

HBE 15-006 RFP Financial System Replacement
EXHIBIT B – REQUIREMENTS MATRIX

Section	Requirement	Yes / No	Comment
4.1	Letter of Transmittal		
Mandatory			
4.1.1	<p>Identifying information about the Vendor to include the following:</p> <ul style="list-style-type: none"> a) The Vendor’s business name, address, telephone number, email address (if any) and fax number. b) The legal status of the bidding entity (sole proprietorship, partnership, corporation, etc.) and the year the entity was organized as it now substantially exists. c) The name, address, email address and telephone number of any sole proprietor, and of the partners or principal officers as appropriate. d) The name of the person who will have primary contact with the Health Benefit Exchange in carrying out the responsibilities of this Contract. e) The name(s) and titles of all persons authorized to speak on behalf of the Vendor on matters related to this procurement. <p>The name and address of the entity that receives legal notices for the Vendor.</p>		
4.1.2	If Response is being submitted in partnership with one or more entities, identify the entities and their primary responsibilities if selected as the Apparently Successful Vendor. Provide brief description of the relationship with the Vendor and the process for determining which entity will perform the work.		
4.1.3	Provide a statement affirming that by submitting a response to this solicitation, the Vendor and its key subcontractors represent that they are not in arrears in the payment of any obligations due and owing the State of Washington, including the payment of taxes and employee benefits, and that it shall not become in arrears during the term of the Contract if selected for Contract award.		

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4.1.4	The Vendor's Washington Uniform Business Identification (UBI) number. The Vendor must be licensed to do business in the state of Washington before any resulting Contract is executed. Provide the Vendor organization's UBI number issued by the Washington State Department of Licensing or an affirmation that the organization will obtain a business license before executing a Contract.		
4.1.5	State Vendor's Federal Employer Tax Identification Number. If Vendor is a sole proprietor, they may use the following format when submitting the Federal ID number: xxx-xx-1234. For the "1234", please use the last 4-digits of Vendor's social security number. If the Vendor is selected as a successful Vendor, HBE will send a W-9 to obtain the complete Federal ID/SSN number.		

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4.1.6	<p>Conflict of Interest Information:</p> <p>If any of the Vendor’s employees or officers or subcontractors employees or officers were employed by the Washington Health Benefit Exchange or the state of Washington during the last two years, state their positions within the organization, state their proposed duties under any resulting Contract, their duties and position during their employment with HBE or the state, and the date of their termination from HBE/state employment.</p> <p>If any owner, key officer or key employee of the Vendor is related by blood or marriage to any employee of HBE or has a close personal relationship to same, identify all the parties, identify their current or proposed positions and describe the nature of the relationship.</p> <p>Vendor must disclose if they have a business relationship with Deloitte Consulting, or other major HBE Contractor.</p> <p>If the Vendor is aware of any other real or potential conflict of interest, the Vendor must fully disclose the nature and circumstances of such potential conflict of interest. If, after review of the information provided and the situation, HBE determines that a potential conflict of interest exists, HBE may, at its sole option, disqualify the Vendor from participating in this procurement. Failure to fully disclose any real or potential conflict of interest may result in the disqualification of the Vendor or the Termination for Default of any contract with the Vendor resulting from this procurement with the Vendor.</p>		
4.1.7	<p>Vendors must indicate whether they have had a contract terminated for default in the last five years. Termination for default is defined as a notice to stop work due to the Vendor’s nonperformance or poor performance, where the issue of performance was either not litigated due to inaction on the part of the Vendor, or litigated and determined that the Vendor was in default.</p>		

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4.1.8	If the Vendor has had a contract terminated for default in the last five years, the Vendor must submit full details including the other party's name, address and telephone number. The Vendor must specifically grant HBE permission to contact any and all involved parties and access any and all information HBE determines is necessary to satisfy its investigation of the termination. HBE will evaluate the circumstances of the termination and may, at its sole discretion, bar the participation of the Vendor in this procurement.		
4.1.9	Include the page numbers and names of any Response elements being claimed as "Proprietary" or "Confidential" (see Section 3.4.) Include an explanation for each claim of confidentiality.		
4.1.10	Include any alternate contract language the Vendor wishes to propose (see section 3.14). If alternate contract language is longer than one page, attach it to your Letter of Submittal as a separate document.		
4.1.11	A list of all RFP amendments received by amendment issue date. If no RFP amendments were received, write a statement to that effect. Vendor questions/ HBE responses are considered an amendment to the RFP.		
4.1.12	A detailed list of all materials and enclosures being sent in the Response.		
4.2	Certification and Assurances		
Mandatory			
4.2	Certifications and Assurances (Exhibit A) signed by a person authorized to bind the Vendor to a contract.		
4.3	Vendor Response to RFP HBE 15-006		
Mandatory			
4.3.1 a)	The Letter of Transmittal and responses are to be submitted via email in unrestricted Word, Excel or "Pdf" format.		
4.3.1 b)	State responding organization's name on the first page of all RFP responses.		
4.3.1 c)	Pages are to be formatted as standard 8.5" x 11" white paper. Font size can be no less than 11 point. Margins can be no less than 1 inch. Each page must be numbered.		

