

WRITTEN RESPONSE SCORING

June 3-June 6
2nd Tier #2424-852
Solicitation Title

Vendor Name: Rebecca Davidson

Evaluator Number: WE1

General Guidelines:

- Please score each vendor's response without reference to the scores for other vendors. Each score should reflect your score based on the criteria only.
- Please note all scores and comments in the allotted sections. If you change a score, initial the change.
- Please include comments that will assist the vendor in understanding why the response did not get full points. Positive comments are also welcome.
- We would prefer that you leave a comment for each question scored, briefly explaining why you assigned that particular score.
- You may discuss the proposals among the evaluation team, but each evaluator should score independently. **We do not use consensus scoring.**
- Do not downgrade a proposal because it did not address something that was not asked for in the Solicitation.

Scoring of Proposals

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

Submittal 125__ points

If you have questions, please direct them to Cindy J Carroll, Solicitation Coordinator, phone 360-664-5573. All evaluations must be returned and reviewed by the Solicitation Coordinator at the end of the evaluation.

Score	Description	Discussion
90-100% of available points	Exceptional	Clearly superior to that which is average.
70-80%	Above Average	Better than that which is average.
50-60%	Average	Baseline score for each item with adjustments based upon the evaluator's interpretation of the Bidder's response.
30-40%	Below Average	Substandard to that which is average.
10-20%	Failing	Non-responsive or clearly inadequate to that which is average.
0%	No Experience	Response shows no experience in this skill or capability.

Evaluator Scoresheet for 2ND Tier #2424-852

		130 MAX POINTS	SCORE
2.			
A	<p>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 encouraged to limit the summary to no more than three pages.</p> <p>COMMENT: ANSWER:</p> <p>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.</p> <p>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:</p> <ul style="list-style-type: none"> • 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. 	5	5

- 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).

		<p>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:</p> <ul style="list-style-type: none"> • 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. <p>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.</p>		
B	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.		5	5
	COMMENT:	ANSWER: Resume attached in separate document.		
C	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	10
	COMMENT:	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		

		<p>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.</p> <p>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.</p> <p>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.</p>		
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.			
	<p>COMMENT:</p> <p>ANSWER: I have approximately the following number of years with all of the listed products:</p> <p>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.</p>	10	10	
E	Describe how the proposed resource has at least 8 years of experience with database design and development; and provide further details about their working experience in this area.			
	<p>COMMENT:</p> <p>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</p>	10	10	

		<p>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.</p> <p>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.</p> <p>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.</p>		
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.			
	COMMENT:	ANSWER: 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.	10	10
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 types of systems.			
	COMMENT:	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.	10	10

		<p>Some examples of these are:</p> <ul style="list-style-type: none"> • 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 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. <p>Development and maintenance of an automated interest recalculation process.</p>		
H	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.	<p>COMMENT: 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.</p>	10	10
I	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	<p>COMMENT: ANSWER: 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</p>	10	10

		<p>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.</p> <p>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:</p> <ul style="list-style-type: none"> • 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 work. • Participating in the changes to the CARS database structure to support the new accounting structure. • Designing and developing the changes to the daily AFRS reporting process to FDM format for reporting to Workday. • Developing processes to crosswalk current AFRS data elements to new FDM data elements in the CARS database. • 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. 		
A		<p>Please describe how the proposed resource meets the highly desired experience.</p> <ol style="list-style-type: none"> 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. 	20	15

	COMMENT:	<p>ANSWER:</p> <p>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.</p> <p>B: I have developed several SSRS reports as part of the CARS system, some of them using advanced features of the product.</p> <p>C: I have extensive experience in maintaining and developing SSIS packages in support of CARS processes and incorporating them into jobs.</p> <p>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.</p> <p>Evaluator Comment: The Bidder does not have skills and experience with item a.</p>				
A		<p>Submit your company's hourly rate in the space below. 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.</p>	30	30		
	COMMENT:	<table border="1" data-bbox="604 932 1677 1047"> <thead> <tr> <th data-bbox="604 932 1457 987">Company Name</th> <th data-bbox="1457 932 1677 987">Hourly Rate</th> </tr> </thead> <tbody> <tr> <td data-bbox="604 987 1457 1047">Rebecca Sue Davidson</td> <td data-bbox="1457 987 1677 1047">125.00</td> </tr> </tbody> </table>			Company Name	Hourly Rate
Company Name	Hourly Rate					
Rebecca Sue Davidson	125.00					

WRITTEN RESPONSE SCORING

June 3-June 6
2nd Tier #2424-852
Solicitation Title

Vendor Name: Rebecca Davidson

Evaluator Number: WE2

General Guidelines:

