



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

DATE: September 26, 2024

TO: RFQQ # 2423-859 Bidders Questions

FROM: Stephaine Ssaaka, Solicitation Coordinator  
DSHS Central Contracts and Legal Services

SUBJECT: Amendment No. 02 – Additional Bidder’s Q & A

---

DSHS amends the RFQQ # 2423-859 procurement document to include:

- Bidder’s Questions and Answers

**Bidder's Questions and Answers**  
**RFQQ# 2423-859**

**Question #1:** Per the schedule in the RFQQ, the successful bidder will be announced on 11/8/2024 and the contract will officially begin on 1/1/2025. You mention in the answer to the question #20 that the software solution must be fully functional and operating on 1/1/2025 as well. Our team's approach is to build a custom web app or SaaS platform for this project. There clearly isn't enough time to iron out the details of the contract and build a custom solution between 11/8/2024 and 1/1/2025. Are you only looking for existing solutions or pre-built commercial products for this project? Or, am I misunderstanding the timeline and/or your requirements?

**A:** The ideal platform is probably already created, and functions as needed. Part of picking a successful bidder is to invite them to oral presentation so we can physically see what they have established and what the platform they propose looks like and an overview of how it functions. We need a fully functioning platform by 1/1/2025. Unfortunately, this is a short turn around and we cannot extend it past 1/1/25. If a vendor can create a platform within the short window that functions as we need then that is great and we are happy to review it and consider it.

---

---

**Question #2:** We intend to deploy to Azure Government Power Platform which will need to be on your tenant. Do you already have a tenant and even may be Power Platform / Power Automate premium licenses for the 3 individuals who will be submitting the claims to the VA?

**A:** We are in a shared tenant with other State of Washington agencies. The tenant is managed by WaTech and any changes needing to be made would need to be approved and implemented by WaTech.

---

---

**Question #3:** Is it expected that the budget you provided is going to cover these infrastructure costs as well? Mind you it is not too expensive, less than \$1000 a year

**A:** We do not currently have Power Automate / Power Platform licenses. However, to satisfy a business requirement, licenses could be purchased. The party responsible to fund the licenses would need to be worked out as part of the contract.

---

---

**Question #4:** It is clear that you are expecting the field people to send information to DSHS, and then a resource will reenter this information in the tool. Is there a reason why you do not want the field people to at least enter the data in the tool, and the person at DSHS review and approve?

**A:** The accounting team is responsible for reconciling client/billing information and submitting invoices to the VA. This is the established process per our contracts we have with each AAA.

---

---

**Question #5:** Retention policies for the claim should be compliant with retention policies for similar documents. For example, I would expect these data to comply with HIPAA requirements. Do you have IT resource managing these tenant-wide policies or are you expecting the contract to mind this policy as well as other security / privacy policies for the tool?

**A:** It would be DSHS's responsibility to ensure we meet the data retention requirements for resources we manage within our Azure tenant.

---

---

**Question #6:** You noted that you have been using Optum for a clearinghouse. We plan to use the same service for the APIs. Do you have a license we can leverage or should we expect to pay for that out of the budget as well?

**A:** To my knowledge DSHS has never paid for a license to Optum. We simply pay a monthly fee to the current vendor for processing our invoices. The current vendor uses a Revenue Performance Advisor (RPA) platform that we submit claims through. From the current contract terms, it says the minimum technical an operational specification that DSHS needs to utilize the platform they provide are below. I hope these examples answer that question.

#### **SCHEDULE B**

### **Technical and Operational Specifications Minimum Requirements for Revenue Performance Advisor**

#### **PC or Mac Internet Web Browser Compatibility**

- Google Chrome™, most recent stable version
- Mozilla® Firefox®, most recent stable version
- Apple® Safari®, most recent stable version
- Microsoft® Internet Explorer® versions 9, 10, and 11

#### **Internet Connection**

- Reliable broadband internet connections – DSL, Cable modem or T1
  - Internet (TCP/IP)
  - Internet (SSH, Ports 22, 80 and 443)
- 
- 

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