



ANNOUNCEMENT

HBE 19-002

Washington Health Benefit Exchange (WAHBE) Request for Qualifications and Quotations (RFQQ)

Sage Intacct Support Services for WAHBE

WAHBE is initiating this RFQQ to obtain one (1) qualified Vendor to provide user licenses, module subscriptions, help desk support, and consultation services for WAHBE's Sage Intacct (Intacct) financial system. In addition, Vendor will provide technological service and support to perform system configurations, modifications, or customizations within prescribed guidelines of Intacct web services development and platform services.

Vendor will need broad technical, customer service, consultation, and project management skills to support WAHBE when requested to:

- Troubleshoot and correct issues within Intacct
- Correct Intacct reports, screens, inquiries, configurations, modules, and other Intacct software related issues
- Update configurations and customizations when necessary to minimize impacts to WAHBE when there are new releases or other changes in Intacct
- Correct and fix products, interfaces, and existing customizations that work in conjunction with Intacct, to include any coding issues
- Answer questions regarding use and features of Intacct reports, data conversions, integrations, and module customizations
- Recommend process improvements and controls to optimize WAHBE's use of Intacct
- Provide training on Intacct features and new releases and provide or arrange demonstrations of new features or integrations upon request
- Make configuration changes or customizations necessary to optimize use of Intacct for WAHBE
- Implement, install, or configure additional functionality
- Assist with building additional reports, queries, or screens

In performing Intacct support services, the Vendor will need to collaborate with WAHBE staff. Vendor must manage the activities of its team to ensure the troubleshooting, updates, and customizations are implemented within tight timeframes.

Contracts resulting from this RFQQ will begin on or around July 1, 2019 and will end on June 30, 2020. WAHBE, at its sole discretion, may extend the period of performance through June 30, 2024 in whatever time increments WAHBE deems appropriate.

The RFQQ is available for download on the WAHBE Website at <https://www.wahbexchange.org/about-the-exchange/what-is-the-exchange/vendor-procurements/>. Additional materials or any addenda regarding this RFQQ, if needed, will be made available for download at the same website. Vendors are encouraged to check often for addenda and other materials that may be posted.

Responses to this RFQQ are due to the RFQQ Coordinator no later than Wednesday, May 8, 2019 at 3:00 p.m. PST.

For further information, please contact the RFQQ Coordinator:

Regan Givens

WAHBE Contracts Specialist

contracts@wahbexchange.org

Phone: (360) 688-7700