

SECTION 5: BIDDER QUALIFICATIONS AND EXPERIENCE (MANAGEMENT RESPONSE)

1.	Service Proposal – Required, Scored, Maximum Total Points Available: 75
d.	<p>Plans for Providing Services Developing New Services</p> <p>Describe the process by which you involve your customers when developing or implementing new practices, procedures or services. Description should include how much involvement DCS would have in the process and consideration given to the impact on DCS customers.</p> <p style="text-align: right;">Max - 10</p> <p style="text-align: right;">Score <u> 7 </u></p>
	Comments:
e	<p>Plans for Providing Services Customer Service</p> <p>Detail the provisions that will be made for customer service and your firm’s customer service philosophy. Include name of contact(s) for each type of inquiry or problem resolution area, hours of service available for DSHS/DCS staff, customers and TTY. Is a toll free number available for customer service? If so, will DCS have direct access to a person specializing in the area of inquiry? Identify the location of customer service facilities that will service issues of cardholders under this contract.</p>

	<p>The Bidder will identify and assign a single primary account representative for banking issues.</p> <p style="text-align: right;">Max – 20</p> <p style="text-align: right;">Score <u> 16 </u></p>
	<p>Comments: Interpreters in 240+ languages</p>
<p>f.</p>	<p>Plans for Providing Services Reduction in Customer Service</p> <p>Describe events that may cause a reduction in customer service and how it will be communicated. Will DCS have input regarding the proposed reduction prior to implementation? If so, describe the process that would be followed. If DCS would not have input, describe compensating actions that the financial institution would take in order to mitigate adverse impacts and risks to DCS.</p> <p style="text-align: right;">Max – 10</p> <p style="text-align: right;">Score <u> 7 </u></p>
	<p>Comments:</p>

<p>g.</p>	<p>Plans for Providing Services</p> <p>Disaster Recovery Plan</p> <p>Describe the Bidders disaster recovery plan that will allow for the continuation of business at the minimum levels as described in this solicitation document. The plan must be available for inspection upon request.</p> <p style="text-align: right;">Max - 20</p> <p style="text-align: right;">Score __18__</p>
	<p>Comments:</p> <p>Tier IV data center – one of 8 in the world. Highest cert level given.</p>
<p>h.</p>	<p>Plans for Providing Services</p> <p>Additional Service Request</p> <p>Describe how additional service requests would be handled and priced.</p> <p>Scores for this section will be based upon, but are not limited to, the degree to which the Bidder:</p> <ul style="list-style-type: none"> • Provides information on how they will respond to and/or present additional service requests. • Describes the implementation process of any additional services

	<ul style="list-style-type: none"> Describes how the price schedule would be negotiated <p style="text-align: right;">Max – 10</p> <p style="text-align: right;">Score <u> 8 </u></p>
	<p>Comments: Dedicated knowledgeable staff that are familiar with DCS' business are involved in all implementations</p>
<p>i.</p>	<p>Creative Solutions</p> <p>Bidders are encouraged to be creative and innovative in responding to this RFP. Please discuss alternate approaches to the requested services where feasible, or additional services offered which may not be specifically requested. If you believe that your institution has other services that DCS may be interested in, please describe them here.</p> <p style="text-align: right;">Max – 5</p> <p style="text-align: right;">Score <u> 5 </u></p>
	<p>Comments: Automated Escheatment Zelle Payee Choice</p>

2	Experience and Qualifications	MAXIMUM TOTAL POINTS 85
a	<p>Bidder Performance and Support</p> <ul style="list-style-type: none"> · Ongoing Service and Support <p>The Bidder will be expected to describe how they will guarantee the service and support outlined in the following sections:</p> <ul style="list-style-type: none"> • Section A.3. Project Scope • Section A.4. Bidder Minimum Qualifications <p>Additionally, the Bidder must describe how planned maintenance and notification of such maintenance will be conducted.</p> <p>Bidder must describe how they would approach the requirements in this section. A detailed description is required.</p> <p style="text-align: right;">Max – 25</p> <p style="text-align: right;">Score <u> 20 </u></p>	
	<p>Comments:</p>	
b	<p>Bidder Performance and Support</p> <ul style="list-style-type: none"> · Technical and Application Support <p>The Bidder will be expected to provide technical support for all supplied software and its operation for the life of our contract. This includes any custom developed application software, any third party software or any Bidder proprietary software.</p>	

	<p>The Bidder must describe how ongoing technical and service assistance would be handled. The Bidder must describe how initial and ongoing DCS staff training would be provided in relation to financial transmission technology and other banking systems and processes.</p> <p>The Bidder must propose a support structure, including a description of its maintenance organization, issue-tracking process, levels of support and problem escalation process.</p> <p>Bidder must describe how they would approach the requirements in this section. A detailed description is required.</p> <p style="text-align: right;">Max – 25</p> <p style="text-align: right;">Score <u> 20 </u></p>
	<p>Comments:</p>
<p>c.</p>	<p>Experience and Qualifications Proposal Continuity of Personnel</p> <p>Describe the Bidder’s policies, plans, and intentions regarding maintaining continuity of personnel assignments throughout the performance of any contract resulting from this procurement. Address how availability of any of the proposed staff for this project could be impacted from existing contracts to which they are currently assigned or from other potential contracts for which they are proposed. Where such cases exist, identify the priority the Agency would have</p>

	<p>in cases of conflict. Discuss the Bidder’s plans to avoid and minimize the impact of staff changes. Identify planned back-up staff assignments.</p> <p>The contract resulting from this procurement will require that any change in key staff (as identified in Bidder’s response to this procurement) will be subject to prior Agency acceptance. The contract will also provide that the Agency may request that Bidder remove selected staff on one (1) days’ notice and provide replacement staff without impacting the schedule.</p> <p>Scores for this section will be based upon, but not limited to, the Bidder’s demonstrated commitment to continuity of project staff and the Bidder’s ability to maintain staff quality should a change in staff be unavoidable.</p> <p style="text-align: right;">Max – 10</p> <p style="text-align: right;">Score <u> 7 </u></p>
	<p>Comments:</p>
<p>d</p>	<p>Experience and Qualifications Proposal</p> <p>Tracking, Issue Resolution, and Change Management</p> <p>The successful Bidder, in partnership with the Agency, will be responsible for using an issue resolution process for recording and tracking any problems, issues, and changes.</p> <p>Describe your proposed process for managing issues, problems, and changes. Consider the entire System Development Life Cycle (SDLC). Explain by whom and how issues, problems, and changes should be resolved.</p> <p>Describe your approach to problem resolution. Are problems resolved on a same-day basis? If not, describe the process for keeping DCS informed of progress being made towards resolution. As an example, describe how your organization intends to keep DCS informed and the type of communication (i.e. e-mail, phone, in person, etc.) regarding in-process activities, such as;</p>

	<ul style="list-style-type: none"> • Forgery investigation and resolution, • Deposit and disbursement adjustments, • Technical questions regarding system capabilities, • System downtime, • Suggestions regarding system modification or enhancements and • Billing questions. <p>Scores for this section will be based upon, but are not limited to, the degree to which the proposed process provides and describes specific techniques to identify, communicate, and manage issues, problems, and changes.</p> <p style="text-align: right;">Max – 25</p> <p style="text-align: right;">Score <u> 20 </u></p>
	<p>Comments:</p>
3	<p>Project Plan and Experience Max Points - 80</p>
b	<p>Plans for Providing Services</p> <ul style="list-style-type: none"> • Project Plan <p>Describe the proposed approach and methodology to accomplish the objectives and deliverables specified in this solicitation document. The description should include sufficient detail to allow the evaluation team to determine the feasibility in relation to Agency requirements and needs.</p>

	<p>Also provide a detailed implementation plan, including transition from current provider, for the smooth implementation of the required services. The plan shall detail the entire course of the implementation and it shall include a list of proposed members of the implementation team. The plan shall also include a testing schedule, necessary conversion and any other components deemed necessary.</p> <p style="text-align: right;">Max - 40</p> <p style="text-align: right;">Score <u> 30 </u></p>
	<p>Comments:</p>
<p>c.</p>	<p>Experience and Qualifications Proposal Executive Summary</p> <p>The executive summary should describe the Bidder’s response at a high level in terms of project approach, perspective, staffing, skill levels, and overall Work Description. It should demonstrate that the Bidder understands the scope and objectives of the project.</p> <p>The Bidder should describe the risks associated with this project, critical success factors and actions Agency should consider throughout the project. Explain why the proposed solution will support the successful completion of this project for the Agency, and why the Agency should select your proposed solution. This summary should give the reader a strong general overview of the management and technical responses of the Bidder.</p> <p>Scores for this section will be based upon, but not limited to, the degree to which the executive summary demonstrates that the Bidder understands Agency’s needs and is consistent with the goals and objectives of the project, the degree to which project risks and critical success factors are identified and addressed, the overall strength of the summary in terms</p>

	<p>of completeness and depth, the Bidder’s ability/willingness to partner and ensure skills transfer, the Bidder’s flexibility and creativity, and the Bidder’s ability to prove a case for action.</p> <p style="text-align: right;">Max Points – 10</p> <p style="text-align: right;">Score <u> 8 </u></p>
	<p>Comments:</p>
<p>d</p>	<p>Experience and Qualifications Proposal</p> <ul style="list-style-type: none"> · Project Organization Staffing, qualifications and skills <p>This section discusses project organization and the knowledge, skills, abilities, and experience of the proposed team members and identifies specific requirements for certain individuals.</p> <ul style="list-style-type: none"> • Provide a description of the proposed project staffing/organization and how the team will be managed during the course of the project, including any subcontractors. • State the name, the title or position, and telephone number of the individual who would have primary responsibility for the project resulting from this solicitation. Disclose who within the firm will have prime responsibility and final authority for the work under the proposed contract. Name other individuals providing service on the project. • Identify responsibilities and qualifications of staff who will be assigned to the potential contract and the amount of time each will be assigned to the project. Provide resumes' for the named staff, which includes information on the individual's particular skills related to this project, education, experience, significant accomplishments and any other

	<p>pertinent information. Agency will expect the ASB to staff the project with the individuals described in the response. Any changes to such staffing will be subject to Agency approval. The Bidder must commit that staff identified in its proposal will actually perform the assigned work. Any staff substitution must have the prior approval of the Agency.</p> <ul style="list-style-type: none"> • Provide an organizational chart of your firm indicating lines of authority for personnel involved in performance of this potential contract and relationships of this staff to other programs or functions of the firm. This chart must also show lines of authority to the next senior level of management. <p>Scores for this section will be based upon, but not limited to, the soundness of the proposed team members roles and responsibilities, the overall viability of the proposed approach, and the degree to which the proposed staffing approach optimizes the ability to implement projects quickly, ensures the transfer of knowledge to any assigned Agency staff, and reflects a willingness/ability to partner with the Agency.</p> <p style="text-align: right;">Max Points – 15</p> <p style="text-align: right;">Score ____ 12 ____</p>	
	<p>Comments:</p>	
<p>e</p>	<p>Experience and Qualifications Proposal</p> <p>Experience of the Bidder</p> <p>Bidders and their key team members must have conducted a minimum of three (3) non-Washington State DSHS successful projects. For this requirement, “conducted” means that the referenced projects have completed implementation. Projects where the services have not, or are in the process of being put in place will not satisfy this requirement. The Bidder and their key team members must have had primary responsibility for the various phases of the projects including analysis, process design, construction, pilot phases, and implementation.</p>	

At least one of the projects must have been of similar scope and complexity or larger. Based upon an average collection and disbursement base of of \$57 million per month, describe in general terms where DCS is in comparison to other customers.

Present an in-depth discussion and graphic representation of the Bidder’s specific experience in the performance of completed projects to plan, design, develop, and implement successful system development efforts that meet the criteria of this solicitation document. Clearly describe the scope and scale of those projects. Describe why your experience positions your firm as the best candidate for this project. The desired format for an experience matrix is below.

Identify projects by Bidder or subcontractor and describe the nature and extent of the involvement with secure digital identification card projects. Bidder and subcontractor experience must be listed separately.

Complete the following table for the minimum three projects.