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Scoring of Proposals

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Submittal	128 points
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- 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.
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		<p>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:</p> <ul style="list-style-type: none"> • 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. <p>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.</p>		
B	<p>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.</p>	<p>ANSWER: Resume attached in separate document.</p>	5	5
C	<p>COMMENT: Resource has extensive experience with the tools used by the State of Washington.</p>	<p>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.</p>	10	10

	<p>COMMENT:</p>	<p>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.</p> <p>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.</p> <p>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.</p>		
D	<p>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.</p>			
	<p>COMMENT: Resource only has 3 years of Azure DevOps experience.</p>	<p>ANSWER: I have approximately the following number of years with all of the listed products:</p> <p>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.</p>	10	9

E	Describe how the proposed resource has at least 8 years of experience with database design and development; and provide further details about their working experience in this area.		
COMMENT:	<p>ANSWER:</p> <p>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.</p> <p>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.</p> <p>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.</p>	10	10
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.		
COMMENT: Resource has extensive experience with Sage 500.	<p>ANSWER:</p> <p>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.</p>	10	10
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	10	10

	<p>of Financial Management (OFM)'s Agency Financial Reporting System (AFRS); and provide further details about their working experience with these types of systems.</p>		
	<p>COMMENT: Resource has extensive experience with OFM's AFRS.</p>	<p>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.</p> <p>Some examples of these are:</p> <ul style="list-style-type: none"> • 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 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. <p>Development and maintenance of an automated interest recalculation process.</p>	
H	<p>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.</p>		
	<p>COMMENT: Resource has extensive experience with ACH.</p>	<p>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.</p>	10
			10

I	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		
	<p>COMMENT: Resource has been studying the new FDM over the past two+ as it has been updated and released by OneWA.</p> <p>ANSWER: 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.</p> <p>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:</p> <ul style="list-style-type: none"> • 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 work. • Participating in the changes to the CARS database structure to support the new accounting structure. • Designing and developing the changes to the daily AFRS reporting process to FDM format for reporting to Workday. • Developing processes to crosswalk current AFRS data elements to new FDM data elements in the CARS database. • 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. 	10	10
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	20	19

	<p>development.</p> <p>b. Working knowledge and experience with SQL Server Reporting Services (SSRS).</p> <p>c. Working knowledge and experience with SQL Server Integration Services (SSIS).</p> <p>d. Working knowledge and experience with DSHS specific business processes related to collection, accounting, payment, cash processing, interest and invoicing.</p>								
	<p>COMMENT: Resource does not have extensive knowledge with web apps.</p>	<p>ANSWER:</p> <p>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.</p> <p>B: I have developed several SSRS reports as part of the CARS system, some of them using advanced features of the product.</p> <p>C: I have extensive experience in maintaining and developing SSIS packages in support of CARS processes and incorporating them into jobs.</p> <p>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.</p>							
A	<p>Submit your company's hourly rate in the space below. 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.</p>								
	COMMENT:	<table border="1"> <thead> <tr> <th data-bbox="604 1078 1457 1138">Company Name</th> <th data-bbox="1457 1078 1677 1138">Hourly Rate</th> </tr> </thead> <tbody> <tr> <td data-bbox="604 1138 1457 1193">Rebecca Sue Davidson</td> <td data-bbox="1457 1138 1677 1193">125.00</td> </tr> </tbody> </table>		Company Name	Hourly Rate	Rebecca Sue Davidson	125.00	30	30
Company Name	Hourly Rate								
Rebecca Sue Davidson	125.00								

WRITTEN RESPONSE SCORING

June 3-June 6
2nd Tier #2424-852
Solicitation Title

Vendor Name: Rebecca Davidson

Evaluator Number: WE3

General Guidelines:

- Please score each vendor's response without reference to the scores for other vendors. Each score should reflect your score based on the criteria only.
- Please note all scores and comments in the allotted sections. If you change a score, initial the change.
- Please include comments that will assist the vendor in understanding why the response did not get full points. Positive comments are also welcome.
- We would prefer that you leave a comment for each question scored, briefly explaining why you assigned that particular score.
- You may discuss the proposals among the evaluation team, but each evaluator should score independently. **We do not use consensus scoring.**
- Do not downgrade a proposal because it did not address something that was not asked for in the Solicitation.

Scoring of Proposals

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

Submittal	122 points
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If you have questions, please direct them to Cindy J Carroll, Solicitation Coordinator, phone 360-664-5573. All evaluations must be returned and reviewed by the Solicitation Coordinator at the end of the evaluation.

