

Veteran Claims Management System

Claims Management System for the Department of Veterans & Military Affairs (VMA)

Open	5/14/2024 12:00 PM MDT	Type	Request for Proposal
Close	6/19/2024 2:00 PM MDT	Number	RR24-75
		Currency	US Dollar

Sealed Until 6/19/2024 2:00 PM MDT

Contacts

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Commodity Codes

Commodity Code	Description
99902	UDVMA Utah Department of Veterans and Military Affairs
43221	Information technology telecommunications including call management systems or accessories including background music services
43230	Information technology software including computer software

Description

Issuing Procurement Unit State of Utah Division of Purchasing
Conducting Procurement Unit Department of Veteran & Military Affairs (UDVMA)

REQUEST FOR PROPOSALS

Veteran Claims Management System SOLICITATION #RR24-75

This Request for Proposals ("RFP"), having been determined to be the appropriate procurement method to provide the best value to the Conducting Procurement Unit, is designed to provide interested Offerors with sufficient basic information to submit proposals. This Request for Proposals ("RFP") is issued in accordance with the Utah Procurement Code and applicable administrative rules of the Utah Administrative Code. If any provision of this RFP conflicts with the Utah Procurement Code or Utah Administrative Code, then the Utah Procurement Code or Utah Administrative Code will take precedence. It is not intended to limit a proposal's content or exclude any relevant or essential data. Offerors are at liberty and are encouraged to expand upon the specifications to evidence service capability.

Purpose of this Solicitation

The purpose of this RFP is to enter into a contract to provide: A United States Department of Veteran Affairs (VA) compliant Claims Management System (CMS)

It is anticipated that this RFP will result in a single contract award to the responsive and responsible offeror with the highest score justified by the procurement code.

Closing date and time

The closing date and time for this sourcing event is as provided in this posting. If your time is different from that shown, your profile may be set to a different time zone. Please see the attachment titled "Changing Your Time Zone" in the Buyer Attachments section for directions on how to update your profile. It is your responsibility to make sure you submit your response by the date and time indicated above.

Length of the Contract

The contract resulting from this RFP will be for FIVE (5) years.

Background

Utah Department of Veterans and Military Affairs (UDVMA) is seeking to procure a United States Department of Veterans Affairs-compliant Claims Management System (CMS). This software will enable every Veteran Service Officer (VSO) under the UDVMA accreditation to efficiently manage and complete VA benefits claims for Utah's Veterans.

Issuing Procurement Unit, Conducting Procurement Unit, and Solicitation Number

The State of Utah Division of Purchasing is the issuing procurement unit and UDVMA is the conducting procurement unit for this RFP (referred to as "the State"). The reference number for this RFP is Solicitation #RR24-75. This solicitation number must be referred to on all proposals, correspondence, and documentation submitted to the State relating to this RFP.

Any solutions that include cloud services, IaaS, PaaS, SaaS, MaaS, CaaS & XaaS, etc. must be implemented using the existing State of Utah DTS accounts for those hosted services, where possible. DTS has accounts with most major cloud producers (AWS, GCP, Azure, etc.).

It is expected that State of Utah data reside on the DTS managed accounts for these and all providers. If applicable, please ensure that the solicitation response incorporates the use of these DTS accounts and that the pricing quoted does not include vendor hosting costs as costs would be paid directly to the hosting providers through DTS's existing accounts.

If it is not possible to utilize the DTS cloud services accounts, please provide the reasoning why to the solicitation's Q&A board so as to allow the State to amend this solicitation requirement if appropriate.

If the State of Utah Division of Technology Services is conducting this solicitation then the Division of Technology Services has the authority to allow any and all State of Utah Executive Branch Agencies to participate in any contract resulting from this solicitation in the event a procurement need arises. Allowing additional Executive Branch Agencies to participate in a contract resulting from this

solicitation will require a contract amendment and participation will be limited to the procurement items or scope of work identified in this solicitation. All technology contract amendments will be issued in accordance with State of Utah Technology Governance Act § 63F-1-205, Utah Procurement Code, and Utah Administrative Rule R33-12-502.

Additionally, IT procurements may be subject to third party review and additional reference checks as a matter of course.

Additional Information

Offerors are prohibited from communications regarding this RFP with the conducting procurement unit staff, evaluation committee members, or other associated individuals EXCEPT the State of Utah Division of Purchasing procurement officer overseeing this RFP.

Wherever in this RFP an item is defined by using a trade name, brand name, or a manufacturer and/or model number, it is intended that the words, "or equivalent" apply; and invites the submission of equivalent products by the Offerors.

Offerors may be required to submit product samples to assist the chief procurement officer or head of a procurement unit with independent procurement authority in evaluating whether a procurement item meets the specifications and other requirements set forth in the request for proposals. Product samples must be furnished free of charge unless otherwise stated in the invitation for proposals, and if not destroyed by testing, will upon written request within any deadline stated in the invitation for proposals, be returned at the Offeror's expense. Samples must be labeled or otherwise identified as specified in the invitation for proposals by the procurement unit.