Project Name:
Start and End Date:
Customer and Type of Business:
Project Description, Role of Firm, and End Result:
Proposed Team Members Who Were Involved in the Project:
List Subcontractors and Describe Their Involvement with the Project:
Project Name:
Start and End Date:
Customer and Type of Business:
Project Description, Role of Firm, and End Result:
Proposed Team Members Who Were Involved in the Project:
List Subcontractors and Describe Their Involvement with the Project:
Project Name:
Start and End Date:
Customer and Type of Business:
Project Description, Role of Firm, and End Result:
Proposed Team Members Who Were Involved in the Project:
List Subcontractors and Describe Their Involvement with the Project:

Scores for this section will be based upon, but not limited to, the degree to which the Bidder and proposed subcontractors demonstrate direct experience with all aspects of projects of similar scope and complexity and broad expertise with technology. Importance is given to the specific

	<p><i>project role the Bidder/subcontractor has performed, as well as the scope and complexity of the projects in which the Bidder/subcontractor has participated. Both depth and breadth of experience is important.</i></p> <p style="text-align: right;">Max Points - 15</p> <p style="text-align: right;">Score <u> 11 </u></p>	
	<p>Comments:</p>	
4	Cost Proposal	Max - 10
	<p>Cost Proposal</p> <p>Bidders must provide a Cost Proposal that identifies their rates, expenses, or other costs to provide the service. All Cost Proposal costs must remain fixed for the Apparent Successful Bidder awarded a contract during the awarded contract's period of performance. Bidders must pay Washington State sales tax, if applicable.</p> <p>Identification of Costs</p> <p>In this section of the proposal, the Bidder is to identify all costs. The Agency will evaluate costs using a true cost comparison of all fees. Appendix 1 has been prepared to facilitate that comparison. Please complete Appendix 1, including all fees to be assessed in this contract. Other fees may not be added at a later date.</p> <p>Provide a price for each service noted in Section A, 3 a & b in accordance with the volumes detailed in Appendix 1 "Fee Schedule". Fees should be entered in the column titled "Price." Specify if the figure is a total amount, each or per unit. Multiply the price by the quantity to equal the total amount. The total amount should be listed in the "Total" column. For</p>	

	<p>example if the account maintenance fee is five dollars (record in the "Price" column) and DCS has five accounts (record in the "Quantity" column), the resulting total amount of \$25 would be recorded in the "Total" column. Detail any additional costs for "Other" services, if any.</p> <p>*Additional points possible for answers to the following questions. (SR)</p> <ul style="list-style-type: none">• Discuss any creative pricing or payment options, which you can provide. <p>Note: All charges must be detailed here. Any charges not listed on this section of the Contractor's proposal will not be allowed during the course of the contract unless the scope of the contract is expanded to include additional services not requested herein.</p> <p style="text-align: right;">Max Points – 10</p> <p style="text-align: right;">Score <u> 10 </u></p>
	<p>Comments:</p> <p>Potential for fee free services. First six months fees waived Fees waived if minimum annual average collected balances are met Reliacard issuance no cost to DCS Reliacard cardholders have multiple free options for accessing funds</p>

SECTION 5: BIDDER QUALIFICATIONS AND EXPERIENCE (MANAGEMENT RESPONSE)

1.	Service Proposal – Required, Scored, Maximum Total Points Available: 75
d.	<p>Plans for Providing Services Developing New Services</p> <p>Describe the process by which you involve your customers when developing or implementing new practices, procedures or services. Description should include how much involvement DCS would have in the process and consideration given to the impact on DCS customers.</p> <p style="text-align: right;">Max - 10</p> <p style="text-align: right;">Score ____ 8 ____</p>
	Comments:
e	<p>Plans for Providing Services Customer Service</p> <p>Detail the provisions that will be made for customer service and your firm’s customer service philosophy. Include name of contact(s) for each type of inquiry or problem resolution area, hours of service available for DSHS/DCS staff, customers and TTY. Is a toll free number available for customer service? If so, will DCS have direct access to a person specializing in the area of inquiry? Identify the location of customer service facilities that will service issues of cardholders under this contract.</p>

	<p>The Bidder will identify and assign a single primary account representative for banking issues.</p> <p style="text-align: right;">Max – 20</p> <p style="text-align: right;">Score ____ 18 ____</p>
	<p>Comments: CCS available 8 am to 5 pm vs requested 6:30 am to 5:30 pm PT, although mid-west available for early morning</p>
<p>f.</p>	<p>Plans for Providing Services Reduction in Customer Service</p> <p>Describe events that may cause a reduction in customer service and how it will be communicated. Will DCS have input regarding the proposed reduction prior to implementation? If so, describe the process that would be followed. If DCS would not have input, describe compensating actions that the financial institution would take in order to mitigate adverse impacts and risks to DCS.</p> <p style="text-align: right;">Max – 10</p> <p style="text-align: right;">Score ____ 9 ____</p>
	<p>Comments:</p>

<p>g.</p>	<p>Plans for Providing Services</p> <p>Disaster Recovery Plan</p> <p>Describe the Bidders disaster recovery plan that will allow for the continuation of business at the minimum levels as described in this solicitation document. The plan must be available for inspection upon request.</p> <p style="text-align: right;">Max - 20</p> <p style="text-align: right;">Score <u> 19 </u></p>
	<p>Comments:</p> <ul style="list-style-type: none"> Divert to hot back up processing Quarterly disaster recovery testing process Annual testing of business continuity plan Tier IV data center-highest level Power redundancy, monitoring, emergency power, limited access
<p>h.</p>	<p>Plans for Providing Services</p> <p>Additional Service Request</p> <p>Describe how additional service requests would be handled and priced.</p> <p>Scores for this section will be based upon, but are not limited to, the degree to which the Bidder:</p>

Evaluator #2

Bidder Name :

	<ul style="list-style-type: none">• Provides information on how they will respond to and/or present additional service requests.• Describes the implementation process of any additional services• Describes how the price schedule would be negotiated <p style="text-align: right;">Max – 10 Score <u> 9 </u></p>
	Comments:
i.	<p>Creative Solutions</p> <p>Bidders are encouraged to be creative and innovative in responding to this RFP. Please discuss alternate approaches to the requested services where feasible, or additional services offered which may not be specifically requested. If you believe that your institution has other services that DCS may be interested in, please describe them here.</p> <p style="text-align: right;">Max – 5 Score <u> 4 </u></p>
	Comments:

2	Experience and Qualifications	MAXIMUM TOTAL POINTS 85
a	<p>Bidder Performance and Support</p> <ul style="list-style-type: none"> · Ongoing Service and Support <p>The Bidder will be expected to describe how they will guarantee the service and support outlined in the following sections:</p> <ul style="list-style-type: none"> • Section A.3. Project Scope • Section A.4. Bidder Minimum Qualifications <p>Additionally, the Bidder must describe how planned maintenance and notification of such maintenance will be conducted.</p> <p>Bidder must describe how they would approach the requirements in this section. A detailed description is required.</p> <p style="text-align: right;">Max – 25</p> <p style="text-align: right;">Score <u> 24 </u></p>	
	Comments:	
b	<p>Bidder Performance and Support</p> <ul style="list-style-type: none"> · Technical and Application Support 	

Evaluator #2

Bidder Name :

	<p>The Bidder will be expected to provide technical support for all supplied software and its operation for the life of our contract. This includes any custom developed application software, any third party software or any Bidder proprietary software.</p> <p>The Bidder must describe how ongoing technical and service assistance would be handled. The Bidder must describe how initial and ongoing DCS staff training would be provided in relation to financial transmission technology and other banking systems and processes.</p> <p>The Bidder must propose a support structure, including a description of its maintenance organization, issue-tracking process, levels of support and problem escalation process.</p> <p>Bidder must describe how they would approach the requirements in this section. A detailed description is required.</p> <p style="text-align: right;">Max – 25</p> <p style="text-align: right;">Score <u> 24 </u></p>
	<p>Comments:</p>
c.	<p>Experience and Qualifications Proposal Continuity of Personnel</p>

	<p>Describe the Bidder’s policies, plans, and intentions regarding maintaining continuity of personnel assignments throughout the performance of any contract resulting from this procurement. Address how availability of any of the proposed staff for this project could be impacted from existing contracts to which they are currently assigned or from other potential contracts for which they are proposed. Where such cases exist, identify the priority the Agency would have in cases of conflict. Discuss the Bidder’s plans to avoid and minimize the impact of staff changes. Identify planned back-up staff assignments.</p> <p>The contract resulting from this procurement will require that any change in key staff (as identified in Bidder’s response to this procurement) will be subject to prior Agency acceptance. The contract will also provide that the Agency may request that Bidder remove selected staff on one (1) days’ notice and provide replacement staff without impacting the schedule.</p> <p>Scores for this section will be based upon, but not limited to, the Bidder’s demonstrated commitment to continuity of project staff and the Bidder’s ability to maintain staff quality should a change in staff be unavoidable.</p> <p style="text-align: right;">Max – 10</p> <p style="text-align: right;">Score <u> 9 </u></p>
	<p>Comments:</p>
<p>d</p>	<p>Experience and Qualifications Proposal</p> <ul style="list-style-type: none"> · Tracking, Issue Resolution, and Change Management <p>The successful Bidder, in partnership with the Agency, will be responsible for using an issue resolution process for recording and tracking any problems, issues, and changes.</p> <p>Describe your proposed process for managing issues, problems, and changes. Consider the entire System Development Life Cycle (SDLC). Explain by whom and how issues, problems, and changes should be resolved.</p>

	<p>Describe your approach to problem resolution. Are problems resolved on a same-day basis? If not, describe the process for keeping DCS informed of progress being made towards resolution. As an example, describe how your organization intends to keep DCS informed and the type of communication (i.e. e-mail, phone, in person, etc.) regarding in-process activities, such as;</p> <ul style="list-style-type: none"> • Forgery investigation and resolution, • Deposit and disbursement adjustments, • Technical questions regarding system capabilities, • System downtime, • Suggestions regarding system modification or enhancements and • Billing questions. <p>Scores for this section will be based upon, but are not limited to, the degree to which the proposed process provides and describes specific techniques to identify, communicate, and manage issues, problems, and changes.</p> <p style="text-align: right;">Max – 25</p> <p style="text-align: right;">Score <u> 24 </u></p>
	<p>Comments:</p>
<p>3</p>	<p>Project Plan and Experience Max Points - 80</p>
<p>b</p>	<p>Plans for Providing Services</p>

	<p>Project Plan</p> <p>Describe the proposed approach and methodology to accomplish the objectives and deliverables specified in this solicitation document. The description should include sufficient detail to allow the evaluation team to determine the feasibility in relation to Agency requirements and needs.</p> <p>Also provide a detailed implementation plan, including transition from current provider, for the smooth implementation of the required services. The plan shall detail the entire course of the implementation and it shall include a list of proposed members of the implementation team. The plan shall also include a testing schedule, necessary conversion and any other components deemed necessary.</p> <p style="text-align: right;">Max - 40</p> <p style="text-align: right;">Score ___ 39 ___</p>
	<p>Comments:</p>
<p>c.</p>	<p>Experience and Qualifications Proposal</p> <p>Executy Summary</p> <p>The executive summary should describe the Bidder’s response at a high level in terms of project approach, perspective, staffing, skill levels, and overall Work Description. It should demonstrate that the Bidder understands the scope and objectives of the project.</p> <p>The Bidder should describe the risks associated with this project, critical success factors and actions Agency should consider throughout the project. Explain why the proposed solution will support the successful completion of this project</p>

	<p>for the Agency, and why the Agency should select your proposed solution. This summary should give the reader a strong general overview of the management and technical responses of the Bidder.</p> <p>Scores for this section will be based upon, but not limited to, the degree to which the executive summary demonstrates that the Bidder understands Agency’s needs and is consistent with the goals and objectives of the project, the degree to which project risks and critical success factors are identified and addressed, the overall strength of the summary in terms of completeness and depth, the Bidder’s ability/willingness to partner and ensure skills transfer, the Bidder’s flexibility and creativity, and the Bidder’s ability to prove a case for action.</p> <p style="text-align: right;">Max Points – 10</p> <p style="text-align: right;">Score <u> 9 </u></p>
	<p>Comments:</p>
<p>d</p>	<p>Experience and Qualifications Proposal</p> <ul style="list-style-type: none"> · Project Organization Staffing, qualifications and skills <p>This section discusses project organization and the knowledge, skills, abilities, and experience of the proposed team members and identifies specific requirements for certain individuals.</p> <ul style="list-style-type: none"> • Provide a description of the proposed project staffing/organization and how the team will be managed during the course of the project, including any subcontractors.

	<ul style="list-style-type: none"> • State the name, the title or position, and telephone number of the individual who would have primary responsibility for the project resulting from this solicitation. Disclose who within the firm will have prime responsibility and final authority for the work under the proposed contract. Name other individuals providing service on the project. • Identify responsibilities and qualifications of staff who will be assigned to the potential contract and the amount of time each will be assigned to the project. Provide resumes' for the named staff, which includes information on the individual's particular skills related to this project, education, experience, significant accomplishments and any other pertinent information. Agency will expect the ASB to staff the project with the individuals described in the response. Any changes to such staffing will be subject to Agency approval. The Bidder must commit that staff identified in its proposal will actually perform the assigned work. Any staff substitution must have the prior approval of the Agency. • Provide an organizational chart of your firm indicating lines of authority for personnel involved in performance of this potential contract and relationships of this staff to other programs or functions of the firm. This chart must also show lines of authority to the next senior level of management. <p>Scores for this section will be based upon, but not limited to, the soundness of the proposed team members roles and responsibilities, the overall viability of the proposed approach, and the degree to which the proposed staffing approach optimizes the ability to implement projects quickly, ensures the transfer of knowledge to any assigned Agency staff, and reflects a willingness/ability to partner with the Agency.</p> <p style="text-align: right;">Max Points – 15</p> <p style="text-align: right;">Score ____ 14 ____</p>
	<p>Comments:</p>
<p>e</p>	<p>Experience and Qualifications Proposal</p>

Experience of the Bidder

Bidders and their key team members must have conducted a minimum of three (3) non-Washington State DSHS successful projects. For this requirement, “conducted” means that the referenced projects have completed implementation. Projects where the services have not, or are in the process of being put in place will not satisfy this requirement. The Bidder and their key team members must have had primary responsibility for the various phases of the projects including analysis, process design, construction, pilot phases, and implementation.

At least one of the projects must have been of similar scope and complexity or larger. Based upon an average collection and disbursement base of of \$57 million per month, describe in general terms where DCS is in comparison to other customers.

Present an in-depth discussion and graphic representation of the Bidder’s specific experience in the performance of completed projects to plan, design, develop, and implement successful system development efforts that meet the criteria of this solicitation document. Clearly describe the scope and scale of those projects. Describe why your experience positions your firm as the best candidate for this project. The desired format for an experience matrix is below.

