



**Washington Health Benefit Exchange Response to Vendor Questions
Request for Information (RFI)
HBE 20-003 “eProcurement and Contracts Management Solution”**

June 10, 2020

TO: Potential Respondents to RFI HBE 20-003 and Other Interested Parties
FROM: Erin Hamilton, RFI Coordinator
RE: To provide official responses to Vendor questions submitted by the June 5, 2020 deadline; additional reminders, and clarifications.

1. Attached is WAHBE’s responses to Vendor questions for RFI 20-003: eProcurement and Contracts Management Solution.
2. For ease of Vendor response (as desired) unlocked versions of RFI Exhibit A – Cost Estimates Response Template, and Exhibit B – Functional Requirements Response Template, are posted separately on [WEBS](#). Vendors are also encouraged to review WAHBE’s responses to Vendor questions for RFI 20-003, for additional clarification regarding WAHBE’s preferred Vendor response format.
3. For a Vendor’s response to be considered, it must be received by 3:00pm PT - June 26, 2020.

Please contact the RFI Coordinator at contracts@WAHBExchange.org if there are any questions concerning this document.

Respectfully,

A handwritten signature in blue ink that reads "Erin Hamilton".

Erin Hamilton
RFI Coordinator
contracts@wahbexchange.org

Vendor Questions and WAHBE Reponses for RFI 20-003: eProcurement and Contracts Management Solution

Question #	Vendor Question	WAHBE Response
1	What is the estimated funding source for this project?	No funding source or amount has been established. One of the purposes of this RFI is to determine the estimated price range of feasible solutions for future funding consideration.
2	Is this a new requirement, or is there a vendor currently providing these services? If so, what is the contract number, vendor name, and term of the contract?	WAHBE does not currently have a SaaS eProcurement and Contracts Management Cloud Solution. Refer to RFI Section 2 for a detailed list of Vendors currently providing some of the services desired. Contract numbers and terms for those Vendors are not relevant for purposes of this RFI.
3	Is there a timeline for a formal solicitation to be reached?	Timeline for formal solicitation and solution implementation, if any, will be determined as part of WAHBE's review of RFI responses.
4	Has WAHBE had already spoken to another company about a contract management solution?	Not in depth. WAHBE plans to assess all feedback we receive from capable Vendors who respond to this RFI before proceeding. An RFI is not a formal solicitation and will not result in a purchase.
5	Do you anticipate extending the bid due date?	No, WAHBE will not be extending the deadline for responses to this RFI.
6	What additional details are you willing to provide, if any, beyond what is stated in bid documents concerning how you will identify the winning bid?	Not applicable. This is not a procurement and no award will be made. See Section 5 "DISCLAIMERS" of RFI HBE 20-003.
7	Was this bid posted to the nationwide free bid notification website at www.mygovwatch.com ?	No.
8	Other than your own website, where was this bid posted?	This RFI was posted by WAHBE on the Washington Electronic Business Solutions (WEBS) website at https://pr-webs-customer.des.wa.gov/ .
9	Is WAHBE running SharePoint Online or SharePoint Server?	SharePoint Online.
10	What version of SharePoint are you running?	Current version for SharePoint Online; as provided directly by Microsoft.
11	What is the timeframe for delivery of the solution?	Timeline for formal solicitation and solution implementation, if any, will be determined as part of WAHBE's review of RFI responses.

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12	Will the website store both WAHBE staff and external bidder PII?	To clarify, WAHBE is seeking information on full eProcurement and contracts management Cloud solutions, not websites. Both WAHBE and bidder/vendor PII may be stored in the solution.
13	What are the requirements for storing WAHBE staff and external bidder PII?	FedRamp Certification. Vendors whose proposed systems are not FedRamp certified will be required to verify the proposed system complies with the same access controls, system configurations and operational-business processes as required by FedRamp.
14	Do you have any documented use cases and user stories for this solution?	Not at this time. Vendors are encouraged to provide sample templates, user stories/use cases, or other information Vendor would like WAHBE to provide if/when a future solicitation is released.
15	<p>Is there any way to unlock the document so we can respond directly to the questions?</p> <p>How should we respond to questions 3.1 - 3.5?</p>	<p>An unlocked version of Exhibits A and B have been provided as separate documents via WEBS. Vendors should respond to questions 3.1 - 3.5 in a separate Word, PDF, Excel, or similar format of Vendor's choice.</p> <p>WAHBE will accept any response format, provided Vendors respond to all questions and provide all requested information. However, WAHBE prefers Vendors to provide their responses as follows:</p> <ul style="list-style-type: none"> Document 1: Responses to RFI Sections 3.1 – 3.5 Document 2: Exhibit A – Cost Estimates Response Document 3: Exhibit B – Functional Requirements Response
16	ID 3 – Please describe in more detail the need to integration with SolarWinds IT ticketing solution.	Details will be provided in a future solicitation (if applicable). At a high level, information from SolarWinds will need to be pulled into the eProcurement solution.
17	ID 20 – Please describe in detail what is meant by “certificate of completion.”	A certificate of completion details information related to a user/signer's digital identity and document activity. A certificate of completion may include the user/signer's IP address and other identifying information, signature image, and timestamps. This document validates the authenticity of the user/signer.