The State reserves the right to conduct discussions with the Offerors who submit proposals determined to be reasonably susceptible of being selected for award, followed by an opportunity to make best and final offers pursuant to UCA § 63G-6a-707.5, but proposals may be accepted without discussions.

New Technology

Pursuant to Utah Administrative Rule R33-12-502 the awarded contract(s) may be modified to incorporate new technology or technological upgrades associated with the procurement item being solicited, including new or upgraded: (i) systems; (ii) apparatuses; (iii) modules; (iv) components; and (v) other supplementary items. Further, a maintenance or service agreement associated with the procurement item under the resulting contract(s) may be modified to include any new technology or technological upgrades. Any contract modification incorporating new technology or technological upgrades will be specific to the procurement item being solicited and substantially within the scope of the original procurement or contract.

Legislative Appropriations

Additional funding may be added to the awarded contract(s) if additional funding is provided to the procurement unit for the purpose identified in the scope of work by the legislature.

Evaluation Administrative and Mandatory Minimum Requirement Compliance

Each proposal received shall be evaluated as outlined in this RFP and the Utah Procurement Code.

To be responsive and responsible Offerors must review and respond to the following sections of this RFP: prerequisites, buyer attachments, questions, and items.

- The Prerequisites section includes the objective and subjective criteria that will be used to evaluate the proposals, which include the mandatory minimum requirements, technical criteria, and other prerequisites that Offerors must read and agree to in order to respond to this RFP.
- The Buyer Attachments section includes the standard contractual terms and conditions of this RFP and other documents required for this RFP.
- The Questions section allows the State to ask Offerors questions regarding this RFP.
- The Items section includes the description of the procurement items being sought and allows the Offerors to provide their pricing on the procurement items. Note: This section may or may not be used with every solicitation.

Offerors must review each section carefully.

To determine which proposal provides the best value to the conducting procurement unit, the evaluation committee shall evaluate each responsive and responsible proposal that has not been disqualified from consideration under the provisions of Part 7 of Utah Code 63G-6a, using the criteria described in this RFP.

After the evaluation and final scoring of proposals is completed, the State shall award the contract as soon as practicable (subject to the requirements of Utah Code Section 63G-6a-707(10)) to the eligible responsive and responsible Offeror, subject to Utah Code Section 63G-6a-707(10), provided the RFP is not canceled in accordance with Utah Code Section 63G-6a-902.

Buyer Attachments

1. [Claim of Business Confidentiality 12.7.20.pdf](#)
2. [Changing Your Time Zone 2022.pptx](#)
3. [Attachment A - Terms and Conditions for Services \(Agency Contracts\)](#)
4. [Attachment B - IT Standard Terms and Conditions 11 Jan 2024 \(Agency Contracts\)](#)
5. [Attachment C - Scope of Work.pdf](#)
6. [Attachment D - Technical Criteria.pdf](#)
7. [Attachment E - Cost Sheet.xlsx](#)
8. [RR24-75 Interactive Scoresheet Informational Purposes Only.xls](#)

Group 1: Acceptance of Prerequisites

Instructions:

- 1.1 Offeror acknowledges that it is the offerors responsibility to to upload any and all documents in responding to the solicitation. If the vendors fails to upload a document, uploads an incorrect document, uploads a blank document, or uploads any document incorrectly the State of Utah may not allow the vendor to make changes following the closing of the solicitation. ★
- 1.2 Is Offeror presently or has Offeror ever been debarred, suspended, proposed for debarment, or declared ineligible by any governmental department or agency, whether international, national, state, or local? ★
If yes, Offeror must provide a statement regarding its debarment or suspension.
- 1.3 Offeror acknowledges that they do not have financial ties to individuals or entities on an OFAC sanctions list. ★
- 1.4 If Offeror has any information that is not already provided within its proposal that if known to the State would impact the State’s determination on offeror’s responsiveness for a contract award (i.e., legal action, recent turn-over in major personnel, loss of a major contract, any alleged violations of federal, state or local regulations, etc.), please mark “yes” to this question and upload such information in the space provided below. Otherwise, please mark “no”. Please see UCA 63G-6a-120 & 902 for additional details. ★
- 1.5 Please upload information impacting Offeror’s responsiveness here. ★
- 1.6 Is Offeror an employee of the State of Utah? If yes, then Offeror must submit an external employment form signed by its manager at the State of Utah. ★
- 1.7 Offeror acknowledges that it must acquire and maintain all applicable federal, state, and local licenses before the contract is entered into. Licenses must be maintained throughout the entire contract period. Persons doing business as an Individual, Association, Partnership, Corporation, or otherwise shall be registered with the Utah State Division of Corporations and Commercial Code. NOTE: Forms and information on registration may be obtained by calling (801) 530-4849 or toll free at 877-526-3994, or by accessing: www.commerce.utah.gov. ★
- 1.8 Does Offeror have an outstanding tax lien in the State of Utah? If yes, Offeror must provide a statement regarding its debarment or suspension. ★