Identify projects by Bidder or subcontractor and describe the nature and extent of the involvement with secure digital identification card projects. Bidder and subcontractor experience must be listed separately.

Complete the following table for the minimum three projects.

Project Name:
Start and End Date:
Customer and Type of Business:
Project Description, Role of Firm, and End Result:
Proposed Team Members Who Were Involved in the Project:
List Subcontractors and Describe Their Involvement with the Project:
Project Name:
Start and End Date:
Customer and Type of Business:
Project Description, Role of Firm, and End Result:
Proposed Team Members Who Were Involved in the Project:
List Subcontractors and Describe Their Involvement with the Project:
Project Name:
Start and End Date:

Evaluator #2

Bidder Name :

	<table border="1"> <tr> <td data-bbox="359 235 1608 272">Customer and Type of Business:</td> </tr> <tr> <td data-bbox="359 272 1608 310">Project Description, Role of Firm, and End Result:</td> </tr> <tr> <td data-bbox="359 310 1608 347">Proposed Team Members Who Were Involved in the Project:</td> </tr> <tr> <td data-bbox="359 347 1608 384">List Subcontractors and Describe Their Involvement with the Project:</td> </tr> </table> <p data-bbox="254 391 1997 529"><i>Scores for this section will be based upon, but not limited to, the degree to which the Bidder and proposed subcontractors demonstrate direct experience with all aspects of projects of similar scope and complexity and broad expertise with technology. Importance is given to the specific project role the Bidder/subcontractor has performed, as well as the scope and complexity of the projects in which the Bidder/subcontractor has participated. Both depth and breadth of experience is important.</i></p> <p data-bbox="1608 605 1801 634" style="text-align: right;">Max Points - 15</p> <p data-bbox="1608 675 1860 704" style="text-align: right;">Score <u> 12 </u></p>	Customer and Type of Business:	Project Description, Role of Firm, and End Result:	Proposed Team Members Who Were Involved in the Project:	List Subcontractors and Describe Their Involvement with the Project:	
Customer and Type of Business:						
Project Description, Role of Firm, and End Result:						
Proposed Team Members Who Were Involved in the Project:						
List Subcontractors and Describe Their Involvement with the Project:						
	<p data-bbox="247 760 865 837">Comments: Size of projects not mentioned, comparison</p>					
4	Cost Proposal	Max - 10				
	<p data-bbox="247 1032 457 1062">Cost Proposal</p> <p data-bbox="247 1118 1955 1227">Bidders must provide a Cost Proposal that identifies their rates, expenses, or other costs to provide the service. All Cost Proposal costs must remain fixed for the Apparent Successful Bidder awarded a contract during the awarded contract's period of performance. Bidders must pay Washington State sales tax, if applicable.</p> <p data-bbox="247 1281 558 1310">Identification of Costs</p>					

In this section of the proposal, the Bidder is to identify all costs. The Agency will evaluate costs using a true cost comparison of all fees. Appendix 1 has been prepared to facilitate that comparison. Please complete Appendix 1, including all fees to be assessed in this contract. Other fees may not be added at a later date.

Provide a price for each service noted in Section A, 3 a & b in accordance with the volumes detailed in Appendix 1 "Fee Schedule". Fees should be entered in the column titled "Price." Specify if the figure is a total amount, each or per unit. Multiply the price by the quantity to equal the total amount. The total amount should be listed in the "Total" column. For example if the account maintenance fee is five dollars (record in the "Price" column) and DCS has five accounts (record in the "Quantity" column), the resulting total amount of \$25 would be recorded in the "Total" column.

Detail any additional costs for "Other" services, if any.

***Additional points possible for answers to the following questions. (SR)**

- **Discuss any creative pricing or payment options, which you can provide.**

Note: All charges must be detailed here. Any charges not listed on this section of the Contractor's proposal will not be allowed during the course of the contract unless the scope of the contract is expanded to include additional services not requested herein.

Max Points – 10

Score ____9____

Comments:

Creative pricing--6 months waived.

Many services added to cost list will not be used and some appear to be duplicates. Will need to address duplicates & which price applies in negotiation phase.

SECTION 5: BIDDER QUALIFICATIONS AND EXPERIENCE (MANAGEMENT RESPONSE)

1.	Service Proposal – Required, Scored, Maximum Total Points Available: 75
d.	<p>Plans for Providing Services Developing New Services</p> <p>Describe the process by which you involve your customers when developing or implementing new practices, procedures or services. Description should include how much involvement DCS would have in the process and consideration given to the impact on DCS customers.</p> <p style="text-align: right;">Max - 10</p> <p style="text-align: right;">Score <u> 10 </u></p>
	<p>Comments:</p> <p>US Bank gets customer feedback from their Voice of the Customer Program, solutions mapping sessions, and through client requests.</p> <p>Implementing new practices is done annually based on prioritization board. This is done annually to ensure time for project development and to validate success. There would be a Statement of Work and Project Charter. Any process change that involves the DCS program would have our input. DCS can dictate our level of involvement based on what effect we will have on our program.</p>
e	<p>Plans for Providing Services Customer Service</p> <p>Detail the provisions that will be made for customer service and your firm’s customer service philosophy. Include name of contact(s) for each type of inquiry or problem resolution area, hours of service available for</p>

	<p>DSHS/DCS staff, customers and TTY. Is a toll free number available for customer service? If so, will DCS have direct access to a person specializing in the area of inquiry? Identify the location of customer service facilities that will service issues of cardholders under this contract.</p> <p>The Bidder will identify and assign a single primary account representative for banking issues.</p> <p style="text-align: right;">Max – 20</p> <p style="text-align: right;">Score <u> 20 </u></p>
	<p>Comments:</p> <p>US Bank has different channels for customer service based on who is requesting service and what the need is.</p> <p>There is a specific customer service line for our government contract and goes to the specific person who handles our contract.</p> <p>For tech issues and day to day operational needs, there is a dedicated Seattle based CCS banker, Spencer Gordon. We already use CCS for issues with the ICL and secure file transfers. There would be no changes to secured area processing or procedures.</p> <p>DCS Card holders and our customers have their own customer service channel. They have IVR and live agents who speak Eng and Spanish and interpreter services for 240 other languages. 24/7 service with toll free options for phone and email support. Appears this meets the access and accessibility needs.</p> <p>The response was full, detailed with specific contacts for each level of customer support and explains the process thoroughly.</p>
f.	Plans for Providing Services

	<p>Reduction in Customer Service</p> <p>Describe events that may cause a reduction in customer service and how it will be communicated. Will DCS have input regarding the proposed reduction prior to implementation? If so, describe the process that would be followed. If DCS would not have input, describe compensating actions that the financial institution would take in order to mitigate adverse impacts and risks to DCS.</p> <p style="text-align: right;">Max – 10</p> <p style="text-align: right;">Score <u> 10 </u></p>
	<p>Comments:</p> <p>US Bank says “we have no current initiative to downsize our customer service teams.”</p> <p>Any change that would impact DCS would first be discussed with our relations manager and we would be involved in the strategic implementation of any change.</p> <p>For DCS Cardholders, US bank uses quality management analytics and forecasting to ensure the proper amount of staffing. US currently serves our 50,000 DCS cardholders. They can scale customer service staff and offices in the event of an emergency, pandemic, and disaster by monitoring key metrics, including availability and RONAs.</p> <p>ny program changes are made to support the viability of the card program or in response to industry/regulatory changes. Any change will be discussed with DCS by our specific US bank rep prior to implementation.</p>
<p>g.</p>	<p>Plans for Providing Services</p> <p>Disaster Recovery Plan</p>

	<p>Describe the Bidders disaster recovery plan that will allow for the continuation of business at the minimum levels as described in this solicitation document. The plan must be available for inspection upon request.</p> <p style="text-align: right;">Max - 20</p> <p style="text-align: right;">Score <u> 18 </u></p>
	<p>Comments:</p> <p>US Banks disaster plan is scalable based on need. Within 1 hour the processes can be moved to a new geographical location outside the disaster area. Singlepoint EFT, ACH, wires all have backup locations. Their disaster plan is tested quarterly. They do this through the highest rated data center.</p> <p>They also have monitoring systems, battery backups, and ways to divert power from three different sources to keep things operational.</p> <p>Exhibit 10 for more into including their Risk Assessment, IT Resiliency Response Plan, and Crisis Management</p> <p>They address man-made hazard impacts but I would have liked to see something about hacks and ransomware.</p>
<p>h.</p>	<p>Plans for Providing Services</p> <p>Additional Service Request</p> <p>Describe how additional service requests would be handled and priced.</p> <p>Scores for this section will be based upon, but are not limited to, the degree to which the Bidder:</p> <ul style="list-style-type: none"> • Provides information on how they will respond to and/or present additional service requests.

	<ul style="list-style-type: none"> • Describes the implementation process of any additional services • Describes how the price schedule would be negotiated <p style="text-align: right;">Max – 10</p> <p style="text-align: right;">Score ____10____</p>
	<p>Comments:</p> <p>DCS’s treasury management consultant, Jordyn, and our relationship manager, Kim will schedule a capital engagement meeting where they will review the request, our current accounts, and come up with a strategy or phased implementation. Depending on the service request there may be a different response.</p> <p>Pricing will be mutually negotiated between the parties based on what the service request is and if its an additional service. The response references the answer for question 44 that goes into the specific US bank contacts and what their roles are in reviewing and implementing changes/processes.</p> <p>The optional services fees are listed at the bottom of the fee schedule.</p>
<p>i.</p>	<p>Creative Solutions</p> <p>Bidders are encouraged to be creative and innovative in responding to this RFP. Please discuss alternate approaches to the requested services where feasible, or additional services offered which may not be specifically requested. If you believe that your institution has other services that DCS may be interested in, please describe them here.</p> <p style="text-align: right;">Max – 5</p> <p style="text-align: right;">Score ____5____</p>
	<p>Comments:</p>

	<p>U.S. Bank Automated Escheatment Service is an end-to-end solution to avoid unclaimed property uncashed DCS checks. This could be automated through our current singlepoint system.</p> <p>Currently DCS disburses to bank accounts or DCS cards. Only 1% goes out as a paper check. US bank could be setup to disburse child support using the Velle network. This might be nice for our unbanked customers who instead use payment apps. They have other payee choice options for receiving the money.</p> <p>The Zelle option was unexpected. I like the idea of providing as many disbursement options as possible.</p>	
2	Experience and Qualifications	MAXIMUM TOTAL POINTS 85
a	<p>Bidder Performance and Support</p> <p>Ongoing Service and Support</p> <p>The Bidder will be expected to describe how they will guarantee the service and support outlined in the following sections:</p> <ul style="list-style-type: none"> • Section A.3. Project Scope • Section A.4. Bidder Minimum Qualifications <p>Additionally, the Bidder must describe how planned maintenance and notification of such maintenance will be conducted.</p> <p>Bidder must describe how they would approach the requirements in this section. A detailed description is required.</p> <p style="text-align: right;">Max – 25</p> <p style="text-align: right;">Score <u> 20 </u></p>	
	Comments:	

	<p>The full Project Scope response is listed on page 5 of US Banks response.</p> <p>US Bank says they will guarantee service and support by using a relationship-based service model. They again list the key points of contact. Kim Spiroff for our contracts and government relations. The project scope on page 5 was more robust and also on page 1.a (page 1) they identified the other members of the teams and at what level our interactions with them will be.</p> <p>For maintenance there will be daily communication from the bank/reports/and operating documents. There will also be an annual business meeting. At this meeting they will discuss any possible changes, insight into ongoing cardholder activity, and will help to identify trends in your program.</p> <p>In the next section (page 92 of US Banks response) lists each of the minimum qualifications and answered specifically how that meet those requirements.</p> <p>I had to search to find the response on how they will guarantee the service and support for Section A.3. Project Scope.</p>
<p>b</p>	<p>Bidder Performance and Support</p> <ul style="list-style-type: none"> · Technical and Application Support <p>The Bidder will be expected to provide technical support for all supplied software and its operation for the life of our contract. This includes any custom developed application software, any third party software or any Bidder proprietary software.</p> <p>The Bidder must describe how ongoing technical and service assistance would be handled.</p> <p>The Bidder must describe how initial and ongoing DCS staff training would be provided in relation to financial transmission technology and other banking systems and processes.</p>

	<p>The Bidder must propose a support structure, including a description of its maintenance organization, issue-tracking process, levels of support and problem escalation process.</p> <p>Bidder must describe how they would approach the requirements in this section. A detailed description is required.</p> <p style="text-align: right;">Max – 25</p> <p style="text-align: right;">Score <u> 25 </u></p>
	<p>Comments:</p> <p>This section was very detailed and broke out between tech support, training, issues, escalation. I appreciate that they separated the sections for the DCS card side and DCS accounts side.</p>
<p>c.</p>	<p>Experience and Qualifications Proposal</p> <p>Continuity of Personnel</p> <p>Describe the Bidder’s policies, plans, and intentions regarding maintaining continuity of personnel assignments throughout the performance of any contract resulting from this procurement. Address how availability of any of the proposed staff for this project could be impacted from existing contracts to which they are currently assigned or from other potential contracts for which they are proposed. Where such cases exist, identify the priority the Agency would have in cases of conflict. Discuss the Bidder’s plans to avoid and minimize the impact of staff changes. Identify planned back-up staff assignments.</p> <p>The contract resulting from this procurement will require that any change in key staff (as identified in Bidder’s response to this procurement) will be subject to prior Agency acceptance. The contract will also provide that the Agency may request that Bidder remove selected staff on one (1) days’ notice and provide replacement staff without impacting the schedule.</p>

	<p>Scores for this section will be based upon, but not limited to, the Bidder’s demonstrated commitment to continuity of project staff and the Bidder’s ability to maintain staff quality should a change in staff be unavoidable.</p> <p style="text-align: right;">Max – 10</p> <p style="text-align: right;">Score <u> 10 </u></p>
	<p>Comments:</p> <p>The listed who our key players will be and explained the process for replacing someone and who would handle that. “U.S. Bank also agrees to DCS’s requirement that any change in key staff will be subject to prior agency acceptance.”</p>
<p>d</p>	<p>Experience and Qualifications Proposal</p> <p>· Tracking, Issue Resolution, and Change Management</p> <p>The successful Bidder, in partnership with the Agency, will be responsible for using an issue resolution process for recording and tracking any problems, issues, and changes.</p> <p>Describe your proposed process for managing issues, problems, and changes. Consider the entire System Development Life Cycle (SDLC). Explain by whom and how issues, problems, and changes should be resolved.</p> <p>Describe your approach to problem resolution. Are problems resolved on a same-day basis? If not, describe the process for keeping DCS informed of progress being made towards resolution. As an example, describe how your organization intends to keep DCS informed and the type of communication (i.e. e-mail, phone, in person, etc.) regarding in-process activities, such as;</p> <ul style="list-style-type: none"> • Forgery investigation and resolution, • Deposit and disbursement adjustments, • Technical questions regarding system capabilities, • System downtime, • Suggestions regarding system modification or enhancements and • Billing questions.

