5) years. If so, please provide the terminating party's name, address and telephone number and provide a summary describing the alleged deficiencies in Bidder's performance, whether and how these alleged deficiencies were remedied and any other information pertinent to Bidder's position on the matter. "Termination for Cause" refers to any notice to Bidder to stop performance due to Bidder's asserted nonperformance or poor performance and the issue was either (a) not litigated; (b) litigated with a resulting determination in favor of the other party; or (c) is the subject of pending litigation.	NOT SCORED
g	ANSWER: No contract terminations ever. Please identify any prior contracts Bidder has entered into with the State of Washington within the past ten (10) years and identify the dates and nature of the contract and primary agency contact for each.	NOT SCORED
	ANSWER: Dept of Social and Health Services, Contract # 1323-81111, Effective Dates 07/01/2013 - 06/30/2015, Samreth Sam, IT Manager Dept of Social and Health Services, Contract # 1524-38884, Effective Dates 07/01/2015 – 06/30/2019, Samreth Sam, IT Manager Dept of Social and Health Services, Contract # 1924-57696, Effective Dates 07/01/2019 – present, James Marsh, Program Administrator	

h	Please indicate whether Bidder has been the subject of a lawsuit or administrative proceeding alleging a failure to comply with laws relating to the types of services Bidder proposes to provide pursuant to this Competitive Solicitation. If the answer is yes, please list the nature of the allegations, docket number, disposition and date (if applicable) and Bidder's explanation of how it has changed its practices or operations relative to any alleged deficiencies since that proceeding was filed.	NOT SCORED
	ANSWER: No lawsuits ever.	
i	Please describe your proposed plans for the use of Subcontractors in performing this Contract, listing each Subcontractor, its proposed role, and the estimated percentage of the Contract that will be performed by each Subcontractor. Please indicate whether each Subcontractor self-identifies or is certified as a Washington small business, a minority-owned business, a woman-owned business, a disadvantaged business enterprise, or a veteran-owned business. If the answer is yes, please identify the type of organization(s) and provide details of any certifications. Note that all Subcontractors must be approved by DSHS.	NOT SCORED
	ANSWER: No proposed plan to use subcontractors.	
J	Please describe any programs, policies or activities of your organization that support human health and environmental sustainability in your business practices. If a program, policy or activity is specifically applicable to this Contract, please indicate so.	NOT SCORED
	ANSWER: As an organization of one, I do not have any formal programs or policies in place for human health and environmental sustainability.	
2	BIDDER EO 18-03 CERTIFICATION	MAXIMUM TOTAL POINTS
EO	Are your employees required to sign, as a condition of employment, a mandatory individual arbitration clause and/or a class or collective action waiver?	10
	Please Note: Points for this question will be awarded to bidders who respond that they do not require these clauses and waivers. If you certify here that your employees are NOT required to sign these clauses and waivers as a condition of employment, and you are the successful Bidder, a term will be added to your Contract certifying this response and requiring notification to DSHS if you later require your employees to agree to these clauses or waivers during the term of the Contract.	
	ANSWER: No requirements for employees to sign any clauses or waivers (no employees).	

3	BIDDER CERTIFICATION –WASHINGTON SMALL BUSINESS	MAXIMUM
		TOTAL POINTS
	Are you a Washington Small Business as defined under RCW 39.26.010? According to Chapter 39.26.010 RCW, to qualify as a Washington Small Business, Bidder must meet three requirements: a. Location. Bidder's principal office/place of business must be located in and identified as being in the State of Washington. A principal office or principal place of business is a firm's headquarters where business decisions are made and the location for the firm's books and records as well as the firm's senior management personnel. b. Size. Bidder must be owned and operated independently from all other businesses and have	10
	either: (a) fifty (50) or fewer employees; or (b) gross revenue of less than seven million dollars (\$7,000,000) annually as reported on Bidder's federal income tax return or its return filed with the Washington State Department of Revenue over the previous three consecutive years. c. WEBS Certification. Bidder must have certified its Washington Small Business status in	
	Washington's Electronic Business Solution (<u>WEBS</u>).	
	ANSWER: Yes.	
4	BIDDER CERTIFICATION – CERTIFIED WASHINGTON VETERAN-OWNED BUSINESS	MAXIMUM TOTAL POINTS
	Are you a Certified Washington Veteran-Owned Business as defined under RCW 43.60A.190?	10
	According to Chapter 43.60A.190 RCW , to qualify as a Certified Washington Veteran-Owned Business, Bidder must meet four requirements:	
	a. 51% Ownership. Bidder must be at least fifty-one percent (51%) owned and controlled by:	
	 A veteran is defined as every person who at the time he or she seeks certification has received a discharge with an honorable characterization or received a discharge for medical reasons with an honorable record, where applicable, and who has served in at least one of the capacities listed in RCW 41.04.007; 	
	 A person who is in receipt of disability compensation or pension from the Department of Veteran's Affairs; or 	