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Section	Requirement	Yes / No	Comment
4.3.1 d)	Figures and tables must be numbered and referenced in the text of the Response by that number. Foldouts containing charts, spreadsheets, and oversize exhibits are permissible.		
4.3.1 e)	The Response, as well as any reference materials presented by Vendor, must be written in English and Vendor must provide all rates in United States dollars.		
4.3.1 f)	Write the RFP response in the order given in Exhibit B. Title and number each item in the same way it appears instructions. The Vendor must respond to every element, except where otherwise stated.		
4.3.1 g)	Requirements in the RFP are either Mandatory, Mandatory Scored, or Optional Scored. Each of the requirements are numbered and titled.		
4.3.1 h)	<p>For all requirements that are Mandatory or Mandatory Scored, the Response must always indicate whether the Vendor’s proposed services meets the requirement.</p> <p style="padding-left: 20px;">A statement, “(Vendor Name) has read, understands, and fully complies with this requirement” is acceptable, along with any additional information requested.</p> <p>Mandatory and Mandatory Scored requirements will be first evaluated on a Pass/Fail basis. Failure to meet any Mandatory or Mandatory Scored requirement may result in Vendor’s disqualification. Mandatory Scored requirements will be further evaluated and scored based on the Vendor’s supporting narrative response. Some elements may have page limitations that will be enforced.</p> <p>Bidders must respond to all optional requirements, but are not required to meet those requirements. Failure to meet an Optional requirement will not disqualify the Bidder. However, the Bidder must include a statement that their bid either does, or does not meet the Optional requirement. All Optional requirements that the bidder responds to will be scored.</p>		

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Section	Requirement	Yes / No	Comment
4.4	Delivery of Responses		
Mandatory			
4.4	<p>Email Response(s) to: RFP Coordinator John Flanagan Washington Health Benefit Exchange HBE Contracts Office RE: HBE15-006 Email: contracts@WAHBExchange.org</p> <p>The Response must arrive at the HBE, to the RFP Coordinator, no later than 3:00pm, PST, on the Response Due Date stated in Table 1 (Section 2). Late Responses will not be accepted and will automatically be disqualified from further consideration. HBE does not take responsibility for any problems in the email delivery services. The responding Vendor is responsible for ensuring delivery in accordance with the specifications in this RFP. Transmission of the Response to any other email address is not equivalent to receipt by HBE.</p>		

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Section	Requirement	Yes / No	Comment
5.1.4.1	Minimum Business Requirements		
Mandatory Scored			
5.1.4.1 a)	Business rules: Support both time-triggered and user defined business rules. Examples include, but are not limited to, beginning of month, end of month, end of fiscal or tax year, rules that become effective or inactive on a given date.		
5.1.4.1 b)	Search: Provide a robust search function that allows searching by attributes for data, transactions, reports, processes, etc. Supports advanced search. Should support contextual search functionality and be able to produce exact or like matches to search criteria.		
5.1.4.1 c)	User-defined Data: Ability to provide flexibility. HBE administrators should have flexible fields available to define data.		
5.1.4.1 d)	Notes and Comments: Allow notes and/or comments to be attached to transaction or data items.		
5.1.4.1 e)	Workflow: Ability to provide flexible, role-based workflow functionalities. Please describe your systems functionality in this area and whether it integrates with MS Outlook e-mail and/or other external systems. Note: if your system has automated workflows, describe the functionality in these areas and include if the automated workflows are role or individual-based.		
5.1.4.2	Desired Business Requirements:		
Optional Scored			
5.1.4.2. a)	User-friendly interfaces: System provides for user friendly drop down menus, searches, related actions menus, supporting document access, efficient reporting methods and process review/approval status. Provides robust help functions and drill down capabilities from balances to transactional and dimensional details (fund, program, activity, project, etc.).		

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5.1.5.1	Chart of Accounts/General Ledger		
Mandatory Scored			
5.1.5.1 a)	Ability to perform various basis of accounting (accrual, cash-basis, etc.).		
5.1.5.1 b)	Configurable, flexible chart of accounts structure, to include the ability to configure hierarchical structure and establish numerous dimensions.		
5.1.5.2 c)	Ability to establish new account coding and crosswalk new coding with historical coding.		
5.1.5.1 d)	Ability to establish user defined fields within account coding.		
5.1.5.1 e)	Ability to activate and inactivate codes for specified date ranges.		
Optional Scored			
5.1.5.1 f)	Allows for general ledger to be fully integrated with other functional modules (accounts payable, receivables, fixed assets, etc.).		
5.1.5.1 g)	Rules-based validations for account coding and efficient methods for assigning codes.		
5.1.5.2	General Accounting		
Mandatory Scored			
5.1.5.2 a)	Ability to perform hard and soft close of fiscal periods by month, year and quarter.		
5.1.5.2 b)	Ability to readily correct journals and other transactions.		
5.1.5.2 c)	Ability to perform fund-based (i.e. governmental) accounting and reporting.		
Optional Scored			
5.1.5.2 d)	Ability to establish period close schedules within the system based on defined dates for the year.		
5.1.5.2 e)	Provide unique year-end adjustment period(s) for year-end closure (e.g. 13 th month).		
5.1.5.2 f)	Ability to create and maintain journal sources (e.g. correction, adjustment, reversal, etc.).		
5.1.5.2 g)	Ability to create non-financial (memo) GL accounts (e.g. record FTEs or other metrics) and report on those items.		
5.1.5.2 h)	Provides system and user defined rules that prevent transactions that are out of balance or with other errors from being entered and/or warns		