	<p>Scores for this section will be based upon, but are not limited to, the degree to which the proposed process provides and describes specific techniques to identify, communicate, and manage issues, problems, and changes.</p> <p style="text-align: right;">Max – 25</p> <p style="text-align: right;">Score <u> 23 </u></p>
	<p>Comments:</p> <p>In the first paragraph they say Commercial Customer Service (CCS) handles the DCS account and transmission issues with:</p> <ul style="list-style-type: none">• Forgery investigation and resolution,• Deposit and disbursement adjustments,• Technical questions regarding system capabilities,• System downtime, <p>They explain how DCS contacts CCS and how issues are tracked in their database. They also include their escalation process if CCS is not able to help including the relationship manager, treasury manager, and then the operations manager. (Second level)</p> <p>If the issue is still unresolved or there are chronic issues it will go to level three and will be handled by senior management.</p> <p>All open issues are reviewed in our weekly Service Quality meeting where we review actual performance relative to SLAs.</p> <p>For the DCS Card program they have a separate section with different severity levels ranging from 1 to 4 and examples of what each level's response is and when notice is sent out.</p>

	<p>The bottom two paragraphs talk about program enhancements or systems changes. It addresses the change control process, implementation, SDLC procedures, requirements for any changes.</p> <p>Billing questions are handled thru CCS.</p> <p>I didn't see where we would be notified if any of these changes affected our customers or program in this section however it is covered in the previous sections.</p>
3	<p>Project Plan and Experience Max Points - 80</p>
b	<p>Plans for Providing Services</p> <p>Project Plan</p> <p>Describe the proposed approach and methodology to accomplish the objectives and deliverables specified in this solicitation document. The description should include sufficient detail to allow the evaluation team to determine the feasibility in relation to Agency requirements and needs.</p> <p>Also provide a detailed implementation plan, including transition from current provider, for the smooth implementation of the required services. The plan shall detail the entire course of the implementation and it shall include a list of proposed members of the implementation team. The plan shall also include a testing schedule, necessary conversion and any other components deemed necessary.</p> <p style="text-align: right;">Max - 40</p> <p style="text-align: right;">Score <u> 40 </u></p>
	<p>Comments:</p> <p>US Bank is our current bank and card servicer. They go into detail about how they would implement any new service including the process, specific contacts of who, how long and frequency of meetings, and a plan for ongoing testing. This was incredibly detailed and includes a 5 stage approach.</p>

c.	<p>Experience and Qualifications Proposal Executive Summary</p> <p>The executive summary should describe the Bidder’s response at a high level in terms of project approach, perspective, staffing, skill levels, and overall Work Description. It should demonstrate that the Bidder understands the scope and objectives of the project.</p> <p>The Bidder should describe the risks associated with this project, critical success factors and actions Agency should consider throughout the project. Explain why the proposed solution will support the successful completion of this project for the Agency, and why the Agency should select your proposed solution. This summary should give the reader a strong general overview of the management and technical responses of the Bidder.</p> <p>Scores for this section will be based upon, but not limited to, the degree to which the executive summary demonstrates that the Bidder understands Agency’s needs and is consistent with the goals and objectives of the project, the degree to which project risks and critical success factors are identified and addressed, the overall strength of the summary in terms of completeness and depth, the Bidder’s ability/willingness to partner and ensure skills transfer, the Bidder’s flexibility and creativity, and the Bidder’s ability to prove a case for action.</p> <p style="text-align: right;">Max Points – 10</p> <p style="text-align: right;">Score <u> 10 </u></p>
	<p>Comments:</p> <p>I think they went above and beyond in this response. They highlighted the strengths they identified and pulled on our shared history, community, and ethics. They also highlighted in a few places the advantage of continuing our business/government relationship as it “eliminates transition costs and efforts, offers a cost-free proposal and provides a path to improved operational efficiency”</p>

d	<p>Experience and Qualifications Proposal</p> <p>Project Organization</p> <p>Staffing, qualifications and skills</p> <p>This section discusses project organization and the knowledge, skills, abilities, and experience of the proposed team members and identifies specific requirements for certain individuals.</p> <ul style="list-style-type: none"> • Provide a description of the proposed project staffing/organization and how the team will be managed during the course of the project, including any subcontractors. • State the name, the title or position, and telephone number of the individual who would have primary responsibility for the project resulting from this solicitation. Disclose who within the firm will have prime responsibility and final authority for the work under the proposed contract. Name other individuals providing service on the project. • Identify responsibilities and qualifications of staff who will be assigned to the potential contract and the amount of time each will be assigned to the project. Provide resumes' for the named staff, which includes information on the individual's particular skills related to this project, education, experience, significant accomplishments and any other pertinent information. Agency will expect the ASB to staff the project with the individuals described in the response. Any changes to such staffing will be subject to Agency approval. The Bidder must commit that staff identified in its proposal will actually perform the assigned work. Any staff substitution must have the prior approval of the Agency. • Provide an organizational chart of your firm indicating lines of authority for personnel involved in performance of this potential contract and relationships of this staff to other programs or functions of the firm. This chart must also show lines of authority to the next senior level of management. <p>Scores for this section will be based upon, but not limited to, the soundness of the proposed team members roles and responsibilities, the overall viability of the proposed approach, and the degree to which the proposed staffing approach optimizes the ability to implement projects quickly, ensures the transfer of knowledge to any assigned Agency staff, and reflects a willingness/ability to partner with the Agency.</p> <p style="text-align: right;">Max Points – 15</p>

	Score __15__		
	<p>Comments:</p> <p>They clearly list all five primary individuals, who they are, what their experience is, and the roles each will play in this contract: relationship manager, treasury management consultant, dedicated CCS banker, and prepaid relationship manager.</p>		
<p>e</p>	<p>Experience and Qualifications Proposal</p> <p>Experience of the Bidder</p> <p>Bidders and their key team members must have conducted a minimum of three (3) non-Washington State DSHS successful projects. For this requirement, “conducted” means that the referenced projects have completed implementation. Projects where the services have not, or are in the process of being put in place will not satisfy this requirement. The Bidder and their key team members must have had primary responsibility for the various phases of the projects including analysis, process design, construction, pilot phases, and implementation.</p> <p>At least one of the projects must have been of similar scope and complexity or larger. Based upon an average collection and disbursement base of of \$57 million per month, describe in general terms where DCS is in comparison to other customers.</p> <p>Present an in-depth discussion and graphic representation of the Bidder’s specific experience in the performance of completed projects to plan, design, develop, and implement successful system development efforts that meet the criteria of this solicitation document. Clearly describe the scope and scale of those projects. Describe why your experience positions your firm as the best candidate for this project. The desired format for an experience matrix is below.</p> <p>Identify projects by Bidder or subcontractor and describe the nature and extent of the involvement with secure digital identification card projects. Bidder and subcontractor experience must be listed separately.</p> <p>Complete the following table for the minimum three projects.</p> <table border="1" data-bbox="357 1344 1608 1427"> <tr> <td data-bbox="357 1344 1608 1386">Project Name:</td> </tr> <tr> <td data-bbox="357 1386 1608 1427">Start and End Date:</td> </tr> </table>	Project Name:	Start and End Date:
Project Name:			
Start and End Date:			

	<p>Customer and Type of Business:</p> <p>Project Description, Role of Firm, and End Result:</p> <p>Proposed Team Members Who Were Involved in the Project:</p> <p>List Subcontractors and Describe Their Involvement with the Project:</p> <p>Project Name:</p> <p>Start and End Date:</p> <p>Customer and Type of Business:</p> <p>Project Description, Role of Firm, and End Result:</p> <p>Proposed Team Members Who Were Involved in the Project:</p> <p>List Subcontractors and Describe Their Involvement with the Project:</p> <p>Project Name:</p> <p>Start and End Date:</p> <p>Customer and Type of Business:</p> <p>Project Description, Role of Firm, and End Result:</p> <p>Proposed Team Members Who Were Involved in the Project:</p> <p>List Subcontractors and Describe Their Involvement with the Project:</p> <p><i>Scores for this section will be based upon, but not limited to, the degree to which the Bidder and proposed subcontractors demonstrate direct experience with all aspects of projects of similar scope and complexity and broad expertise with technology. Importance is given to the specific project role the Bidder/subcontractor has performed, as well as the scope and complexity of the projects in which the Bidder/subcontractor has participated. Both depth and breadth of experience is important.</i></p> <p style="text-align: right;">Max Points - 15</p> <p style="text-align: right;">Score <u> 15 </u></p>	
	<p>Comments:</p> <p>US Bank structured their response into three different levels with examples in each. The start of the response talks about the 30 other different states that they have had 10+ year relationships with. Some dating back over 100 years. They</p>	

	<p>highlighted that the majority of their contacts and associations have been long term and stable. They manages more than \$14 billion in deposits and more than \$7 billion in credit commitments.</p> <p>They then go into specific data for the different services they provide including depository services, ACH, Wire transfers, and more. They also include info on the prepaid card program and that they currently have prepaid card programs in 49 of the 50 states and are working with 447 different government agencies. This stratifies both areas of the RFP in needing banking services and a prepaid card program.</p> <p>The last section they use three other Washington State specific agencies and give specific implementation and project information in the format we provided.</p>
4	<p>Cost Proposal Max - 10</p>
	<p>Cost Proposal</p> <p>Bidders must provide a Cost Proposal that identifies their rates, expenses, or other costs to provide the service. All Cost Proposal costs must remain fixed for the Apparent Successful Bidder awarded a contract during the awarded contract's period of performance. Bidders must pay Washington State sales tax, if applicable.</p> <p>Identification of Costs</p> <p>In this section of the proposal, the Bidder is to identify all costs. The Agency will evaluate costs using a true cost comparison of all fees. Appendix 1 has been prepared to facilitate that comparison. Please complete Appendix 1, including all fees to be assessed in this contract. Other fees may not be added at a later date.</p> <p>Provide a price for each service noted in Section A, 3 a & b in accordance with the volumes detailed in Appendix 1 "Fee Schedule". Fees should be entered in the column titled "Price." Specify if the figure is a total amount, each or per unit. Multiply the price by the quantity to equal the total amount. The total amount should be listed in the "Total" column. For</p>

example if the account maintenance fee is five dollars (record in the "Price" column) and DCS has five accounts (record in the "Quantity" column), the resulting total amount of \$25 would be recorded in the "Total" column.
 Detail any additional costs for "Other" services, if any.

***Additional points possible for answers to the following questions. (SR)**

- **Discuss any creative pricing or payment options, which you can provide.**

Note: All charges must be detailed here. Any charges not listed on this section of the Contractor's proposal will not be allowed during the course of the contract unless the scope of the contract is expanded to include additional services not requested herein.

Max Points – 10

Score 9

Comments:

First six months of fees are waived for being a returning customer. As an additional option, should DCS maintain a \$20 million minimum annual average collected balance in the concentration DDA no fees will be assessed at the end of your annual billing cycle.

Cash vault deposits increased from \$.20 to \$.050 for a total of \$36 to 90/mo.

Cash Vault Deposit per \$100 increased from \$.03 to .045 for a monthly total from \$255 to \$382.50/mo.

The new Fee Schedule also has prices for supply orderings. I don't think we will need these

Currency Ordered-per Strap		\$0.75
Loose Currency Ordered/\$100		\$0.75
Coin Rolls Ordered-per Roll		\$0.10

Coin Rolls Ordered-per Box		\$8.00
Loose Coin Ordered-per Bag		\$3.50
Standard Chng Order-per Order		\$8.00
Non Customer On US Ck Cashing		N/C
Loose Coin Deposit		\$6.00
Individual Coin Roll		\$0.08
Box Coin Ordered		\$3.50
Curr Order per Strap		\$0.50
Std Cash Orders		\$5.50
Non Std Cash Orders		\$6.50
Late Cash Order		\$40.00
Coin Bag Ordered		\$7.50
Special Vault Rpts		\$75.00

SinglePoint fees are also changing for a total from \$1559.30/mo to \$1893.60/mo.