- 3. An active or reserve member in any branch of the armed forces of the United States, including the national guard, coast guard, and armed forces reserves.
- b. Washington Incorporation/Location. Bidder must be <u>either</u> an entity that is incorporated in the state of Washington as a Washington domestic corporation <u>or</u>, <u>if not incorporated</u>, an entity whose principal place of business is located within the State of Washington.
- c. WEBS Certification. Bidder must have certified its Veteran-Owned business status in Washington's Electronic Business Solution (WEBS).
- d. WDVA Certification. Bidder must have provided certification documentation to the Washington Department of Veterans' Affairs WDVA) and be certified by WDVA and listed as such on WDVA's website (WDVA Veteran-Owned Businesses).

ANSWER: No.

5	BIDDER QUALIFICATIONS AND EXPERIENCE	MAXIMUM
		TOTAL POINTS
	EXPERIENCE AND QUALIFICATIONS	
Α	Provide an executive Summary. The executive summary should describe the Bidder's response at a high level in terms of project approach, perspective, staffing, skill level, and overall Work Description. It should demonstrate that the Bidder understands the scope and objectives of the project. Bidders are encourages to limit the summary to no more than three pages.	5
	ANSWER: I have been performing much of the work as described in the Work Description for DSHS for over 24 years. I understand that the responsibilities under this contract will require a blend and balance of production support and maintenance, application enhancements, application upgrades, new application development, and documentation and knowledge transfer to permanent staff for those areas outlined in the Work Description. I have been involved in the development and enhancements of the Collections and Accounts Receivable System (CARS) since its inception in 2000, when DSHS purchased the commercial off the shelf product Acuity and began customizing it for the Finance Services Administration's specific requirements. I have participated in the establishment of all but one company (CHP, now migrated to PRM) in CARS. My responsibilities included: • The development of custom finance charge assessment and recalculation processes. • The conversion of data into CARS from legacy systems for the Drug Rebate Program, the Estate Recovery Business, and the Vendor Accounts Receivable Company. • The implementation of payment and invoice posting business rules. • The creation of auxiliary applications to maintain invoice account coding, cash reporting rules, and other miscellaneous information that the customer is responsible for maintaining. • The development of data interfaces between CARS and multiple other systems, including Washington state Health Care Authority's (HCA) ProviderOne and Individual ProviderOne (IPOne) systems, DSHS's Automated Client Eligibility System (ACES), DSHS' Client Receivable System (CRS), DSHS' Debt	
	Management System (DMS), Washington state Department of Children and Family Services' (DCYF) SSPS Garnishments and FamLink systems.	

- The design and development of invoice claim line detail adjustments and payment application processes for the Drug Rebate Program, the Estate recovery Business, the IPOne receivables, the SSPS receivables, and the ProviderOne receivables residing in CARS.
- The development and maintenance of the daily and yearly AFRS reporting of payment recovery and year end balances.

I was a principal technician in the design and implementation of the Children's Trust Fund System (CTF) residing in the CARS database. I have been maintaining this system since 2003. This includes development, maintenance, and enhancement of the following functionality:

- Conversion processes to import data from the legacy system into the new CARS database tables.
- Monthly and manual interest processes.
- Monthly and manual cost of care reimbursement processes.
- Disbursement of funds processes.
- Daily import of bank ACH files to create payments processes.
- Monthly import of DCS child support files to create payments processes.
- Monthly creation of SSP payments processes.
- Daily import of expenditures and adjustments from FamLink.
- Client purge process that is re-usable for other CARS companies when they are ready to implement purge.
- Reconciliation reports and monthly closing processes to assist in the reconciliation of the trust funds balances.