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	users of errors and assists with posting transactions to the appropriate accounts.		
5.1.5.2 i)	Ability to perform actual fund and encumbrance accounting.		
5.1.5.2 j)	Ability to perform activity based accounting and analysis.		
5.1.5.3	Revenue/Accounts Receivable		
Mandatory Scored			
5.1.5.3 a)	Ability to record revenue based on funding source.		
5.1.5.3 b)	Ability to enter invoices, refunds, debit/credit memos and payments.		
5.1.5.3 c)	Ability to pull customer and accounts receivable reports, perform queries, and A/R aging reports.		
5.1.5.3 d)	Allow partial payment on customer invoices.		
5.1.5.3 e)	System automatically assigns unique invoice numbers.		
5.1.5.3 f)	User defined aging categories (e.g. 30, 60, 90 days).		
5.1.5.3 g)	Ability to maintain a master customer file and activate and de-activate customers.		
Optional Scored			
5.1.5.3 h)	Ability to print invoices in desired order (customer #, alphabetical, zip code) and suppress statements with zero and credit balances.		
5.1.5.4	Accounts Payable		
Mandatory Scored			
5.1.5.4 a)	Ability to disburse funds by various methods (system and manual checks, EFT, wire).		
5.1.5.4 b)	Flexible selection of invoices to pay, to include selecting invoices for payment by due date range, payment date, batch numbers, etc.		
5.1.5.4 c)	System-generated unique AP transactions and batch numbers.		
5.1.5.4 d)	Robust vendor inquiry and activity reporting capabilities.		
5.1.5.4 e)	Accounts Payable aging capabilities.		
5.1.5.4 f)	Ability to make partial payments on an invoice.		
5.1.5.4 g)	Ability to withhold payments/checks to vendors.		
5.1.5.4 h)	Allows processing of stop payments and voids, and posting void checks and spoiled checks within the system.		
5.1.5.4 i)	Record credits and discounts against vendor.		

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5.1.5.4 j)	Store and retrieve vendor documentation (e.g. W-9s and invoices).		
5.1.5.4 k)	Ability to perform 1099 Reporting, to include generating 1099's and establishing file format to send to the vendor and report to the IRS.		
Optional Scored			
5.1.5.4 l)	Allow the option to pay multiple vendor invoices on one check or for each invoice to be paid separately.		
5.1.5.4 m)	Ability to export positive pay reports to bank.		
5.1.5.4 n)	Provide warnings if payment exceed invoice amount or vendor has debit balance.		
5.1.5.5	Budget		
Mandatory Scored			
5.1.5.5 a)	Monthly, annual (fiscal and calendar), biennial and other multi-year budgeting capabilities.		
5.1.5.5 b)	Ability to load budget estimates and actuals and produce reports.		
5.1.5.5 c)	Ability to budget based on fund and other dimensions (e.g. department, program, grant, activity, expenditure categories, etc.).		
5.1.5.5 d)	Ability to perform budget adjustments on a periodic basis (monthly, quarterly, annually).		
5.1.5.5 e)	Ability to review unposted budgets against posted versions and actual expenses.		
Optional Scored			
5.1.5.5 f)	Ability to maintain multiple budget versions for same calendar or fiscal period.		
5.1.5.6	Cost Accounting/Cost Allocation		
Mandatory Scored			
5.1.5.6 a)	Ability to allocate costs on variety of bases and methodologies.		
5.1.5.6 b)	Ability to allocate at various dimensions (general ledger, program, activity, etc.).		
5.1.5.6 c)	Ability to create fixed and variable allocations.		
5.1.5.6 d)	Ability to track funding sources through cost allocation coding to the cost/expenditure item.		
5.1.5.6 e)	Ability to produce detailed reports that track expenditures by allocation.		