Wire transfers are very rare however there is a huge fee increase for voice domestic outgoing wires from \$1.50 to \$45. I would question this.

The new fee schedule now includes more Wire fees increasing the total wire transfer fees from \$73/mo to \$127/mo.

Incoming Fedwire Ctp		\$2.00
Repaired Outgoing Wire		\$3.50
Cancelled Outgoing Wire		\$4.00
Returned Incoming Wire		\$7.50
Returned Outgoing Wire		\$7.50

SP Intl USD Repetitive		\$5.00
SP Intl USD Non-Repetitive		\$5.00
SP Internal		\$2.00
SP Wire Beneficiary Email		N/C

Flat Fee for the Information Reporting Module for Current & Previous Day is increasing from \$3750/mo to \$4250/mo.

5.9 SinglePoint Issue Maintenance Module is no longer changing a fee saving \$10.

5.Services not listed above: Data Integration Monthly Maintenance is no longer charged saving \$3000

6.2 ZBA Subsidiary has a small increase from \$2 to \$3 for a total of \$8 to \$12/mo.

7 Image Services: These services are now incorp in SinglePoint. US Bank will no longer send CDs and will no longer charged a fee saving \$245/mo.

8 Electronic Deposit (ICL) Services fees are increasing from \$1684/mo to \$1836/mo

9 ACH fees are increasing. The biggest fee changes come from

9.3 ACH Process Run Decrease from \$22 each to \$9.50 each with a cap on the fee of \$275. However our volumes will keep us at the \$275 fee no matter what.

9.14 ACH Re-deposited Items no longer change a fee saying \$525/mo however ACH Block Mthly Maintenance Per Acct And ACH Filter Mthly Maintenance will now be charged \$30/mo.

These additional fee's have also been added in creasing the total ACH fees from \$4934.25 to \$5602.75/mo.

SinglePoint ACH Origination Monthly Maint		\$10.00
Unauthorized ACH Return - per item		\$6.00
ACH FILTER CHANGE		\$15.00
ACH Batch Adjustment Request		\$35.00
ACH Letter of Indemnity		N/C

Same Day ACH Orig Transit Item		\$0.75
ACH File Adjustment Request		\$25.00
SinglePoint SDA Transit Item		\$0.75
SinglePoint ACH Process Run		\$9.50
SinglePoint ACH Rtn Item		\$0.35
SinglePoint Unauth ACH Ret - per Item		\$6.00
SinglePoint ACH NOC Item		\$0.35
ACH Remittance Monthly Maint		\$5.00
ACH Remittance-per IR Report		N/C

10 Bill Consolidation Payments fees decrease from \$805/mo to \$730/mo. This is due to a change from BCP translation per payment to using VantagePoint Data Translations costing only \$7.50.

11 Foreign’s fees remains the same at \$110/mo.

The new fee schedule increases the ECR Estimated Earnings Credit from 0.40% to 3.50%. This will result in no cost for banking services. A savings of \$15728.36/mo compared to the last fee schedule.

Pre-paid card service: The only change to the fee schedule is international ATM cash withdrawals are down to \$0.99 from \$2.50 after the first two out-of-network withdrawals.

The last section talks about other available services and fees.

SECTION 5: BIDDER QUALIFICATIONS AND EXPERIENCE (MANAGEMENT RESPONSE)

1.	Service Proposal – Required, Scored, Maximum Total Points Available: 75
d.	<p>Plans for Providing Services Developing New Services</p> <p>Describe the process by which you involve your customers when developing or implementing new practices, procedures or services. Description should include how much involvement DCS would have in the process and consideration given to the impact on DCS customers.</p> <p style="text-align: right;">Max - 10</p> <p style="text-align: right;">Score <u> 10 </u></p>
	Comments:
e	<p>Plans for Providing Services Customer Service</p> <p>Detail the provisions that will be made for customer service and your firm’s customer service philosophy. Include name of contact(s) for each type of inquiry or problem resolution area, hours of service available for DSHS/DCS staff, customers and TTY. Is a toll free number available for customer service? If so, will DCS have direct access to a person specializing in the area of inquiry? Identify the location of customer service facilities that will service issues of cardholders under this contract.</p>

	<p>The Bidder will identify and assign a single primary account representative for banking issues.</p> <p style="text-align: right;">Max – 20</p> <p style="text-align: right;">Score <u>20</u></p>
	<p>Comments:</p>
<p>f.</p>	<p>Plans for Providing Services Reduction in Customer Service</p> <p>Describe events that may cause a reduction in customer service and how it will be communicated. Will DCS have input regarding the proposed reduction prior to implementation? If so, describe the process that would be followed. If DCS would not have input, describe compensating actions that the financial institution would take in order to mitigate adverse impacts and risks to DCS.</p> <p style="text-align: right;">Max – 10</p> <p style="text-align: right;">Score <u>8</u></p>
	<p>Comments:</p>

g.	<p>Plans for Providing Services</p> <p>Disaster Recovery Plan</p> <p>Describe the Bidders disaster recovery plan that will allow for the continuation of business at the minimum levels as described in this solicitation document. The plan must be available for inspection upon request.</p> <p style="text-align: right;">Max - 20</p> <p style="text-align: right;">Score <u>20</u></p>
	<p>Comments:</p>
h.	<p>Plans for Providing Services</p> <p>Additional Service Request</p> <p>Describe how additional service requests would be handled and priced.</p> <p>Scores for this section will be based upon, but are not limited to, the degree to which the Bidder:</p> <ul style="list-style-type: none">• Provides information on how they will respond to and/or present additional service requests.• Describes the implementation process of any additional services

	<ul style="list-style-type: none">• Describes how the price schedule would be negotiated <p style="text-align: right;">Max – 10 Score <u>10</u></p>
	Comments:
i.	<p>Creative Solutions</p> <p>Bidders are encouraged to be creative and innovative in responding to this RFP. Please discuss alternate approaches to the requested services where feasible, or additional services offered which may not be specifically requested. If you believe that your institution has other services that DCS may be interested in, please describe them here.</p> <p style="text-align: right;">Max – 5 Score <u>5</u></p>
	Comments:

2	Experience and Qualifications	MAXIMUM TOTAL POINTS 85
a	<p>Bidder Performance and Support</p> <ul style="list-style-type: none"> · Ongoing Service and Support <p>The Bidder will be expected to describe how they will guarantee the service and support outlined in the following sections:</p> <ul style="list-style-type: none"> • Section A.3. Project Scope • Section A.4. Bidder Minimum Qualifications <p>Additionally, the Bidder must describe how planned maintenance and notification of such maintenance will be conducted.</p> <p>Bidder must describe how they would approach the requirements in this section. A detailed description is required.</p> <p style="text-align: right;">Max – 25</p> <p style="text-align: right;">Score <u>22</u></p>	
	<p>Comments:</p>	
b	<p>Bidder Performance and Support</p> <ul style="list-style-type: none"> · Technical and Application Support <p>The Bidder will be expected to provide technical support for all supplied software and its operation for the life of our contract. This includes any custom developed application software, any third party software or any Bidder proprietary software.</p>	

	<p>The Bidder must describe how ongoing technical and service assistance would be handled. The Bidder must describe how initial and ongoing DCS staff training would be provided in relation to financial transmission technology and other banking systems and processes.</p> <p>The Bidder must propose a support structure, including a description of its maintenance organization, issue-tracking process, levels of support and problem escalation process.</p> <p>Bidder must describe how they would approach the requirements in this section. A detailed description is required.</p> <p style="text-align: right;">Max – 25</p> <p style="text-align: right;">Score <u> 25 </u></p>
	<p>Comments:</p>
<p>c.</p>	<p>Experience and Qualifications Proposal Continuity of Personnel</p> <p>Describe the Bidder’s policies, plans, and intentions regarding maintaining continuity of personnel assignments throughout the performance of any contract resulting from this procurement. Address how availability of any of the proposed staff for this project could be impacted from existing contracts to which they are currently assigned or from other potential contracts for which they are proposed. Where such cases exist, identify the priority the Agency would have</p>

	<p>in cases of conflict. Discuss the Bidder’s plans to avoid and minimize the impact of staff changes. Identify planned back-up staff assignments.</p> <p>The contract resulting from this procurement will require that any change in key staff (as identified in Bidder’s response to this procurement) will be subject to prior Agency acceptance. The contract will also provide that the Agency may request that Bidder remove selected staff on one (1) days’ notice and provide replacement staff without impacting the schedule.</p> <p>Scores for this section will be based upon, but not limited to, the Bidder’s demonstrated commitment to continuity of project staff and the Bidder’s ability to maintain staff quality should a change in staff be unavoidable.</p> <p style="text-align: right;">Max – 10</p> <p style="text-align: right;">Score <u> 10 </u></p>
	<p>Comments:</p>
<p>d</p>	<p>Experience and Qualifications Proposal</p> <ul style="list-style-type: none"> · Tracking, Issue Resolution, and Change Management <p>The successful Bidder, in partnership with the Agency, will be responsible for using an issue resolution process for recording and tracking any problems, issues, and changes.</p> <p>Describe your proposed process for managing issues, problems, and changes. Consider the entire System Development Life Cycle (SDLC). Explain by whom and how issues, problems, and changes should be resolved.</p> <p>Describe your approach to problem resolution. Are problems resolved on a same-day basis? If not, describe the process for keeping DCS informed of progress being made towards resolution. As an example, describe how your organization intends to keep DCS informed and the type of communication (i.e. e-mail, phone, in person, etc.) regarding in-process activities, such as;</p>

	<ul style="list-style-type: none"> • Forgery investigation and resolution, • Deposit and disbursement adjustments, • Technical questions regarding system capabilities, • System downtime, • Suggestions regarding system modification or enhancements and • Billing questions. <p>Scores for this section will be based upon, but are not limited to, the degree to which the proposed process provides and describes specific techniques to identify, communicate, and manage issues, problems, and changes.</p> <p style="text-align: right;">Max – 25</p> <p style="text-align: right;">Score <u> 25 </u></p>
	<p>Comments:</p>
3	<p>Project Plan and Experience Max Points - 80</p>
b	<p>Plans for Providing Services</p> <ul style="list-style-type: none"> • Project Plan <p>Describe the proposed approach and methodology to accomplish the objectives and deliverables specified in this solicitation document. The description should include sufficient detail to allow the evaluation team to determine the feasibility in relation to Agency requirements and needs.</p>

	<p>Also provide a detailed implementation plan, including transition from current provider, for the smooth implementation of the required services. The plan shall detail the entire course of the implementation and it shall include a list of proposed members of the implementation team. The plan shall also include a testing schedule, necessary conversion and any other components deemed necessary.</p> <p style="text-align: right;">Max - 40</p> <p style="text-align: right;">Score <u>40</u></p>
	<p>Comments:</p>
<p>c.</p>	<p>Experience and Qualifications Proposal Executive Summary</p> <p>The executive summary should describe the Bidder’s response at a high level in terms of project approach, perspective, staffing, skill levels, and overall Work Description. It should demonstrate that the Bidder understands the scope and objectives of the project.</p> <p>The Bidder should describe the risks associated with this project, critical success factors and actions Agency should consider throughout the project. Explain why the proposed solution will support the successful completion of this project for the Agency, and why the Agency should select your proposed solution. This summary should give the reader a strong general overview of the management and technical responses of the Bidder.</p> <p>Scores for this section will be based upon, but not limited to, the degree to which the executive summary demonstrates that the Bidder understands Agency’s needs and is consistent with the goals and objectives of the project, the degree to which project risks and critical success factors are identified and addressed, the overall strength of the summary in terms</p>

	<p>of completeness and depth, the Bidder’s ability/willingness to partner and ensure skills transfer, the Bidder’s flexibility and creativity, and the Bidder’s ability to prove a case for action.</p> <p style="text-align: right;">Max Points – 10</p> <p style="text-align: right;">Score <u>10</u></p>
	<p>Comments:</p>
<p>d</p>	<p>Experience and Qualifications Proposal</p> <ul style="list-style-type: none"> · Project Organization Staffing, qualifications and skills <p>This section discusses project organization and the knowledge, skills, abilities, and experience of the proposed team members and identifies specific requirements for certain individuals.</p> <ul style="list-style-type: none"> • Provide a description of the proposed project staffing/organization and how the team will be managed during the course of the project, including any subcontractors. • State the name, the title or position, and telephone number of the individual who would have primary responsibility for the project resulting from this solicitation. Disclose who within the firm will have prime responsibility and final authority for the work under the proposed contract. Name other individuals providing service on the project. • Identify responsibilities and qualifications of staff who will be assigned to the potential contract and the amount of time each will be assigned to the project. Provide resumes' for the named staff, which includes information on the individual's particular skills related to this project, education, experience, significant accomplishments and any other

	<p>pertinent information. Agency will expect the ASB to staff the project with the individuals described in the response. Any changes to such staffing will be subject to Agency approval. The Bidder must commit that staff identified in its proposal will actually perform the assigned work. Any staff substitution must have the prior approval of the Agency.</p> <ul style="list-style-type: none"> • Provide an organizational chart of your firm indicating lines of authority for personnel involved in performance of this potential contract and relationships of this staff to other programs or functions of the firm. This chart must also show lines of authority to the next senior level of management. <p>Scores for this section will be based upon, but not limited to, the soundness of the proposed team members roles and responsibilities, the overall viability of the proposed approach, and the degree to which the proposed staffing approach optimizes the ability to implement projects quickly, ensures the transfer of knowledge to any assigned Agency staff, and reflects a willingness/ability to partner with the Agency.</p> <p style="text-align: right;">Max Points – 15</p> <p style="text-align: right;">Score <u>15</u></p>	
	<p>Comments:</p>	
<p>e</p>	<p>Experience and Qualifications Proposal</p> <p>Experience of the Bidder</p> <p>Bidders and their key team members must have conducted a minimum of three (3) non-Washington State DSHS successful projects. For this requirement, “conducted” means that the referenced projects have completed implementation. Projects where the services have not, or are in the process of being put in place will not satisfy this requirement. The Bidder and their key team members must have had primary responsibility for the various phases of the projects including analysis, process design, construction, pilot phases, and implementation.</p>	

At least one of the projects must have been of similar scope and complexity or larger. Based upon an average collection and disbursement base of of \$57 million per month, describe in general terms where DCS is in comparison to other customers.