I have been involved with the implementation of interfaces with the ProviderOne system since its initial development beginning in 2008. My specific development responsibilities were for the interfaces to import overpayment referrals from ProviderOne and export payment recoveries for those referrals to ProviderOne. I have since been involved at various times with the other four interface – Cash Receipts to ProviderOne, Cash Receipt returns from ProviderOne, Offset Requests to ProviderOne, and Offset Recoveries from Provider One – in a maintenance capacity. I have enhanced the overpayment referrals import in support of the incorporation of social services payments into ProviderOne (Phase 2) and aided the contractors that implemented this phase in

developing their requirements with CARS. I also developed a referral import process from and a recoveries process to the IPOne system.

I have been involved in several iterations of upgrades to CARS. My major responsibilities in these upgrades are:

- The setup, maintenance and customization of the Sage 500 client per the existing requirements.
- The inventory and analysis of existing software for conversion.
- The testing of CARS jobs.
- The development of test plans for the various conversion groups.
- Collaboration with the Sage 500 contractors to resolve issues and bugs during setup and test.
- Knowledge transfer and test support to newer staff regarding the purpose and expected behavior of the CARS jobs.

I have participated in the implementation of the first EFT payments into CARS for the Children's Health Insurance Program and the Health Care for Workers with Disabilities Program. I have been involved in maintaining the jobs associated with this line of business since the processes went to production in August 2013. My specific responsibility in the original development were the incorporation of the EFT payments into the nightly cash process that posts payments to CARS receivables, the development of a separate A8 reporting process, and the incorporation of the EFT payment recovery account coding into the nightly CARS AFRS reporting. I also took over responsibility for and completed the process of creating the daily ACH file for transmission to the treasurer.

Because of my 24 years of supporting and maintaining CARS systems, I have an extensive knowledge of the business and accounting processes of both DSHS' Office of Financial Recovery (OFR) and the Office of Accounting Services (OAS) that CARS supports. My approach to executing this contract would be to use that experience to:

- Share expert-level knowledge of the CARS systems and the businesses it supports to the permanent staff at every opportunity.
- Stay involved in the development of new business in CARS in order to leverage existing processes with new development needs.

- Interface with customers to help understand current system problems and deficiencies as well as help to define new requirements.
- Provide efficient and effective production support.

For the past two years, I have been involved in transition work required to prepare for the statewide financial accounting system replacement of the current system (AFRS) with a new system (Workday). Because the CARS system is largely financial, there is a large impact to the processes developed over the past 25 years. My involvement has included:

- Attending numerous presentations and reviewing documentation to educate myself on the new accounting structure.
- Identifying affected CARS applications and processes and providing impact analysis for affected applications and processes.
- Developing requirements, standards, and procedures for the project team.
- Participating in the remediation of CARS system processes, the Cash Processing system, the HCA ProviderOne
 data interfaces, the Social Services Payment System (SSPS) interfaces and data, and DCYF's FamLink system, by
 performing the remediation directly or providing knowledge and support to team members for their
 remediation tasks.
- Improving the design of the cash process reporting while remediating for Workday.

If I am the successful bidder, my approach to the work description would be to consider myself a resource to the team I participate with. I understand the importance of communicating work completed, work planned, and issues and concerns in a clear and timely manner to the management I would serve. I would respect and engage all processes and procedures relative to configuration management, production release, and security.

Provide resumes for the proposed staff, which should include information on the individual's particular skills and qualifications related to this Engagement, education, mandatory and desired experience, significant accomplishments, and any other pertinent information.