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Optional Scored			
5.1.5.6 f)	Allow for multi-tiered calculations (i.e. split by enrollment or module percent then by federal/state sources).		
5.1.5.6 g)	Ability to limit auto-populated fields to those designated fields in the cost allocation coding.		
5.1.5.6 h)	Ability to use funding source to tie to the corresponding revenue general ledger.		
5.1.5.7	Financial Reporting		
Mandatory Scored			
5.1.5.7 a)	Standard Financial Reporting that complies with GAAP, GASB, and other requirements for governmental/non-profit organizations.		
5.1.5.7 b)	Ability to create ad-hoc reports.		
5.1.5.7 c)	Variable period reporting (to-date, monthly, quarterly, annual on State Fiscal year, annual on calendar year).		
5.1.5.7 d)	Ability to produce cash basis and accrual basis reports without duplicate entry.		
5.1.5.7 e)	Financial analytics and reconciliation reporting capabilities.		
5.1.5.7 f)	Ability to establish hierarchies and segment groupings for financial reporting (groups of fund types, organizations, GL account types, groups of contracts, etc.).		
Optional Scored			
5.1.5.7 g)	Ability to perform financial statement adjustments and reconciliations.		
5.1.5.7 h)	Ability to produce federal and state compliance reports (e.g. grants, tax, etc.).		
5.1.5.7 i)	Ability to filter on specific parameters and dimensions within a report.		
5.1.5.7 j)	Ability to produce dashboards, charts and graphs for financial statements.		
5.1.5.8	Project/Grant Accounting		
Mandatory Scored			
5.1.5.8 a)	Robust, flexible grant reporting and tracking (e.g. ability to report and track by grant number, dates, transaction, phases, etc.).		

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5.1.5.8 b)	Ability to pull financial and budget reports for grants and projects (e.g. trial balance, budget/actual, revenue & expense reports, remaining balance).		
5.1.5.8 c)	Ability to account for grant revenues and expenditures at the transaction level.		
Optional Scored			
5.1.5.8 d)	Ability to create unique grant codes within the chart of accounts that is separate from other chart elements.		
5.1.5.8 e)	Ability to setup grants and projects in the system and update information.		
5.1.5.8 f)	Ability to manage multiple funding sources for a single project and multiple projects from a single funding source.		
5.1.5.8 g)	Ability to open and close projects and grants to charges against them.		
5.1.5.9	Conversion of Existing Data		
Mandatory Scored			
5.1.5.9 a)	Ability to convert existing financial data from HBE's current system into the vendor's financial system.		
5.1.5.9 b)	Ability to import vendors, customers, transactions, and account/fund balances and other information from our current financial system into the vendor's system.		
5.1.5.9 c)	Ability to roll fund and account balances from current financial system into vendor's system to allow for completion of year-end financial reporting in the vendor's system.		
5.1.5.9 d)	Ability to review and validate conversion data before and after conversion.		
5.1.5.9 e)	Ability to evaluate, review, and map information before actual conversion and identify and correct errors in conversion files.		
5.1.5.10	HR/Payroll		
Mandatory Scored			
5.1.5.10 a)	An HR/Payroll module included in the COTS system. Provide price for this module as separate from the overall price. The following would be scored requirements within the module:		

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	<ol style="list-style-type: none"> 1. Ability to complete employee timesheets within the system that provides detail necessary to comply with federal grant and other requirements. 2. Ability to print generate tax reporting documents such as 941's, W-2's, and other state and federal reports required for compliance. 3. Integration of payroll to accounting, to include the ability to allocate payroll costs to funding sources. 4. New hire /termination/transfer/pay rate change business processes and work flow. 		
Optional Scored			
5.1.5.10 b)	Tracking of employee training (e.g. new hire orientation, annual security training, etc.). <ol style="list-style-type: none"> 1. Vendor COTS full integration to HBE's current HR/Payroll solution (ADP). Please describe the capabilities of the OTS to integrate payroll financial and HR data in order to effectively and efficiently perform financial reporting, tax reporting, and personnel functions. 		
5.1.5.11	Fixed Asset Management		
Optional Scored			
5.1.5.11 a)	Ability to establish asset types and depreciation schedules based on the type of asset.		
5.1.5.11 b)	Ability to track minor equipment that is not capitalized but must be tracked for inventory purposes (i.e. small and attractive items).		
5.1.5.11 c)	Ability to register assets within the system and provide sequential tracking bar code numbers for tracking/inventory.		
5.1.5.11 d)	Ability to trace assets to purchase documentation (by invoice, vendor, contract, etc.).		
5.1.5.11 e)	Ability to track assets by funding source.		
5.1.5.11 f)	Ability to auto depreciate assets on a periodic basis (monthly, quarterly) by various depreciation methods (e.g. straight line, sum of years, etc.).		
5.1.5.11 g)	Ability to dispose, transfer, and perform other status changes on assets and maintain appropriate records.		
5.1.5.11 h)	Asset reports for monitoring depreciation and status of assets.		