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18	<p>ID 22 – 1) Does WAHBE want the system to create Purchase Orders against contracts?</p> <p>2) If so, does WAHBE require integration with your current financial system?</p> <p>3) Does WAHBE require automated encumbrance or budget checking capabilities prior to final Requisition approval and PO creation?</p>	<p>1) Yes, WAHBE wants the system to be able to create Purchase Orders against Contracts. To further explain our understanding of this question, an existing Contract can have a Purchase Order created under it. However, Purchase Order can also be created as a stand-alone (not affiliated with an existing Contract) contractual document.</p> <p>2) Regardless, WAHBE requires integration with its financial system, Sage Intacct. Data should be able to transfer to and from the eProcurement System and Sage Intacct.</p> <p>3) WAHBE does not use encumbrances. At this time, WAHBE does not require budget checking capabilities.</p>
19	ID 23 – Please describe in detail WAHBE’s vision of a timeline?	Timeline for formal solicitation and solution implementation, if any, will be determined as part of WAHBE's review of RFI responses.
20	ID 24 – Please describe in detail the activities performed in the “Procurement Development Workspace”	A space that allows for creating, reviewing, and editing of procurement documents, evaluation materials, and contract documents by authorized individuals. It must track all edits made.
21	ID 29 – Once the bid has closed, how does WAHBE envision requesting additional documents or clarifications?	WAHBE envisions a feature (i.e., email or other similar function) within the solution that allows WAHBE to contact the Bidder. The feature should allow WAHBE to save the communication to the respective procurement folder for historical and audit purposes.
22	ID 31 – Please describe in detail the certificate/record of completion that validates the authenticity of each staff member? Does WAHBE want to control who can review the bid results once the bid has closed?	<p>Yes, WAHBE wants to control who can review the bid results once the bid has closed.</p> <p>In addition, see WAHBE's response to Question #17.</p>
23	ID 45 – How will PO spend amounts be integrated to the contract systems? Does WAHBE additionally want the system to create Purchase Orders against contracts?	See WAHBE's response to Question #18.

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Question #	Vendor Question	WAHBE Response
24	How many users are anticipated to log on to the system? # of full users vs. business users (people who must send requests/intake or read only)	Currently, two staff send bid requests. The number of intake/read only users varies by procurement.
25	How many agreements would you like migrated over to the new system?	WAHBE may or may not migrate over current agreements. Vendors are encouraged to include options, and pricing, for consideration purposes.
26	How many agreements will be processed through the system on a monthly/yearly basis? This includes new contracts generate and contracts reviewed (3rd party)?	WAHBE anticipates the following annual agreement volumes: 15 - 20 Procurements (RFP, RFQQ, RFI, RFR, etc.) 50 - 60 New Contracts and 3rd Party Agreements 110 - 130 Contract Amendments, Work Orders, or Work Order Amendments
27	Which departments will the tool be rolled out to?	Finance.
28	When would you like to "Go-Live"? (Have the solution up and running)	Timeline for formal solicitation and solution implementation, if any, will be determined as part of WAHBE's review of RFI responses.
29	Do you have a phased roll out in mind? i.e. – start with certain portions of the solution, then build from there?	No.
30	Have you allocated budget for this project?	See WAHBE's Response to Question #1.
31	Who are the key stakeholders / decision makers that are driving this project? If unable to provide names – which department(s) are involved with this process?	Finance and IT.
32	What contract types would you like to be able to author within the solution?	Multiple, including but not limited to Purchase Orders, Service Contracts, IT Contracts, Inter-Agency Agreements, and Custom Contracts.
33	Is built in e-signature a requirement?	Not at this time. Vendors are encouraged to include options, and pricing, for consideration purposes.
34	Are there any A.I. capabilities that you would like to see in the solution?	Not at this time. Vendors are encouraged to include options, and pricing, for consideration purposes.
35	Is there an option for you to not purchase anything and continue to operate at status quo?	Yes.