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	rsdresume.pdf	
	ANSWER: Resume attached here:	
	Technical Experience	
С	Describe how the proposed resource has at least 10 years of experience in the development and maintenance of enterprise financial systems; and provide further details about their working experience in this area.	10
	ANSWER: I have over 25 years of experience supporting financial systems for Washington State Government. Most of my experience has been developing, enhancing, and maintaining accounts receivable systems for the DSHS Office of Financial Recovery (OFR). I have developed and maintained processes that aid OFR in the assignment, correction, and the reporting of the accounting elements associated with their receivables. This reporting includes daily payment recovery reports to the Washington State Office of Financial Management, monthly and quarterly reports to the DSHS Office of Accounting Services (OAS) in support of federal grant compliance, reconciliation, and yearly fiscal year-end balance reports. I have developed and maintained processes to automatically apply and adjust cash receipts to receivables based on business rules. I have developed and maintained several processes to create and import receivables into an accounts receivable system from multiple external sources of data. I developed a finance charge process for the Drug Rebate line of business. Additionally, I have been involved in the development and maintenance of the interest processes for both the Estate Recovery and Vendor Overpayment lines of business for OFR. I have been involved in developing and maintaining cash receipting processes in support of OAS. This includes the intake of remittance processing and ACH payment files, distribution of cash receipts to various accounts receivable systems, and creation of files and reports for AFRS and the Office of the State Treasurer. For the past two years I have been involved in the preparation and remediation of Washington state's financial replacement system, called Workday. This has required a significant understanding of the state's account coding system of the future.	
D	Describe how the proposed resource has at least 8 years of experience with Visual Basic 6, Microsoft SQL Server (2000, 2008, 2016), Team Foundation Server (TFS), and Azure DevOps; and provide further details about their working experience with these tools.	10
	ANSWER: I have approximately the following number of years with all of the listed products:	

	Visual Basic 6 – 25 years. Maintained custom code for a commercial-off-the-shelf Visual Basic product.	
	MS SQL Server 2000 and up – 31 years. Extensive experience with developing stored procedures, SSIS packages,	
	SSRS reports, SQL Jobs, table scripts, and data conversion scripts.	
	Team Foundation Server - 10 years. Used for managing source control of database objects.	
	Azure DevOps – 3 years. Used for managing and deploying database objects.	
E	Describe how the proposed resource has at least 8 years of experience with database design and development; and	10
	provide further details about their working experience in this area.	
	ANSWER:	
	I have over 35 years of experience with database design, data modeling, and database development on a wide variety of both client and server platforms. I have built many desktop applications from the ground up using relational database products dBase, Clipper, and MS Access. I have developed client server applications that included the design and development of relational databases in products Sybase and SQL Server. At DSHS, I have designed and developed relational database tables to enhance and augment the commercial off the-shelf Sage 500 product.	
	I have approximately 15 years of experience in migrating data from old legacy databases into relational databases. At the Department of Health, I designed a consolidated database to house information from multiple legacy systems and developed the import processes to bring the legacy data into the consolidated database. At DSHS, I have converted data from legacy systems into CARS in support of several lines of business, including Estate Recovery, Drug Rebate, Children's Trust Fund, and SCHIP Premiums.	
	I have experience with data modelling tools Erwin and DB Artisan and have also used the Microsoft products SQL Server Enterprise Manager, Microsoft SQL Server Management, and Visual Studio to model and maintain databases.	
F	Describe how the proposed resource has at least 5 years of experience with the Acuity's Sage MAS 500 system, a commercial off-the-shelf (COTS) accounts receivable system; and provide further details about their working experience with this COTS system.	10
	ANSWER:	
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	I have over 24 years of experience with the commercial off the-shelf product currently known as Sage 500. I have been involved in the implementation, enhancement, maintenance, and upgrade of this product at DSHS. This activity included both the product's customizable client and database. I also have over 24 years of experience	
	with Collection and Accounts Receivable System (CARS), in which this customized version of Sage 500 is housed. I have been responsible for designing, developing, and maintaining many of the custom processes within CARS.	
G	Describe how the proposed resource has at least 5 years of experience with accounting, payment, interest, cash processing and invoicing processes within the government of Washington State, including experience with the Office of Financial Management (OFM)'s Agency Financial Reporting System (AFRS); and provide further details about their working experience with these type of systems.	10
	ANSWER:	
	I have over 24 years of direct experience with DSHS specific business processes related to posting of invoices and payment collections for overpayments, fees, insurance premiums, fines, and estate recovery.	
	Some examples of these are:	
	 Development and maintenance of AFRS Batch reporting process. This process is responsible for reporting all payment activity for supported systems to AFRS. 	
	 Development and maintenance of CARS payment application and adjustment rules processes Development and maintenance of CARS interest generation processes. 	
	 Development and maintenance of CARS interest generation processes. Development and maintenance of reporting processes providing CARS information in support of Title IV and VI federal grants. 	
	 Development and maintenance of Trust fund reimbursement and disbursement processes. Development and maintenance of an automated write-off process. 	
	 Development and maintenance of an automated refund process. Development and maintenance of an automated interest recalculation process. 	
Н	Describe how the proposed resource has at least 2 years of experience with electronic payments, specifically using bank account debits with Automated Clearing House (ACH); and provide further details about their working experience with these processes.	10
	ANSWER:	