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5.1.5.11 i)	Inventory reports that allow the sorting of assets by various dimensions (department, program, location).		
5.1.5.11 j)	Ability to mark capitalizable expenses in an invoice (i.e. equipment, freight, sales tax, warranties) from those associated costs that are not capitalizable.		
5.1.5.11 k)	Provide any additional cost for this feature/function in the table provided in Section 6.3.		
5.1.5.12	Cash Management/Banking		
Optional Scored			
5.1.5.12 a)	Pre-note capabilities to confirm bank information prior to sending payments.		
5.1.5.12 b)	Standard bank accepted format for ACH files.		
5.1.5.12 c)	Ability to import all cash, check, and credit card transactions.		
5.1.5.12 d)	Ability to note transactions that have cleared the bank through single or range of transactions.		
5.1.5.12 e)	Robust cash and bank reconciliation and tracking capabilities.		
5.1.5.12 f)	Provide any additional cost for this feature/function in Table 5 provided in Section 6.3.		
5.1.5.13	Purchasing		
Optional Scored			
5.1.5.13 a)	Ability to integrate purchasing module with accounts payable, contracts, fixed assets and other modules.		
5.1.5.13 b)	Ability to link purchase orders to specific contracts and spend thresholds.		
5.1.5.13 c)	Ability to encumber funds from approved purchase orders.		
5.1.5.13 d)	Ability to provide warnings of potential duplicate purchases/payments/invoices.		
5.1.5.13 e)	Ability to track goods received and recording of goods returned to the vendor.		
5.1.5.13 f)	Provide any additional cost for this feature/function in Table 5 provided in Section 6.3.		

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5.1.5.14	Contract Management		
Optional Scored			
5.1.5.14 a)	Robust contract tracking and reporting capabilities.		
5.1.5.14 b)	Ability to handle contract amendments and work orders.		
5.1.5.14 c)	Ability to re-budget unallocated amounts to a specific contract.		
5.1.5.14 d)	Ability to monitor contract limits through integration with purchase orders and supplier invoices.		
5.1.5.14 e)	Ability to track contracts from initiation to completion (update bid progress, maintain contracts, contractor compliance, etc.).		
5.1.5.14 f)	Provide any additional cost for this feature/function in the table provided in Section 6.3.		
5.1.5.15	Data Import/Export		
Mandatory Scored			
5.1.5.15 a)	Ability to import and export data to/from CSV files.		
5.1.5.15 b)	Ability to import and export to/from Microsoft Excel (e.g. budget worksheets, financial statements and reports, etc.).		
5.1.5.16	Document Management		
Mandatory Scored			
5.1.5.16 a)	Ability to image, print, upload, and save documents.		
Optional Scored			
5.1.5.16 b)	Ability to generate/create templates or documents.		
5.1.5.16 c)	Organization and management of electronic files.		
5.1.6.1	IT Technical General		
Mandatory			
5.1.6.1	The expectation is that the Financial System will be cloud based and hosted outside of HBE. The vendor is responsible for cloud host.		
Mandatory Scored			
5.1.6.1 a)	Reliable identity management (specify how users are authenticated).		
5.1.6.1 b)	Integration: Capability to integrate between systems (via API or other asynchronous methods preferred; file import/export acceptable when needed; example external systems: ADP, Key Bank, other bank, in-house developed HPF system).		

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5.1.6.1 c)	Guaranteed service up-time. Please specify normal up-time hours, what percentage of up-time hours are guaranteed, and how it is guaranteed, to include any proposed financial refunds/penalties paid to HBE for down time below the minimum guaranteed. [For example, Normal up-time is 24x7 except a planned weekly maintenance window from 00:00 – 02:00 each Sunday; we strive for 100% up-time (9,960 minutes per week); if vendor system is not operational for HBE at least 99% of the normal planned up-time hours (9,860 minutes), vendor will refund \$10/minute of unplanned down-time].		
5.1.6.1 d)	Support 128-bit encryption or higher, for web messaging.		
5.1.6.1 e)	Records Management: Ability to store and purge records according to the HBE retention policies (currently 10 years is required).		
5.1.6.1 f)	Disaster Recovery Plan is established and tested regularly (specify details [including Recovery Time Objectives and Recovery Point Objectives] and test frequency).		
5.1.6.1 g)	Data is backed up (specify frequencies).		
5.1.6.1 h)	Non-Production Environment(s) provided (e.g. Sandbox, Training, Testing) (please specify what’s available).		
5.1.6.1 i)	Accessibility: Authorized user access from any computer during system up-time and ADA accessibility.		
Optional Scored			
5.1.6.1 j)	Accessibility: Authorized user access from a mobile device, and compliance with Section 508 Standards.		
5.1.6.1 k)	Performance / Response Time SLA (describe your system’s performance & response time metrics).		
5.1.6.1 l)	Problem Resolution (specify service levels, with response & resolution times).		
5.1.6.2	IT Technical Security		
Mandatory			
5.1.6.2 a)	Role-based access control with segregation of duties.		
5.1.6.2 b)	Capability to capture audit trail for all transactions (prefer it to be configurable to select which tables/fields to capture).		