Score	Description	Discussion
90-100% of available points	Exceptional	Clearly superior to that which is average.
70-80%	Above Average	Better than that which is average.
50-60%	Average	Baseline score for each item with adjustments based upon the evaluator's interpretation of the Bidder's response.
30-40%	Below Average	Substandard to that which is average.
10-20%	Failing	Non-responsive or clearly inadequate to that which is average.
0%	No Experience	Response shows no experience in this skill or capability.

Evaluator Scoresheet for 2ND Tier #2424-852

2.		130 MAX POINTS	SCORE
A	<p>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 encouraged to limit the summary to no more than three pages.</p> <p>COMMENT: Maximum points were given because the bidder clearly has years of experience in all areas included in the work request. The bidder appears to have a clear understanding of the scope of the project. I appreciate the section on how the bidder</p>	5	5
	<p>ANSWER:</p> <p>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.</p> <p>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:</p> <ul style="list-style-type: none"> • 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. 		

would consider themselves a resource to the team and how they understand the importance of communication.

- 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).

		<p>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:</p> <ul style="list-style-type: none"> • 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. <p>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.</p>		
B	<p>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.</p> <p>COMMENT: Resume submitted and showed proof of multiple years of a wide range of experience in all phases of software</p>	<p>ANSWER: Resume attached in separate document.</p>	5	5

	development.			
C	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.			
	COMMENT: Answer shows way over the minimum years of experience. It also includes quite a bit of detail about how the bidder developed and maintained several processes within enterprise financial systems.	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.	10	9
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	10

	<p>COMMENT: Bidder has experience with all listed products and included details of working experience.</p>	<p>ANSWER: I have approximately the following number of years with all of the listed products:</p> <p>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.</p>		
E	<p>Describe how the proposed resource has at least 8 years of experience with database design and development; and provide further details about their working experience in this area.</p> <p>COMMENT: Years of experience is high. Bidder has experience with multiple database and modeling tools.</p>	<p>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.</p> <p>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.</p> <p>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.</p>	10	9

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	10
COMMENT: Bidder clearly has over 5 years of experience with this system and included further details.	ANSWER: 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 types of systems.	10	8
COMMENT: Bidder's response included all areas asked for in the question except for the invoicing process.	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: <ul style="list-style-type: none"> • 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 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. 		

		<ul style="list-style-type: none"> • Development and maintenance of an automated refund process. <p>Development and maintenance of an automated interest recalculation process.</p>		
H	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	10
	<p>COMMENT: The answer appears to cover all aspects of using bank account debits with ACH.</p>	<p>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.</p>		
I	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	10
	<p>COMMENT: The bidder’s 30 years of experience with the COA format, AFRS transaction structure and reporting rules, and their 2+ years</p>	<p>ANSWER: 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.</p> <p>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:</p>		

	<p>studying and working with the new FDM structure would be hard for anyone to improve upon.</p>	<ul style="list-style-type: none"> • 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 work. • Participating in the changes to the CARS database structure to support the new accounting structure. • Designing and developing the changes to the daily AFRS reporting process to FDM format for reporting to Workday. • Developing processes to crosswalk current AFRS data elements to new FDM data elements in the CARS database. • 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. 		
A	<p>Please describe how the proposed resource meets the highly desired experience.</p> <p>a. Describe how the Working knowledge and experience with Microsoft ASP.Net, C#, and VB.Net development.</p> <p>b. Working knowledge and experience with SQL Server Reporting Services (SSRS).</p> <p>c. Working knowledge and experience with SQL Server Integration Services (SSIS).</p> <p>d. Working knowledge and experience with DSHS specific business processes related to collection, accounting, payment, cash processing, interest and invoicing.</p>			
	<p>COMMENT: I used a max score for each of 5. Bidder received a lower score (2) on A due to not much web app experience.</p>	<p>ANSWER:</p> <p>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.</p> <p>B: I have developed several SSRS reports as part of the CARS system, some of them using advanced features of the product.</p> <p>C: I have extensive experience in maintaining and developing SSIS packages in support of CARS processes and incorporating them into jobs.</p>	20	16

	B was scored slightly low (4) because bidder said "several" instead of noting "extensive experience"	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.					
A	Submit your company's hourly rate in the space below. 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.			30	30		
	COMMENT: Hourly rate is included and does not exceed the maximum.	<table border="1"> <thead> <tr> <th>Company Name</th> <th>Hourly Rate</th> </tr> </thead> <tbody> <tr> <td>Rebecca Sue Davidson</td> <td>125.00</td> </tr> </tbody> </table>	Company Name			Hourly Rate	Rebecca Sue Davidson
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