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Question #	Vendor Question	WAHBE Response
36	Is WAHBE willing to entertain on-premises solutions if it is from a vendor with an existing product deployed at WAHBE?	WAHBE prefers a SaaS Cloud Solution. However, Vendors may propose on-premises options, and pricing, for consideration purposes.
37	Is WAHBE willing to entertain SaaS solutions that are non-FedRamp certified solutions if the vendor has successfully deployed solutions compliant with NIST 800-53? Both FedRAMP and FISMA use the NIST SP 800-53 security controls. The FedRAMP security controls are based on NIST SP 800-53 Revision 4 baselines and contain controls above the NIST baseline that address the unique elements of cloud computing.	Yes. However, if the solution is not FedRAMP certified, an assessment must be completed prior to selection and implementation.
38	Is WAHBE willing to entertain an extension of the RFI deadline to July 10, 2020?	No, WAHBE will not be extending the deadline for responses to this RFI.
39	Do we need to provide the response to the RFI in WAHBE's provided forms or can we provide the response in our format?	See WAHBE's Response to Question #15.
40	Would you be open to pricing for the contract management system to be hosted by vendor (SaaS/cloud) or deployed on your organization's server (on-premises)?	WAHBE prefers a SaaS Cloud Solution. However, Vendors may propose on-premises options, and pricing, for consideration purposes.
41	Can you please confirm the number of total users will require log-on access to add contracts, edit, delete, approve, search, etc.?	No. WAHBE is looking for high-level information from Vendors at this time. Requirement details will be provided if/when WAHBE releases a future formal RFP, or other solicitation.
42	Can you please expand upon the data migration / importing details for the Contract Management Software?	No. WAHBE is looking for high-level information from Vendors at this time. Requirement details will be provided if/when WAHBE releases a future formal RFP, or other solicitation.
43	Can you please provide details about the columns/fields are currently tracked in the current/legacy system?	No. WAHBE is looking for high-level information from Vendors at this time. Requirement details will be provided if/when WAHBE releases a future formal RFP, or other solicitation.

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Question #	Vendor Question	WAHBE Response
44	How many total electronic Records (rows in excel spreadsheet) and how many total electronic files in current/legacy system?	Unknown at this time. WAHBE is looking for high-level information from Vendors at this time. Requirement details will be provided if/when WAHBE releases a future formal RFP, or other solicitation.
45	How many total legacy (historic) electronic contract files will be imported into the Contract Management Solution?	See WAHBE's Response to Question #25.
46	Where is the legacy (historic) electronic contract files currently stored (shared folders, SharePoint, document management system, paper, etc.)	Shared folder and SharePoint.
47	Can you please expand upon your preferences to integration with third-party systems? Please provide system details (system name, database used, home-grown or commercial) if applicable. Will this be an ongoing data integration or a one-time data import?	No. WAHBE is looking for high-level information from Vendors at this time. Requirement details will be provided if/when WAHBE releases a future formal RFP, or other solicitation.
48	What data will your organization be passing in the data integration between the Contract Management Solution and other third-party systems?	Specific data will be provided if/when WAHBE releases a future formal RFP, or other solicitation.
49	Are the other systems installed/deployed on your organization's server(s) or is the vendor hosting the software (cloud/SaaS)?	SolarWinds is hosted by WAHBE on our Government Cloud. Sage Intacct is a Software as a Service (SaaS) Cloud Solution. As reflected in the RFI, WAHBE prefers an eProcurement and Contract Management Software as a Service (SaaS) cloud solution.
50	What agreement types would you like to author within the system (number of templates)?	See WAHBE's response to Question #32.
51	Can you please provide additional details about your organization's workflow/approval processes? Can you please provide number of steps and examples?	No. WAHBE is looking for high-level information from Vendors at this time. Requirement details will be provided if/when WAHBE releases a future formal RFP, or other solicitation.
52	Is your organization eligible to purchase off of the GSA Schedule 70? If yes, would you like GSA pricing in the bid response or retail pricing?	No.

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Question #	Vendor Question	WAHBE Response
53	Confirm that you are not currently a ServiceNow customer?	Confirmed. WAHBE is not currently a ServiceNow customer.
54	Do you have any interest in exploring alternate Service Desk solutions to replace SolarWinds? If yes, how many Service Desk personnel and IT managers / leaders does HBE have on staff?	No. Not applicable.