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5.1.6.2 c)	Change control/version management (who, when, what) for system configuration changes.		
5.1.6.2 d)	External security breach prevention (external to Host, Vendor, HBE).		
5.1.6.2 e)	Vendor internal security breach prevention.		
5.1.6.2 f)	Cloud host internal security breach prevention.		
5.1.6.2 g)	Process for security breach identification and notification including process for notifying HBE.		
5.1.6.2 h)	Physical hardware security controls (e.g. locked room, fire suppressant systems, A/C, etc.).		
5.1.6.2 i)	Obtain appropriate, periodic SOC audits and provide reports to HBE. (In comments, please specify current SOC level/type reporting for your system, audit frequency, and the most current period covered).		
Optional Scored			
5.1.6.2 j)	Software security controls (if there are additional controls other than covered above, please describe).		
5.1.6.2 k)	Describe the cryptography security controls needed or used by the system.		
5.1.6.2 l)	Structured and planned version upgrade/change process.		
5.1.6.2 m)	Other IT/security features or processes.		
5.1.6.3	Testing		
Mandatory Scored			
5.1.6.3 a)	Testing: Describe your test plan including WAHBE's role for the following: <ul style="list-style-type: none"> • WAHBE's first time start-up on your system • Implementation of Bug Fixes / Upgrades / Enhancements 		
5.2.1	Written Summary of Experience and Qualifications of Vendor		
Mandatory Scored			
	The Vendor shall provide a written non-technical summary of the Vendor's overall corporate background and experience as it relates to providing services specified herein. The response must demonstrate proven ability to identify and make available resources and candidates		

HBE 15-006 RFP Financial System Replacement
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Section	Requirement	Yes / No	Comment
	<p>as described in this RFP. This summary should be no more than four pages and at minimum, address the following:</p> <ol style="list-style-type: none"> a. What is the Vendor’s overall experience in the implementation of Financial Management Systems, specifically for: <ul style="list-style-type: none"> • State government • Local government • Non-profit entities. b. What is the Vendor’s experience with the specific OTS Financial Management System proposed in their response? c. What is the Vendor’s approach to knowledge transition, management and training? d. Familiarity with the operation of Washington State Government, Washington Healthplanfinder and the Affordable Care Act. 		
5.2.2	Prior Financial Management Systems Contracts		
Mandatory Scored			
5.2.2	<p>Include a list of contracts the Vendor has had during the last five (5) years that relate to the Vendor’s ability to provide the services under this RFP. Describe no more than three (3) similar Projects where Financial Management Systems installation and implementation activities were provided by the Vendor, of which at least two should be in state government or a non-profit organization preferably with a comparable industry such as healthcare. Include the outcomes and deliverables achieved for the customer. List each contract reference numbers, the contract period of performance, contact persons, addresses, telephone numbers, and e-mail addresses for each contract.</p> <p>Please confirm that the reference clients are aware that HBE may contact them. By submission of the references, the Vendor grants permission to the HBE to contact the references and others who may have pertinent information. Do not include current HBE staff as references. The HBE may evaluate additional references at HBE’s discretion.</p>		

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Section	Requirement	Yes / No	Comment
5.2.3	Qualifications of the Vendor’s Proposed Installation Team		
Mandatory Scored			
5.2.3	<p>Qualifications of the Vendor’s Proposed Installation Team Provide in two pages or less the abilities and expertise of the Proposed Installation team that best qualifies the team to successfully implement a COTS Financial Management System as described herein.</p>		
5.2.3.2	<p>Experience of Accountable Person The accountable person for the Contract awarded through this RFP must have the following experience:</p> <p>A minimum of five (5) years of experience in development and/or installation of Financial Management Systems were at least two years should be with state government or a non-profit organizations, preferably with a comparable industry such as healthcare.</p> <p>Describe the accountable person’s past experience with emphasis on consulting which may relate to the services described herein. Include a list of contracts the accountable person has performed during the last five years that relate to the ability to provide services similar to those required under this RFP. Briefly describe no more than two of these projects, preferably in Washington State, and if the work was performed in a public, private, or private/public setting.</p>		
5.2.3.3	<p>Resumes and References of the Vendor’s Proposed Installation Team Provide resumes (three pages or less) for the accountable person and key personnel who comprise the Contractor’s proposed Installation team. The résumés should provide a non-technical summary of the team’s overall background and skills as it relates to providing services specified herein. This narrative should demonstrate proven ability to provide the successful installation of a Financial Management Systems for HBE.</p> <ul style="list-style-type: none"> • Name, Title 		