Group 2: Vendor Information

Instructions:

- 2.1 Please provide your firm's legal company name. ★
- 2.2 Please provide your federal tax identification number? (If the vendor is sole proprietor please do not provide your social security number.) ★
- 2.3 Please provide your firm's contact information for this contract, including the name, phone number, and email address of your firm's authorized representative. ★
- 2.4 Please provide your ordering address and the remit to address. Please clearly identify each address. ★
- 2.5 Please provide your firm's State of Utah Sales Tax ID Number. If you do not have a State of Utah Sales Tax ID Number, please write "N/A". ★
- 2.6 Identify your firm's type of business.
- 2.7 Is Offeror (owners, principles, partners) a retiree currently receiving benefits through the Utah Retirement Systems (URS)? ★
- 2.8 Is Offeror an employee of the State of Utah? If yes, then Offeror must submit an external employment form signed by Offeror's manager at the State of Utah. ★

Group 3: Vendor's Submission

Instructions:

- 3.1 Offeror/Bidder understands and acknowledges that if Offeror/Bidder accessed the "View as PDF" document available on the Utah Public Procurement Place Business Opportunities website and did not login to Offeror/Bidder's account in the Utah Public Procurement Place system, that Offeror/Bidder may not be viewing the entire the sourcing event and therefore may not be viewing the complete sourcing event requirements. ★

Offeror/Bidder acknowledges that Offeror/Bidder has logged into Utah Public Procurement Place account and viewed the full sourcing event requirements including hyperlinks before submitting a response to a sourcing event.

- 3.2 Potential Conflicts of Interest. Vendor must identify any conflict, or potential conflict of interest, that might arise during the contract. If no conflicts are identified or expected, write "None" in this section. ★
- 3.3 If your firm is requesting parts of its proposal be protected please upload your Claim of Business Confidentiality Form here as well as your redacted proposal.
- 3.4 Any exceptions to the Terms and Conditions must be uploaded here in the format outlined in Prerequisites: Standard Terms and Conditions (Exceptions and Negotiations). Further, any vendor terms and end user agreements (EULAs) required by your firm must also be uploaded here in the format outlined in Prerequisites: Standard Terms and Conditions (Exceptions and Negotiations). If you are submitting exceptions you must also provide contact information of your firm's legal personnel (name, email, and phone #) for T&Cs negotiations. Exceptions and/or additions submitted after the date and time for receipt of proposals will not be considered. If you have no exceptions or additions, upload a document stating "None" . ★
- 3.5 Offeror affirms that yes that pursuant to the Code of Federal Regulations 2 CFR 200.216 - Prohibition on certain telecommunication and video surveillance services or equipment, that none of the goods (including component parts) or services offered within its proposal are from the entity Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliate of such entities). ★
- 3.6 Vendor understands and acknowledges that its response, including all uploaded documents, will not be considered received by the State of Utah unless the Vendor clicks submit. Even if Vendor uploads all required documents and responds to all required questions its response will not be considered if it does not click submit. Offeror acknowledges that after completing the solicitation it must click on the link in the left hand menu bar labeled "Review & Submit", then check the box under the "Certification" heading to certify their bid. Then click the blue box labeled "Submit Response" in order to submit their bid. Once the response has been submitted, Vendor will receive a confirmation that the response was successfully submitted. Vendors who fail to submit their response will not have their response reviewed and will be ineligible for further consideration under this solicitation. ★
- Group 4: Mandatory Minimum Requirements**
- Instructions:**
- 4.1 Offeror MUST agree to specifications and requirements in the Scope of Work ★
- 4.2 System must comply with all relevant data security regulations, including encryption standards such as NIST SP 800. ★
- 4.3 Vendor must demonstrate experience in developing solutions for government agencies, particularly in the field of veterans affairs. ★
- 4.4 Application must provide end-to-end encryption for data transmission and storage to ensure the protection of sensitive veteran information. ★
- 4.5 System must support direct submission of claims to the Veterans Benefits Management System (VBMS) for seamless integration into existing processes ★
- 4.6 Vendor must offer 24/7 technical support and timely response to help requests to ensure continuous system availability and user assistance. ★
- Group 5: Response to Technical Criteria**
- Instructions:** *Cost Details Shall Not be Included In Your Response to the Technical Criteria
- 5.1 Please upload your response to Attachment - D Technical Criteria. This should be a single file upload. ★
- Group 6: Cost Sheet Submission**
- Instructions:** *Please upload your response to the Attachment E.
- 6.1 Please upload your response to Attachment E. This should be a single file upload ★

There are no Items added to this event.

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