Present an in-depth discussion and graphic representation of the Bidder’s specific experience in the performance of completed projects to plan, design, develop, and implement successful system development efforts that meet the criteria of this solicitation document. Clearly describe the scope and scale of those projects. Describe why your experience positions your firm as the best candidate for this project. The desired format for an experience matrix is below.

Identify projects by Bidder or subcontractor and describe the nature and extent of the involvement with secure digital identification card projects. Bidder and subcontractor experience must be listed separately.

Complete the following table for the minimum three projects.

Project Name:
Start and End Date:
Customer and Type of Business:
Project Description, Role of Firm, and End Result:
Proposed Team Members Who Were Involved in the Project:
List Subcontractors and Describe Their Involvement with the Project:
Project Name:
Start and End Date:
Customer and Type of Business:
Project Description, Role of Firm, and End Result:
Proposed Team Members Who Were Involved in the Project:
List Subcontractors and Describe Their Involvement with the Project:
Project Name:
Start and End Date:
Customer and Type of Business:
Project Description, Role of Firm, and End Result:
Proposed Team Members Who Were Involved in the Project:
List Subcontractors and Describe Their Involvement with the Project:

Scores for this section will be based upon, but not limited to, the degree to which the Bidder and proposed subcontractors demonstrate direct experience with all aspects of projects of similar scope and complexity and broad expertise with technology. Importance is given to the specific

	<p><i>project role the Bidder/subcontractor has performed, as well as the scope and complexity of the projects in which the Bidder/subcontractor has participated. Both depth and breadth of experience is important.</i></p> <p style="text-align: right;">Max Points - 15</p> <p style="text-align: right;">Score <u>12</u></p>	
	<p>Comments:</p>	
4	Cost Proposal	Max - 10
	<p>Cost Proposal</p> <p>Bidders must provide a Cost Proposal that identifies their rates, expenses, or other costs to provide the service. All Cost Proposal costs must remain fixed for the Apparent Successful Bidder awarded a contract during the awarded contract's period of performance. Bidders must pay Washington State sales tax, if applicable.</p> <p>Identification of Costs</p> <p>In this section of the proposal, the Bidder is to identify all costs. The Agency will evaluate costs using a true cost comparison of all fees. Appendix 1 has been prepared to facilitate that comparison. Please complete Appendix 1, including all fees to be assessed in this contract. Other fees may not be added at a later date.</p> <p>Provide a price for each service noted in Section A, 3 a & b in accordance with the volumes detailed in Appendix 1 "Fee Schedule". Fees should be entered in the column titled "Price." Specify if the figure is a total amount, each or per unit. Multiply the price by the quantity to equal the total amount. The total amount should be listed in the "Total" column. For</p>	

	<p>example if the account maintenance fee is five dollars (record in the "Price" column) and DCS has five accounts (record in the "Quantity" column), the resulting total amount of \$25 would be recorded in the "Total" column. Detail any additional costs for "Other" services, if any.</p> <p>*Additional points possible for answers to the following questions. (SR)</p> <ul style="list-style-type: none"> • Discuss any creative pricing or payment options, which you can provide. <p>Note: All charges must be detailed here. Any charges not listed on this section of the Contractor's proposal will not be allowed during the course of the contract unless the scope of the contract is expanded to include additional services not requested herein.</p> <p style="text-align: right;">Max Points – 10</p> <p style="text-align: right;">Score <u>5</u></p>
	<p>Comments: There are a lot of new fees listed. There are no estimated volumes based on our current transactions so it's difficult to tell what the overall impact to fees will be, or if certain items will apply.</p>

SECTION 5: BIDDER QUALIFICATIONS AND EXPERIENCE (MANAGEMENT RESPONSE)

1.	Service Proposal – Required, Scored, Maximum Total Points Available: 75
d.	<p>Plans for Providing Services Developing New Services</p> <p>Describe the process by which you involve your customers when developing or implementing new practices, procedures or services. Description should include how much involvement DCS would have in the process and consideration given to the impact on DCS customers.</p> <p style="text-align: right;">Max - 10</p> <p style="text-align: right;">Score <u> 10 </u></p>
	Comments:
e	<p>Plans for Providing Services Customer Service</p> <p>Detail the provisions that will be made for customer service and your firm’s customer service philosophy. Include name of contact(s) for each type of inquiry or problem resolution area, hours of service available for DSHS/DCS staff, customers and TTY. Is a toll free number available for customer service? If so, will DCS have direct access to a person specializing in the area of inquiry? Identify the location of customer service facilities that will service issues of cardholders under this contract.</p>

	<p>The Bidder will identify and assign a single primary account representative for banking issues.</p> <p style="text-align: right;">Max – 20</p> <p style="text-align: right;">Score <u> 20 </u></p>
	<p>Comments: US bank will provide access to a client support team, along with continuing with the existing dedicated relationship manager.</p>
<p>f.</p>	<p>Plans for Providing Services Reduction in Customer Service</p> <p>Describe events that may cause a reduction in customer service and how it will be communicated. Will DCS have input regarding the proposed reduction prior to implementation? If so, describe the process that would be followed. If DCS would not have input, describe compensating actions that the financial institution would take in order to mitigate adverse impacts and risks to DCS.</p> <p style="text-align: right;">Max – 10</p> <p style="text-align: right;">Score <u> 10 </u></p>
	<p>Comments: No plans to downsize. If any changes that impact DCS, the Relationship Manager will immediately contact DCS to work out a strategy.</p>

<p>g.</p>	<p>Plans for Providing Services</p> <p>Disaster Recovery Plan</p> <p>Describe the Bidders disaster recovery plan that will allow for the continuation of business at the minimum levels as described in this solicitation document. The plan must be available for inspection upon request.</p> <p style="text-align: right;">Max - 20</p> <p style="text-align: right;">Score _____ 20 _____</p>
	<p>Comments:</p> <p>ACH and wire processing are included in the Business Continuity plan, which covers disasters and isolated location outages.</p>
<p>h.</p>	<p>Plans for Providing Services</p> <p>Additional Service Request</p> <p>Describe how additional service requests would be handled and priced.</p>

	<p>Scores for this section will be based upon, but are not limited to, the degree to which the Bidder:</p> <ul style="list-style-type: none"> • Provides information on how they will respond to and/or present additional service requests. • Describes the implementation process of any additional services • Describes how the price schedule would be negotiated <p style="text-align: right;">Max – 10</p> <p style="text-align: right;">Score <u> 10 </u></p>
	<p>Comments:</p> <p>Prices for new services will be mutually negotiated. US Bank considers the total relationship in pricing.</p>
<p>i.</p>	<p>Creative Solutions</p> <p>Bidders are encouraged to be creative and innovative in responding to this RFP. Please discuss alternate approaches to the requested services where feasible, or additional services offered which may not be specifically requested. If you believe that your institution has other services that DCS may be interested in, please describe them here.</p> <p style="text-align: right;">Max – 5</p> <p style="text-align: right;">Score <u> 5 </u></p>
	<p>Comments:</p> <p>Has a firm grasp on process flows for DCS, to offer new ideas. Offers examples of automated escheatment and disbursement via Zelle Network.</p>

2	Experience and Qualifications	MAXIMUM TOTAL POINTS 85
a	<p>Bidder Performance and Support</p> <ul style="list-style-type: none"> · Ongoing Service and Support <p>The Bidder will be expected to describe how they will guarantee the service and support outlined in the following sections:</p> <ul style="list-style-type: none"> • Section A.3. Project Scope • Section A.4. Bidder Minimum Qualifications <p>Additionally, the Bidder must describe how planned maintenance and notification of such maintenance will be conducted.</p> <p>Bidder must describe how they would approach the requirements in this section. A detailed description is required.</p> <p style="text-align: right;">Max – 25</p> <p style="text-align: right;">Score <u> 25 </u></p>	
	<p>Comments:</p> <p>Day to day conversations, annual review meetings. Bidder min quals are met.</p>	
b	<p>Bidder Performance and Support</p> <ul style="list-style-type: none"> · Technical and Application Support 	

	<p>The Bidder will be expected to provide technical support for all supplied software and its operation for the life of our contract. This includes any custom developed application software, any third party software or any Bidder proprietary software.</p> <p>The Bidder must describe how ongoing technical and service assistance would be handled. The Bidder must describe how initial and ongoing DCS staff training would be provided in relation to financial transmission technology and other banking systems and processes.</p> <p>The Bidder must propose a support structure, including a description of its maintenance organization, issue-tracking process, levels of support and problem escalation process.</p> <p>Bidder must describe how they would approach the requirements in this section. A detailed description is required.</p> <p style="text-align: right;">Max – 25</p> <p style="text-align: right;">Score <u> 25 </u></p>
	<p>Comments:</p> <p>U.S. Bank staffs specialized software technical support groups to help with specific software or hardware inquiries. More resources will be pulled in when needed. Virtual instructor led training can be arranged so staff don't have to leave their desks. Over 200 How-to guides are available. Extensive Three-tier escalation process explained for issues.</p>
<p>c.</p>	<p>Experience and Qualifications Proposal Continuity of Personnel</p>

	<p>Describe the Bidder’s policies, plans, and intentions regarding maintaining continuity of personnel assignments throughout the performance of any contract resulting from this procurement. Address how availability of any of the proposed staff for this project could be impacted from existing contracts to which they are currently assigned or from other potential contracts for which they are proposed. Where such cases exist, identify the priority the Agency would have in cases of conflict. Discuss the Bidder’s plans to avoid and minimize the impact of staff changes. Identify planned back-up staff assignments.</p> <p>The contract resulting from this procurement will require that any change in key staff (as identified in Bidder’s response to this procurement) will be subject to prior Agency acceptance. The contract will also provide that the Agency may request that Bidder remove selected staff on one (1) days’ notice and provide replacement staff without impacting the schedule.</p> <p>Scores for this section will be based upon, but not limited to, the Bidder’s demonstrated commitment to continuity of project staff and the Bidder’s ability to maintain staff quality should a change in staff be unavoidable.</p> <p style="text-align: right;">Max – 10</p> <p style="text-align: right;">Score <u> 10 </u></p>
	<p>Comments: DCS will retain the existing, experienced relationship managers. Any change in US Bank key staff will be subject to prior DCS approval.</p>
<p>d</p>	<p>Experience and Qualifications Proposal</p> <p>· Tracking, Issue Resolution, and Change Management</p> <p>The successful Bidder, in partnership with the Agency, will be responsible for using an issue resolution process for recording and tracking any problems, issues, and changes.</p>

	<p>Describe your proposed process for managing issues, problems, and changes. Consider the entire System Development Life Cycle (SDLC). Explain by whom and how issues, problems, and changes should be resolved.</p> <p>Describe your approach to problem resolution. Are problems resolved on a same-day basis? If not, describe the process for keeping DCS informed of progress being made towards resolution. As an example, describe how your organization intends to keep DCS informed and the type of communication (i.e. e-mail, phone, in person, etc.) regarding in-process activities, such as;</p> <ul style="list-style-type: none"> • Forgery investigation and resolution, • Deposit and disbursement adjustments, • Technical questions regarding system capabilities, • System downtime, • Suggestions regarding system modification or enhancements and • Billing questions. <p>Scores for this section will be based upon, but are not limited to, the degree to which the proposed process provides and describes specific techniques to identify, communicate, and manage issues, problems, and changes.</p> <p style="text-align: right;">Max – 25</p> <p style="text-align: right;">Score <u> 25 </u></p>
	<p>Comments:</p> <p>DCS contact is Seattle CCS bankers for the above issues, usually with same-day resolution. A call-tracking system is used to ensure resolution. Escalation tiers explained.</p>

3	Project Plan and Experience	Max Points - 80
b	<p>Plans for Providing Services</p> <p>Project Plan</p> <p>Describe the proposed approach and methodology to accomplish the objectives and deliverables specified in this solicitation document. The description should include sufficient detail to allow the evaluation team to determine the feasibility in relation to Agency requirements and needs.</p> <p>Also provide a detailed implementation plan, including transition from current provider, for the smooth implementation of the required services. The plan shall detail the entire course of the implementation and it shall include a list of proposed members of the implementation team. The plan shall also include a testing schedule, necessary conversion and any other components deemed necessary.</p>	<p>Max - 40</p> <p>Score ____40____</p>
	<p>Comments:</p> <p>Page 113. AS current customer, no need to go through full implementation of services. For new services, has an implementation strategy laid out from a discovery meeting through full implementation.</p>	
c.	<p>Experience and Qualifications Proposal</p> <p>Executive Summary</p> <p>The executive summary should describe the Bidder’s response at a high level in terms of project approach, perspective, staffing, skill levels, and overall Work Description. It should demonstrate that the Bidder understands the scope and objectives of the project.</p>	