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Section	Requirement	Yes / No	Comment
	<ul style="list-style-type: none"> • Education, Degrees, Certificates. • Description of specific or unique consulting skills <p>Provide two references for the person who would be accountable for the Contract with contact information and a brief description of the type of service provided. By submission of the resumes the Vendor grants permission to HBE to contact the references and others who may have pertinent information.</p>		
5.3	Work Plan		
Mandatory Scored			
5.3	<p>The Vendor will provide a high level work plan that specifies the work necessary to complete the implementation of the Financial Management System. The work plan will identify the tasks, time frames and key personnel for each task and highlight key milestones. The work plan must contain at minimum the scope of work and deliverables in Section 5, or the Vendor must specify why it is preferable to use different deliverables.</p> <p>The work plan submitted by the Vendor may be included in the contract pursuant to this RFP at the discretion of HBE.</p>		
5.4	Training Plan		
Mandatory Scored			
	<p>The Vendor’s training plan must describe the training curriculum and proposed plan to train HBE staff how to use the Financial Management System.</p> <p>The Exchange shall require training for Information technology technical staff, Financial staff who will be the primary users of the system, and must be knowledgeable all system capabilities, and casual users who will make inquiries.</p> <ul style="list-style-type: none"> • The Vendor will provide a curriculum and provide training on the FMS to designated HBE staff for an agreed period of time, and be available to answer questions. The vendor plan must also identify the per student cost for post installation training. 		

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Section	Requirement	Yes / No	Comment
	<ul style="list-style-type: none"> • Vendor will explain methods for delivery of training (on-line, on-site or off-site, etc.). 		
5.5	Post Implementation Maintenance and Support		
Mandatory			
5.5	<p>The Vendor will propose a fixed price annual "Maintenance and Support Cost," which will include all necessary changes, updates, and corrections to the system.</p> <p>User required changes will be implemented through a Change Request process, with vendor rates as proposed in response to RFP Table 3, Section 6.</p>		

