

ADDENDUM 4
Issued February 11, 2019
To the
State of Washington
Office of Financial Management
One Washington
Organizational Change Management Service
OFM 18-2000

QUESTIONS AND ANSWERS

The following eleven questions were asked at the February 6, 2019 Optional Pre-Proposal Conference:

1. Question: How will the business process as-is work? Matthew mentioned this is currently underway. Will it flow into or be used during SOW 3?

Answer: Some agencies are very well prepared. We know of a few agencies that are just starting to look at it now, and others have been pretty thoroughly looking at their impacted systems for a while (specifically WSDOT's deeper dive work). This work would flow into SOW 3.

The Contractor will conduct a thorough level-set with any agencies that may have begun this work, to confirm the quality and completeness of the work completed by agencies. The contractor will then decide how best to refine and incorporate into its efforts.

2. Question: How do you envision the OCM team will integrate with the PMO team?

Answer: Provided our decision package is approved by the legislature, we will be tripling in size by July 1, 2019. One WA is in the process of hiring an OCM manager. The position description for this role includes developing a responsibility assignment matrix (RACI) in concert with the contractor, so that there is clarity on how the contractor integrates. The nature of the various relationships will certainly be open to feedback and discussion on this subject.

3. Question: The RFP Section 2.15 says the hold back will occur from "time to time." When/how is the time to time determined?

Answer: Clarification: The section refers to SOWs that will be executed from time to time under the contract. The Hold back is applied to each SOW. When OFM deems appropriate, the hold back may be waived.

4. Question: With respect to SOW4, are agencies only allowed to use the One Washington pool or can agencies seek OCM assistance for this project on their own?

Answer: If an agency has funds available and they choose to spend on that on One Washington activities, that's okay. There will likely be more conversation in the biennia ahead for coordination of future budget requests related to One Washington.

5. Question: RFP section 2.23 mentions subcontractors who are "providing remote processing services." What is remote processing? (Just under the table that shows the insurance type and the coverage requirements)

Answer: Clarification from Washington State Risk Management: This would be for subcontractors that do processing services for you from a remote site such as for verification purposes for schools in their admissions role. Since the subcontractors may have PII information to do their job, cyber liability coverage is necessary in case of a breach of their system.

6. Question: When will you know if your pending budget requests are approved?

Answer: Funding is dependent on legislative approval. The legislative session is scheduled to close in April.

7. Question: If budget requests are not approved or approved at a reduced level from what you requested, will this impact this contract? If so, in what ways?

Answer: Yes, non- approval or reduced levels of funding will impact the contract. The contract will be constrained by the budget amount approved. We can only contract for amounts that have been approved.

8. Question: What has been the level of engagement with agency leaders and what is their involvement been like?

Answer: Many agency leaders are already engaged and eager to help champion the effort within their agencies. Some examples are:

- DOL and LNI very active in terms of engagement and system impact analysis.
- DSHS has great internal resources that have been championing their internal efforts.
- DES has been very engaged and a great partner. DES is also the business owner for procurement.
- In addition, we are currently reaching out to encourage agencies to create their own steering committees for coordinating their internal One Washington leads/contacts.
- We continue to work through the challenge of identifying and maintaining contacts within all of the agencies at the appropriate level.

9. Question: Can OFM confirm that they're only awarding a single contract from this solicitation?

Answer: Yes, there will be one contract resulting from this solicitation.

10. Question: Will you send a list to us of the attendees of this session?

Answer: Yes. All known remote and in-person attendees are listed below:

Firm	Name	Title
Deloitte	Michelle Peregrine	Principal
Deloitte	Sam Park	Client Executive
Deloitte	Rakesh Dutttagupta	Principal
OTB Solutions	Shelly McDermott	Principal

OTB Solutions	Stacy Steck	Consultant
Accenture	Colin Corbin	Account Lead
TEKSystems	Dan Leiter	Account Rep
PCG	Dana McLean (Gerow)	Director
The following were on the call in line:		
North Highland	Rex Billings	None provided
North Highland	Jon Burchard	None provided
KB & Associates	Kindra Benavidez	President / Founder
Sierra-Cedar, Inc.	Mike Zanon	Director – Business Development
Abilaire Solutions	Paul Hunt	Not provided
Informatix, Inc.	Barbara Vik	Organization Change Practice Manager
Treinan	William Treinan	President/CEO

11. Question: It was mentioned earlier an internal growth rate tripling. How many people is that and has OCM been involved in any planning?

Answer: We currently have roughly 15 state/contractor resources on-board, and are anticipating to be closer to 50. The bulk of our current efforts are mostly focused on planning and preparing for the growth. We do have OCM internally as part of these efforts.

The following is a follow-up to Question # 9 from the previous Addendum 3.

Question: Section 2.23 Insurance

This section sets forth the insurance requirements, which is also stated in Appendix B - Sample Contract (Section 47). The requirements include Crime Coverage with “coverage of not less than \$35 million in the aggregate,” which appears to be inconsistent with the other policy amounts required by the State. Please confirm the aggregate amount of Crime Coverage that Bidder is required to maintain during the term of the contract.

Answer: Yes. The crime coverage aggregate is correct. The aggregate is applied across the categories listed. The Crime Coverage is required for the duration of the contract.

END OF QUESTIONS