	<p>The Bidder should describe the risks associated with this project, critical success factors and actions Agency should consider throughout the project. Explain why the proposed solution will support the successful completion of this project for the Agency, and why the Agency should select your proposed solution. This summary should give the reader a strong general overview of the management and technical responses of the Bidder.</p> <p>Scores for this section will be based upon, but not limited to, the degree to which the executive summary demonstrates that the Bidder understands Agency’s needs and is consistent with the goals and objectives of the project, the degree to which project risks and critical success factors are identified and addressed, the overall strength of the summary in terms of completeness and depth, the Bidder’s ability/willingness to partner and ensure skills transfer, the Bidder’s flexibility and creativity, and the Bidder’s ability to prove a case for action.</p> <p style="text-align: right;">Max Points – 10</p> <p style="text-align: right;">Score ____10____</p>
	<p>Comments:</p> <p>Bank has recent 9 yrs experience with DCS, the support team has avg 23 years public sector industry experience. Earned awards and top rankings as one of the most innovative banks in the country.</p>
<p>d ·</p>	<p>Experience and Qualifications Proposal Project Organization Staffing, qualifications and skills</p>

	<p>This section discusses project organization and the knowledge, skills, abilities, and experience of the proposed team members and identifies specific requirements for certain individuals.</p> <ul style="list-style-type: none"> • Provide a description of the proposed project staffing/organization and how the team will be managed during the course of the project, including any subcontractors. • State the name, the title or position, and telephone number of the individual who would have primary responsibility for the project resulting from this solicitation. Disclose who within the firm will have prime responsibility and final authority for the work under the proposed contract. Name other individuals providing service on the project. • Identify responsibilities and qualifications of staff who will be assigned to the potential contract and the amount of time each will be assigned to the project. Provide resumes' for the named staff, which includes information on the individual's particular skills related to this project, education, experience, significant accomplishments and any other pertinent information. Agency will expect the ASB to staff the project with the individuals described in the response. Any changes to such staffing will be subject to Agency approval. The Bidder must commit that staff identified in its proposal will actually perform the assigned work. Any staff substitution must have the prior approval of the Agency. • Provide an organizational chart of your firm indicating lines of authority for personnel involved in performance of this potential contract and relationships of this staff to other programs or functions of the firm. This chart must also show lines of authority to the next senior level of management. <p>Scores for this section will be based upon, but not limited to, the soundness of the proposed team members roles and responsibilities, the overall viability of the proposed approach, and the degree to which the proposed staffing approach optimizes the ability to implement projects quickly, ensures the transfer of knowledge to any assigned Agency staff, and reflects a willingness/ability to partner with the Agency.</p> <p style="text-align: right;">Max Points – 15</p> <p style="text-align: right;">Score _____ 15 _____</p>
	<p>Comments: Bios and org chart provided, many familiar names.</p>

e	<p>Experience and Qualifications Proposal</p> <p>Experience of the Bidder</p> <p>Bidders and their key team members must have conducted a minimum of three (3) non-Washington State DSHS successful projects. For this requirement, “conducted” means that the referenced projects have completed implementation. Projects where the services have not, or are in the process of being put in place will not satisfy this requirement. The Bidder and their key team members must have had primary responsibility for the various phases of the projects including analysis, process design, construction, pilot phases, and implementation.</p> <p>At least one of the projects must have been of similar scope and complexity or larger. Based upon an average collection and disbursement base of of \$57 million per month, describe in general terms where DCS is in comparison to other customers.</p> <p>Present an in-depth discussion and graphic representation of the Bidder’s specific experience in the performance of completed projects to plan, design, develop, and implement successful system development efforts that meet the criteria of this solicitation document. Clearly describe the scope and scale of those projects. Describe why your experience positions your firm as the best candidate for this project. The desired format for an experience matrix is below.</p> <p>Identify projects by Bidder or subcontractor and describe the nature and extent of the involvement with secure digital identification card projects. Bidder and subcontractor experience must be listed separately.</p> <p>Complete the following table for the minimum three projects.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="background-color: #cccccc;">Project Name:</td></tr> <tr><td>Start and End Date:</td></tr> <tr><td>Customer and Type of Business:</td></tr> <tr><td>Project Description, Role of Firm, and End Result:</td></tr> <tr><td>Proposed Team Members Who Were Involved in the Project:</td></tr> <tr><td>List Subcontractors and Describe Their Involvement with the Project:</td></tr> <tr><td style="background-color: #cccccc;">Project Name:</td></tr> <tr><td>Start and End Date:</td></tr> <tr><td>Customer and Type of Business:</td></tr> <tr><td>Project Description, Role of Firm, and End Result:</td></tr> <tr><td>Proposed Team Members Who Were Involved in the Project:</td></tr> </table>	Project Name:	Start and End Date:	Customer and Type of Business:	Project Description, Role of Firm, and End Result:	Proposed Team Members Who Were Involved in the Project:	List Subcontractors and Describe Their Involvement with the Project:	Project Name:	Start and End Date:	Customer and Type of Business:	Project Description, Role of Firm, and End Result:	Proposed Team Members Who Were Involved in the Project:
Project Name:												
Start and End Date:												
Customer and Type of Business:												
Project Description, Role of Firm, and End Result:												
Proposed Team Members Who Were Involved in the Project:												
List Subcontractors and Describe Their Involvement with the Project:												
Project Name:												
Start and End Date:												
Customer and Type of Business:												
Project Description, Role of Firm, and End Result:												
Proposed Team Members Who Were Involved in the Project:												

Evaluator #5

Bidder Name :

	<table border="1"> <tr> <td>List Subcontractors and Describe Their Involvement with the Project:</td> </tr> <tr> <td>Project Name:</td> </tr> <tr> <td>Start and End Date:</td> </tr> <tr> <td>Customer and Type of Business:</td> </tr> <tr> <td>Project Description, Role of Firm, and End Result:</td> </tr> <tr> <td>Proposed Team Members Who Were Involved in the Project:</td> </tr> <tr> <td>List Subcontractors and Describe Their Involvement with the Project:</td> </tr> </table> <p><i>Scores for this section will be based upon, but not limited to, the degree to which the Bidder and proposed subcontractors demonstrate direct experience with all aspects of projects of similar scope and complexity and broad expertise with technology. Importance is given to the specific project role the Bidder/subcontractor has performed, as well as the scope and complexity of the projects in which the Bidder/subcontractor has participated. Both depth and breadth of experience is important.</i></p>	List Subcontractors and Describe Their Involvement with the Project:	Project Name:	Start and End Date:	Customer and Type of Business:	Project Description, Role of Firm, and End Result:	Proposed Team Members Who Were Involved in the Project:	List Subcontractors and Describe Their Involvement with the Project:	<p style="text-align: right;">Max Points - 15</p> <p style="text-align: right;">Score <u> 15 </u></p>
List Subcontractors and Describe Their Involvement with the Project:									
Project Name:									
Start and End Date:									
Customer and Type of Business:									
Project Description, Role of Firm, and End Result:									
Proposed Team Members Who Were Involved in the Project:									
List Subcontractors and Describe Their Involvement with the Project:									
	<p>Comments:</p> <p>Project tables: WA State Lottery, WA State Employment Security Department (EDS), WA State Paid Family Medical Leave (PFML)</p>								
4	Cost Proposal	Max - 10							
	<p>Cost Proposal</p> <p>Bidders must provide a Cost Proposal that identifies their rates, expenses, or other costs to provide the service. All Cost Proposal costs must remain fixed for the Apparent Successful Bidder awarded a contract during the awarded contract's period of performance. Bidders must pay Washington State sales tax, if applicable.</p>								

Identification of Costs

In this section of the proposal, the Bidder is to identify all costs. The Agency will evaluate costs using a true cost comparison of all fees. Appendix 1 has been prepared to facilitate that comparison. Please complete Appendix 1, including all fees to be assessed in this contract. Other fees may not be added at a later date.

Provide a price for each service noted in Section A, 3 a & b in accordance with the volumes detailed in Appendix 1 "Fee Schedule". Fees should be entered in the column titled "Price." Specify if the figure is a total amount, each or per unit. Multiply the price by the quantity to equal the total amount. The total amount should be listed in the "Total" column. For example if the account maintenance fee is five dollars (record in the "Price" column) and DCS has five accounts (record in the "Quantity" column), the resulting total amount of \$25 would be recorded in the "Total" column.

Detail any additional costs for "Other" services, if any.

***Additional points possible for answers to the following questions. (SR)**

- **Discuss any creative pricing or payment options, which you can provide.**

Note: All charges must be detailed here. Any charges not listed on this section of the Contractor's proposal will not be allowed during the course of the contract unless the scope of the contract is expanded to include additional services not requested herein.

Max Points – 10

Score 10

Comments:

US Bank offered 6 month free services retention incentive. Reliacard program offered at no cost to DCS. Fee schedule provided separately.

Evaluator #5

Bidder Name :

--	--

SECTION 5: BIDDER QUALIFICATIONS AND EXPERIENCE (MANAGEMENT RESPONSE)

1.	Service Proposal – Required, Scored, Maximum Total Points Available: 75
d.	<p>Plans for Providing Services Developing New Services</p> <p>Describe the process by which you involve your customers when developing or implementing new practices, procedures or services. Description should include how much involvement DCS would have in the process and consideration given to the impact on DCS customers.</p> <p style="text-align: right;">Max - 10</p> <p style="text-align: right;">Score <u> 8 </u></p>
	<p>Comments: Client feedback, research programs, pilot process, Project Charter. ReliaCard: benefits/possible impacts of changes, possible optional changes vs. mandatory.</p>
e	<p>Plans for Providing Services Customer Service</p> <p>Detail the provisions that will be made for customer service and your firm’s customer service philosophy. Include name of contact(s) for each type of inquiry or problem resolution area, hours of service available for DSHS/DCS staff, customers and TTY. Is a toll free number available for customer service? If so, will DCS have direct access to a person specializing in the area of inquiry? Identify the location of customer service facilities that will service issues of cardholders under this contract.</p> <p>The Bidder will identify and assign a single primary account representative for banking issues.</p>

	<p style="text-align: right;">Max – 20</p> <p style="text-align: right;">Score <u> 15 </u></p>
	<p>Comments: Specific Gov't banking customer service. Already familiar with DCS. Person to contact, Spencer Gordon or Arlene Baluca. Local hours and HQ in Midwest for early inquiries. Card service help – Jane Foldy. Customer 24/7 help line. 240 languages, hearing impaired assistance.</p>
<p>f.</p>	<p>Plans for Providing Services Reduction in Customer Service</p> <p>Describe events that may cause a reduction in customer service and how it will be communicated. Will DCS have input regarding the proposed reduction prior to implementation? If so, describe the process that would be followed. If DCS would not have input, describe compensating actions that the financial institution would take in order to mitigate adverse impacts and risks to DCS.</p> <p style="text-align: right;">Max – 10</p> <p style="text-align: right;">Score <u> 7 </u></p>
	<p>Comments: Relationship Manager contact, strategy to meet needs. Contact if decline in service to resolve issues. Card service: Ongoing reviews to accommodate fluctuations, shown effective during Covid. Closely monitor IVR availability, time to answer, etc.</p>
<p>g.</p>	<p>Plans for Providing Services</p>

	<p>Disaster Recovery Plan</p> <p>Describe the Bidders disaster recovery plan that will allow for the continuation of business at the minimum levels as described in this solicitation document. The plan must be available for inspection upon request.</p> <p style="text-align: right;">Max - 20</p> <p style="text-align: right;">Score __ 18__</p>
	<p>Comments: In-Process work can be diverted w/in 1hr backup processing site. Tested quarterly. Business continuity tested annually. Meet and/or exceed requirement set by regulatory agencies. Tier IV data center. 30% more emergency power. Geographically diverse. High level overview upon request, recovery plans confidential.</p>
<p>h.</p>	<p>Plans for Providing Services</p> <p>Additional Service Request</p> <p>Describe how additional service requests would be handled and priced.</p> <p>Scores for this section will be based upon, but are not limited to, the degree to which the Bidder:</p> <ul style="list-style-type: none"> • Provides information on how they will respond to and/or present additional service requests. • Describes the implementation process of any additional services • Describes how the price schedule would be negotiated <p style="text-align: right;">Max – 10</p>

		Score <u> 7 </u>
	<p>Comments: Working capital engagement meeting analyze payables/receivable in multi-phased approach. Optimize working capital. Provide recommendations, improvements/changes. Personal consultant Jordyn, Manager Kim. Pricing for new services outside of proposal mutually negotiated.</p>	
i.	<p>Creative Solutions</p> <p>Bidders are encouraged to be creative and innovative in responding to this RFP. Please discuss alternate approaches to the requested services where feasible, or additional services offered which may not be specifically requested. If you believe that your institution has other services that DCS may be interested in, please describe them here.</p>	<p>Max – 5</p> <p>Score <u> 3 </u></p>
	<p>Comments: Annual meeting to keep up with changes, efficiency, security. Automated Escheatment for unclaimed property, increasing probability of successful claims. Adding Zelle to decrease physical checks, increase option for receiving payments. Expanding ReliaCard program with pre-paid card, not sure how different cards benefit DCS.</p>	
2	Experience and Qualifications	MAXIMUM TOTAL POINTS 85
a	<p>Bidder Performance and Support</p> <p>· Ongoing Service and Support</p>	