HBE 15-006 RFP Financial System Replacement
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Section	Requirement	Yes / No	Comment																																													
6.1	Pricing Table																																															
Mandatory Scored																																																
6.1	<p>Using the following table, the Vendor is to provide a <u>fixed price cost</u> for the Licensing Fees, Implementation, Training Cost, Conversion Support, and first and second year of Maintenance/Support.</p> <p>Vendor must provide pricing structure and costs for annual license, implementation, maintenance/support, conversion, and training. Vendor will provide a matrix in the same format(s) as shown below that includes all costs. The Vendor is to include all costs that it would charge for performing the tasks including administrative staff costs and any non-labor expenses necessary to accomplish the tasks and to produce the services and deliverables. No additional charges for overhead, travel or other expenses shall be allowed.</p> <p>If there are additional Implementation Services and associated costs are identified by the Vendor, add rows as necessary for any other applicable cost required for their implementation and support of the system. HBE reserves the option to contract for all, or a selected grouping of these offerings.</p> <p>If priced separately, <u>DO NOT</u> include in the following Pricing Table the cost of any of the optional features identified in RFP Sections 5.1.5.11, 5.1.5.12, 5.1.5.13, and 5.1.5.14. These are to be provided separately in Section 6.3 below.</p> <p>The Vendor will propose a fixed price annual “Maintenance and Support Cost”, which will include all necessary changes, updates, and corrections to the system. (See Pricing Table below).</p>		<table border="1"> <thead> <tr> <th data-bbox="1115 493 1339 634">Service Description</th> <th data-bbox="1339 493 1495 634">Implementation Period</th> <th data-bbox="1495 493 1724 634">Implementation Period Estimated Hours</th> <th data-bbox="1724 493 1854 634">First Year</th> <th data-bbox="1854 493 1984 634">Second Year</th> </tr> </thead> <tbody> <tr> <td data-bbox="1115 634 1339 708">Implementation Fee</td> <td data-bbox="1339 634 1495 708">\$</td> <td data-bbox="1495 634 1724 708"></td> <td data-bbox="1724 634 1854 708">N/A</td> <td data-bbox="1854 634 1984 708">N/A</td> </tr> <tr> <td data-bbox="1115 708 1339 745">Training Cost</td> <td data-bbox="1339 708 1495 745">\$</td> <td data-bbox="1495 708 1724 745"></td> <td data-bbox="1724 708 1854 745">N/A</td> <td data-bbox="1854 708 1984 745">N/A</td> </tr> <tr> <td data-bbox="1115 745 1339 1143">Cost for 200 hours of Conversion Support (provide pricing detail using hourly rates in section Error! Reference source not found.)</td> <td data-bbox="1339 745 1495 1143">\$</td> <td data-bbox="1495 745 1724 1143">200</td> <td data-bbox="1724 745 1854 1143"></td> <td data-bbox="1854 745 1984 1143">N/A</td> </tr> <tr> <td data-bbox="1115 1143 1339 1180">Hosting Cost</td> <td data-bbox="1339 1143 1495 1180"></td> <td data-bbox="1495 1143 1724 1180"></td> <td data-bbox="1724 1143 1854 1180">\$</td> <td data-bbox="1854 1143 1984 1180">\$</td> </tr> <tr> <td data-bbox="1115 1180 1339 1253">Annual License Cost</td> <td data-bbox="1339 1180 1495 1253"></td> <td data-bbox="1495 1180 1724 1253">N/A</td> <td data-bbox="1724 1180 1854 1253">\$</td> <td data-bbox="1854 1180 1984 1253">\$</td> </tr> <tr> <td data-bbox="1115 1253 1339 1359">Maintenance and Support Cost</td> <td data-bbox="1339 1253 1495 1359"></td> <td data-bbox="1495 1253 1724 1359">N/A</td> <td data-bbox="1724 1253 1854 1359">\$</td> <td data-bbox="1854 1253 1984 1359">\$</td> </tr> <tr> <td colspan="2" data-bbox="1115 1359 1339 1396">TOTALS</td> <td data-bbox="1339 1359 1495 1396"></td> <td data-bbox="1495 1359 1724 1396">N/A</td> <td data-bbox="1724 1359 1854 1396"></td> <td data-bbox="1854 1359 1984 1396"></td> </tr> </tbody> </table>					Service Description	Implementation Period	Implementation Period Estimated Hours	First Year	Second Year	Implementation Fee	\$		N/A	N/A	Training Cost	\$		N/A	N/A	Cost for 200 hours of Conversion Support (provide pricing detail using hourly rates in section Error! Reference source not found.)	\$	200		N/A	Hosting Cost			\$	\$	Annual License Cost		N/A	\$	\$	Maintenance and Support Cost		N/A	\$	\$	TOTALS			N/A		
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Section	Requirement	Yes / No	Comment															
6.2	Hourly Rate																	
Mandatory																		
6.2	<p>For any additional work that may be authorized under the resulting contract, associated Statements of Work (SOW) or Change Orders, the Vendor must state the Staff Level, Title and the Hourly Rate that will be charged for Vendor staff. This rate will not be a factor in the selection of the Apparently Successful Vendor, however no higher rates may be charged under the resulting contract. If selected as the Contractor, lower rates may be quoted or negotiated for any additional SOW's. HBE additionally reserves the right to discuss fixed-price deliverable based SOW's.</p> <p>The Hourly Rate (whole dollar amounts) is to be inclusive of all costs and overhead rate. Hourly rates are expected to cover all costs of consulting and working with HBE in the Olympia and Seattle, WA areas. On an exception basis included in an executed SOW, travel reimbursement may be authorized in accordance with the Washington Health Benefit Exchange travel policy.</p>		<p><u>Include additional rows as required.</u></p> <table border="1" data-bbox="1100 665 1948 951"> <thead> <tr> <th data-bbox="1100 665 1205 721"></th> <th data-bbox="1205 665 1684 721">Staff Level/Title</th> <th data-bbox="1684 665 1948 721">Hourly Rate</th> </tr> </thead> <tbody> <tr> <td data-bbox="1100 721 1205 776">1</td> <td data-bbox="1205 721 1684 776"></td> <td data-bbox="1684 721 1948 776">\$</td> </tr> <tr> <td data-bbox="1100 776 1205 831">2</td> <td data-bbox="1205 776 1684 831"></td> <td data-bbox="1684 776 1948 831">\$</td> </tr> <tr> <td data-bbox="1100 831 1205 886">3</td> <td data-bbox="1205 831 1684 886"></td> <td data-bbox="1684 831 1948 886">\$</td> </tr> <tr> <td data-bbox="1100 886 1205 951"><i>n</i></td> <td data-bbox="1205 886 1684 951"></td> <td data-bbox="1684 886 1948 951">\$</td> </tr> </tbody> </table>		Staff Level/Title	Hourly Rate	1		\$	2		\$	3		\$	<i>n</i>		\$
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Section	Requirement	Yes / No	Comment															
6.3	Optional Software Features																	
Optional Scored																		
6.3	If the Vendor included the Optional Software features described in RFP Sections 5.1.5.11, 5.1.5.12, 5.1.5.13 and 5.1.5.14 and there is an additional cost for the feature, the additional cost is to be included in the following table.		<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #d3d3d3;">Section</th> <th style="background-color: #d3d3d3;">Feature</th> <th style="background-color: #d3d3d3;">Added License Cost</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">5.1.5.11</td> <td style="text-align: center;">Fixed Asset Management</td> <td style="text-align: center;">\$</td> </tr> <tr> <td style="text-align: center;">5.1.5.12</td> <td style="text-align: center;">Cash Management/Banking</td> <td style="text-align: center;">\$</td> </tr> <tr> <td style="text-align: center;">5.1.5.13</td> <td style="text-align: center;">Purchasing</td> <td style="text-align: center;">\$</td> </tr> <tr> <td style="text-align: center;">5.1.5.14</td> <td style="text-align: center;">Contract Management</td> <td style="text-align: center;">\$</td> </tr> </tbody> </table>	Section	Feature	Added License Cost	5.1.5.11	Fixed Asset Management	\$	5.1.5.12	Cash Management/Banking	\$	5.1.5.13	Purchasing	\$	5.1.5.14	Contract Management	\$
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6.4	Business Process Improvement																	
Optional Scored																		
6.4	If the vendor has expertise in Financial Business process improvement, please include a description of your experience, your approach/methodology, and your pricing structure to help and guide HBE through this process.																	