I have 13 years of experience participating in the implementation and maintenance of the first electronic payment process for CARS. The processes include importing payment directives from the online payment system for the Health Care Authority Children's Medical Premium and Healthcare for Workers with Disabilities programs, applying the payments to the appropriate receivables in CARS, creating and transmitting the ACH file to the WA Office of the State Treasurer, and downloading and creating reports for bank returns and Notices of Correction. I also implemented NACHA required enhancements to the electronic payment process to send prenotes for new bank accounts prior to requesting payment. Describe how the proposed resource has deep knowledge and understanding of the new Workday's Enterprise Resource Planning (ERP) Foundation Data Model (FDM) and is adept at cross-referencing this data with the legacy Chart of Account (COA) format; and provide further details about their working experiences with these systems	10
Planning (ERP) Foundation Data Model (FDM) and is adept at cross-referencing this data with the legacy Chart of Account	10
	10
I began learning the legacy AFRS Chart of Accounts when I first starting working with government agencies over 30 years ago. My most significant experience with the COA has been during my current 25 years contracting for DSHS. I have been responsible for maintaining the daily process that reports daily financial collections, deposits, and refunds to the AFRS system. Maintaining this process requires thorough knowledge of the AFRS transaction structure and how it must be reported based on fiscal periods. I have developed processes to maintain and correct account coding on CARS system receivables. I have developed multiple reports containing AFRS account coding for receivable and recovery information, including state fiscal year end reporting for AFRS.	
For the past two years or more, I have been studying the new Foundation Data Model (FDM) that will be replacing the current AFRS system in order to plan for and modify CARS applications and processes to conform to the new FDM accounting structure. This includes:	
 Identifying all CARS components that will be impacted by the new system, and how they must be remediated. Participating in the development of standards, procedures, and configuration management of the remediation 	
	Identifying all CARS components that will be impacted by the new system, and how they must be remediated.

- Working with interface partners from other areas of DSHS and other agencies to remediate our interface structures.
- Working with customers at OFR, OAS, and DCYF to identify crosswalk gaps and other requirements necessary for remediation of their applications and systems.

6	Highly Desired Experience	MAXIMUM TOTAL
A	Please describe how the proposed resource meets the highly desired experience. a. Describe how the Working knowledge and experience with Microsoft ASP.Net, C#, and VB.Net development. b. Working knowledge and experience with SQL Server Reporting Services (SSRS). c. Working knowledge and experience with SQL Server Integration Services (SSIS). d. Working knowledge and experience with DSHS specific business processes related to collection, accounting, payment, cash processing, interest and invoicing.	POINTS 20
	ANSWER: A: Although I have not worked extensively with web applications, I have a working knowledge and exposure to the technologies due to the fact that CARS has several applications utilizing this technology. To that end, I have been exposed to the products by participating in routine maintenance activities and attending design and code reviews for various applications.	
	B: I have developed several SSRS reports as part of the CARS system, some of them using advanced features of the product.	

C: I have extensive experience in maintaining and developing SSIS packages in support of CARS processes and incorporating them into jobs.	
D: I have 25 years of experience with DSHS business processes related to collection, accounting, payment, cash processing, interest, and invoicing and have extensive knowledge of such. Please refer to sections A, G, and H above in this document for details.	

7	Cost Proposal		MAXIMUM TOTAL
			POINTS
Α	Submit your company's hourly rate in the space below.		30
	The hourly rate bid shall not exceed \$125.00 per hour. DSHS reserves the right to disqualify any bids where the hourly rate exceeds \$125.00 per hour.		re
	Company Name	Hourly Rate	
	Rebecca Sue Davidson	125.00	