	<p>The Bidder will be expected to describe how they will guarantee the service and support outlined in the following sections:</p> <ul style="list-style-type: none"> • Section A.3. Project Scope • Section A.4. Bidder Minimum Qualifications <p>Additionally, the Bidder must describe how planned maintenance and notification of such maintenance will be conducted.</p> <p>Bidder must describe how they would approach the requirements in this section. A detailed description is required.</p> <p style="text-align: right;">Max – 25</p> <p style="text-align: right;">Score <u> 18 </u></p>
	<p>Comments: Annual meetings for satisfaction, direction, operational changes. Identify trends in program. Address issues/concerns. All tailored to DCS needs.</p>
<p>b</p>	<p>Bidder Performance and Support</p> <ul style="list-style-type: none"> · Technical and Application Support <p>The Bidder will be expected to provide technical support for all supplied software and its operation for the life of our contract. This includes any custom developed application software, any third party software or any Bidder proprietary software.</p> <p>The Bidder must describe how ongoing technical and service assistance would be handled.</p> <p>The Bidder must describe how initial and ongoing DCS staff training would be provided in relation to financial transmission technology and other banking systems and processes.</p>

	<p>The Bidder must propose a support structure, including a description of its maintenance organization, issue-tracking process, levels of support and problem escalation process.</p> <p>Bidder must describe how they would approach the requirements in this section. A detailed description is required.</p> <p style="text-align: right;">Max – 25</p> <p style="text-align: right;">Score <u> 19 </u></p>
	<p>Comments: CCS first point of contact for technical support. Can provide training on Singlepoint if needed. Enhancements are ongoing and documented in newsletter before release. 3 tiered system to resolve issues. Open issues reviewed in weekly service quality meetings. Escalation/Response Protocol in place for severity of issues.</p>
<p>c.</p>	<p>Experience and Qualifications Proposal Continuity of Personnel</p> <p>Describe the Bidder’s policies, plans, and intentions regarding maintaining continuity of personnel assignments throughout the performance of any contract resulting from this procurement. Address how availability of any of the proposed staff for this project could be impacted from existing contracts to which they are currently assigned or from other potential contracts for which they are proposed. Where such cases exist, identify the priority the Agency would have in cases of conflict. Discuss the Bidder’s plans to avoid and minimize the impact of staff changes. Identify planned back-up staff assignments.</p> <p>The contract resulting from this procurement will require that any change in key staff (as identified in Bidder’s response to this procurement) will be subject to prior Agency acceptance. The contract will also provide that the Agency may request that Bidder remove selected staff on one (1) days’ notice and provide replacement staff without impacting the schedule.</p>

	<p>Scores for this section will be based upon, but not limited to, the Bidder’s demonstrated commitment to continuity of project staff and the Bidder’s ability to maintain staff quality should a change in staff be unavoidable.</p> <p style="text-align: right;">Max – 10</p> <p style="text-align: right;">Score <u> 6 </u></p>
	<p>Comments: Current manager Kim available for monthly meetings and via email/phone. Coverage for routine absences. Manager available for backup to minimize unforeseen staff changes. Agrees to respond within one day for replacement and change in key staff subject to agency acceptance. Jane available for card service. If Jane and Kim unavailable, senior management team will help. Senior management will facilitate transition of new staff if new manager is required. *States client support team available 24/7 and then follows with M-F 5am-5pm and after hours by message. Does not seem to be 24/7.</p>
<p>d</p>	<p>Experience and Qualifications Proposal</p> <p>Tracking, Issue Resolution, and Change Management</p> <p>The successful Bidder, in partnership with the Agency, will be responsible for using an issue resolution process for recording and tracking any problems, issues, and changes.</p> <p>Describe your proposed process for managing issues, problems, and changes. Consider the entire System Development Life Cycle (SDLC). Explain by whom and how issues, problems, and changes should be resolved.</p> <p>Describe your approach to problem resolution. Are problems resolved on a same-day basis? If not, describe the process for keeping DCS informed of progress being made towards resolution. As an example, describe how your organization intends to keep DCS informed and the type of communication (i.e. e-mail, phone, in person, etc.) regarding in-process activities, such as;</p> <ul style="list-style-type: none"> • Forgery investigation and resolution, • Deposit and disbursement adjustments, • Technical questions regarding system capabilities,

	<ul style="list-style-type: none"> • System downtime, • Suggestions regarding system modification or enhancements and • Billing questions. <p>Scores for this section will be based upon, but are not limited to, the degree to which the proposed process provides and describes specific techniques to identify, communicate, and manage issues, problems, and changes.</p> <p style="text-align: right;">Max – 25</p> <p style="text-align: right;">Score <u> 20 </u></p>
	<p>Comments: Weekly trainings to stay up to date. Tracking numbers on calls/emails to keep all team members up to date. Usually same day resolution, if longer, call with an est time of resolution.</p> <p>If issue with card system, representative will communicate problem and how problem is being worked. Response protocol in place for severity of issue.</p> <p>New applications and software are analyzed, tested, security scans and protocols before deployment. If issues are found after, software engineers review and update as needed.</p>
<p>3</p>	<p>Project Plan and Experience Max Points - 80</p>
<p>b</p>	<p>Plans for Providing Services</p> <p>Project Plan</p> <p>Describe the proposed approach and methodology to accomplish the objectives and deliverables specified in this solicitation document. The description should include sufficient detail to allow the evaluation team to determine the feasibility in relation to Agency requirements and needs.</p> <p>Also provide a detailed implementation plan, including transition from current provider, for the smooth implementation of the required services. The plan shall detail the entire course of the implementation and it shall include a list of proposed</p>

	<p>members of the implementation team. The plan shall also include a testing schedule, necessary conversion and any other components deemed necessary.</p> <p style="text-align: right;">Max - 40</p> <p style="text-align: right;">Score <u> 32 </u></p>
	<p>Comments: Specialists assigned in different areas. Meeting with specialists for implementing services and weekly follow up meetings to keep on track. Singlepoint Onboarding Tracker for complete visibility and collaborate. Electronic forms for ease of process. Reliacard program continues as is to avoid customer confusion. EMV cards will be introduced over time. Follows Project Management Institute for onboarding. Customizing to suite the program.</p>
<p>c.</p>	<p>Experience and Qualifications Proposal Executive Summary</p> <p>The executive summary should describe the Bidder’s response at a high level in terms of project approach, perspective, staffing, skill levels, and overall Work Description. It should demonstrate that the Bidder understands the scope and objectives of the project.</p> <p>The Bidder should describe the risks associated with this project, critical success factors and actions Agency should consider throughout the project. Explain why the proposed solution will support the successful completion of this project for the Agency, and why the Agency should select your proposed solution. This summary should give the reader a strong general overview of the management and technical responses of the Bidder.</p> <p>Scores for this section will be based upon, but not limited to, the degree to which the executive summary demonstrates that the Bidder understands Agency’s needs and is consistent with the goals and objectives of the project, the degree to which project risks and critical success factors are identified and addressed, the overall strength of the summary in terms of completeness and depth, the Bidder’s ability/willingness to partner and ensure skills transfer, the Bidder’s flexibility and creativity, and the Bidder’s ability to prove a case for action.</p>

	<p style="text-align: right;">Max Points – 10</p> <p style="text-align: right;">Score <u> 10 </u></p>
	<p>Comments: Expansive knowledge and expertise. With DCS since 2017, overall average of 23 yrs banking experience. Local and regional team for every days issues/questions. Team is familiar with DCS already and understands importance of same-day responses. Identifying potential cost-saving, revenue generating methods of disbursement and receivable. Gov't banking division created over 100 yrs ago.</p>
<p>d</p>	<p>Experience and Qualifications Proposal Project Organization Staffing, qualifications and skills</p> <p>This section discusses project organization and the knowledge, skills, abilities, and experience of the proposed team members and identifies specific requirements for certain individuals.</p> <ul style="list-style-type: none"> • Provide a description of the proposed project staffing/organization and how the team will be managed during the course of the project, including any subcontractors. • State the name, the title or position, and telephone number of the individual who would have primary responsibility for the project resulting from this solicitation. Disclose who within the firm will have prime responsibility and final authority for the work under the proposed contract. Name other individuals providing service on the project. • Identify responsibilities and qualifications of staff who will be assigned to the potential contract and the amount of time each will be assigned to the project. Provide resumes' for the named staff, which includes information on the individual's particular skills related to this project, education, experience, significant accomplishments and any other pertinent information. Agency will expect the ASB to staff the project with the individuals described in the response. Any changes to such staffing will be subject to Agency approval. The Bidder must commit that staff identified in its proposal will actually perform the assigned work. Any staff substitution must have the prior approval of the Agency.

	<ul style="list-style-type: none"> Provide an organizational chart of your firm indicating lines of authority for personnel involved in performance of this potential contract and relationships of this staff to other programs or functions of the firm. This chart must also show lines of authority to the next senior level of management. <p>Scores for this section will be based upon, but not limited to, the soundness of the proposed team members roles and responsibilities, the overall viability of the proposed approach, and the degree to which the proposed staffing approach optimizes the ability to implement projects quickly, ensures the transfer of knowledge to any assigned Agency staff, and reflects a willingness/ability to partner with the Agency.</p> <p style="text-align: right;">Max Points – 15</p> <p style="text-align: right;">Score <u> 15 </u></p>	
	<p>Comments: Breakdown of 5 specialists with contact info, experience, responsibilities. No personnel changes without DCS approval within their control.</p>	
<p>e</p>	<p>Experience and Qualifications Proposal</p> <p>Experience of the Bidder</p> <p>Bidders and their key team members must have conducted a minimum of three (3) non-Washington State DSHS successful projects. For this requirement, “conducted” means that the referenced projects have completed implementation. Projects where the services have not, or are in the process of being put in place will not satisfy this requirement. The Bidder and their key team members must have had primary responsibility for the various phases of the projects including analysis, process design, construction, pilot phases, and implementation.</p> <p>At least one of the projects must have been of similar scope and complexity or larger. Based upon an average collection and disbursement base of of \$57 million per month, describe in general terms where DCS is in comparison to other customers.</p>	

Present an in-depth discussion and graphic representation of the Bidder’s specific experience in the performance of completed projects to plan, design, develop, and implement successful system development efforts that meet the criteria of this solicitation document. Clearly describe the scope and scale of those projects. Describe why your experience positions your firm as the best candidate for this project. The desired format for an experience matrix is below.

Identify projects by Bidder or subcontractor and describe the nature and extent of the involvement with secure digital identification card projects. Bidder and subcontractor experience must be listed separately.

Complete the following table for the minimum three projects.

Project Name:
Start and End Date:
Customer and Type of Business:
Project Description, Role of Firm, and End Result:
Proposed Team Members Who Were Involved in the Project:
List Subcontractors and Describe Their Involvement with the Project:
Project Name:
Start and End Date:
Customer and Type of Business:
Project Description, Role of Firm, and End Result:
Proposed Team Members Who Were Involved in the Project:
List Subcontractors and Describe Their Involvement with the Project:
Project Name:
Start and End Date:
Customer and Type of Business:
Project Description, Role of Firm, and End Result:
Proposed Team Members Who Were Involved in the Project:
List Subcontractors and Describe Their Involvement with the Project:

Scores for this section will be based upon, but not limited to, the degree to which the Bidder and proposed subcontractors demonstrate direct experience with all aspects of projects of similar scope and complexity and broad expertise with technology. Importance is given to the specific project role the Bidder/subcontractor has performed, as well as the scope and complexity of the projects in which the Bidder/subcontractor has participated. Both depth and breadth of experience is important.

	<p>Max Points - 15</p> <p>Score <u> 13 </u></p>	
	<p>Comments: Deposits, ACH, Wire Transfers, Data integration, Remote deposit, Card programs for gov't agencies. Projects: WA lottery, EDS, PFML,</p>	
4	Cost Proposal	Max - 10
	<p>Cost Proposal</p> <p>Bidders must provide a Cost Proposal that identifies their rates, expenses, or other costs to provide the service. All Cost Proposal costs must remain fixed for the Apparent Successful Bidder awarded a contract during the awarded contract's period of performance. Bidders must pay Washington State sales tax, if applicable.</p> <p>Identification of Costs</p> <p>In this section of the proposal, the Bidder is to identify all costs. The Agency will evaluate costs using a true cost comparison of all fees. Appendix 1 has been prepared to facilitate that comparison. Please complete Appendix 1, including all fees to be assessed in this contract. Other fees may not be added at a later date.</p> <p>Provide a price for each service noted in Section A, 3 a & b in accordance with the volumes detailed in Appendix 1 "Fee Schedule". Fees should be entered in the column titled "Price." Specify if the figure is a total amount, each or per unit. Multiply the price by the quantity to equal the total amount. The total amount should be listed in the "Total" column. For example if the account maintenance fee is five dollars (record in the "Price" column) and DCS has five accounts (record in the "Quantity" column), the resulting total amount of \$25 would be recorded in the "Total" column.</p>	

	<p>Detail any additional costs for "Other" services, if any.</p> <p>*Additional points possible for answers to the following questions. (SR)</p> <ul style="list-style-type: none">• Discuss any creative pricing or payment options, which you can provide. <p>Note: All charges must be detailed here. Any charges not listed on this section of the Contractor's proposal will not be allowed during the course of the contract unless the scope of the contract is expanded to include additional services not requested herein.</p> <p style="text-align: right;">Max Points – 10</p> <p style="text-align: right;">Score <u> 10 </u></p>
	<p>Comments:</p> <p>No charge for Reliacard program</p>