



State of West Virginia | WorkForce West Virginia

Fraud Case Management

CRFQ NUMBER: CRFP WWV220000001

COST RESPONSE

March 10, 2022 – 1:30 p.m. ET

Department of Administration
Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130
Attn: Toby L. Welch, Purchasing Agent
(304) 558-8802 toby.l.welch@wv.gov

NTT DATA, Inc.
7950 Legacy Dr, Suite 900
Plano, TX 75024
www.nttdataservices.com

Table of Contents

1	Title Pages	1
2	Cost Proposal	8
3	Assumptions	9

1 Title Pages

The following 3 Title Page (forms) are provided in the order listed.

- Title Page (WV-PRC-CRFP-002 2020105)
- Addendum 1
- Addendum 2



Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

State of West Virginia
 Centralized Request for Proposals
 Info Technology

Proc Folder: 997064			Reason for Modification:
Doc Description: Web Based Fraud Case Management System			
Proc Type: Central Contract - Fixed Amt			
Date Issued	Solicitation Closes	Solicitation No	Version
2022-02-02	2022-02-24 13:30	CRFP 0323 WWW2200000001	1

BID RECEIVING LOCATION

BID CLERK
 DEPARTMENT OF ADMINISTRATION
 PURCHASING DIVISION
 2019 WASHINGTON ST E
 CHARLESTON WV 25305
 US

VENDOR

Vendor Customer Code: VS0000020601
Vendor Name : NTT DATA, Inc.
Address :
Street : 7950 Legacy Drive
City : Plano
State : Texas **Country :** United States **Zip :** 75042
Principal Contact : Christopher Merdon, Division President, State & Local Government and Education
Vendor Contact Phone: (443) 812-6900 **Extension:**

FOR INFORMATION CONTACT THE BUYER Toby L Welch
 (304) 558-8802
 toby.l.welch@wv.gov

Vendor Signature X  **FEIN#** 04-2437166 **DATE** March 8, 2022

All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION

The West Virginia Department of Administration, Purchasing Division (hereinafter referred to as the "Purchasing Division") is issuing this solicitation as a request for proposal ("RFP"), as authorized by W. Va. Code 5A-3-10b, for the West Virginia Department of Commerce - WorkForce West Virginia - (hereinafter referred to as the "Agency") to provide a contract for the purchase of a fraud case management monitoring software solution, per the attached documentation.

*** Online responses has been prohibited for this solicitation, if you have questions contact the Buyer - Toby Welch @ toby.l.welch@wv.gov

See attached instructions for requirements for responding.

INVOICE TO	SHIP TO
WORKFORCE WEST VIRGINIA 1900 KANAWHA BLVD, EAST BLDG 3, 3RD FLOOR, SUITE 300 CHARLESTON WV 25305 US	WORKFORCE WEST VIRGINIA 1900 KANAWHA BLVD, EAST BLDG 3, 3RD FLOOR, SUITE 300 CHARLESTON WV 25305 US

Line	Comm Ln Desc	Qty	Unit of Measure	Unit Price	Total Price
1	Web Based Software Application for Fraud Case Management Sys	1	NA	\$2,216,305	\$2,216,305

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description:

Vendors MUST fill out Cost Sheet included as an attachment and All cost information must be contained in the cost proposal, which must be sealed and submitted in a separate envelope from the technical proposal.

****ONLINE SUBMISSIONS OF REQUESTS FOR PROPOSAL ARE PROHIBITED****

SCHEDULE OF EVENTS

Line	Event	Event Date
1	Questions are due by 4:00 p.m.	2022-02-11



Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

State of West Virginia
 Centralized Request for Proposals
 Info Technology

Proc Folder: 997064			Reason for Modification: Addendum No 1 is issued to modify the bid opening date.
Doc Description: Addendum No. 1 Web Based Fraud Case Management System			
Proc Type: Central Contract - Fixed Amt			
Date Issued	Solicitation Closes	Solicitation No	Version
2022-02-22	2022-03-10 13:30	CRFP 0323 WWV2200000001	2

BID RECEIVING LOCATION

BID CLERK
 DEPARTMENT OF ADMINISTRATION
 PURCHASING DIVISION
 2019 WASHINGTON ST E
 CHARLESTON WV 25305
 US

VENDOR

Vendor Customer Code: VS0000020601

Vendor Name : NTT DATA, Inc.

Address :

Street : 7950 Legacy Drive

City : Plano

State : Texas

Country : United States

Zip : 75042

Principal Contact : Christopher Merdon, Division President, State & Local Government and Education

Vendor Contact Phone: (443) 812-6900

Extension:

FOR INFORMATION CONTACT THE BUYER

Toby L Welch
 (304) 558-8802
 toby.l.welch@wv.gov

Vendor Signature X

FEIN# 04-2437166

DATE March 8, 2022

All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION

Addendum No 1 is issued for the following reasons:

1) To modify the bid opening date from 2/24/22 to 3/10/22 to allow the Agency more time to answer the vendor questions.

--no other changes--

**** Online responses has been prohibited for this solicitation, if you have questions contact the Buyer - Toby Welch @ toby.l.welch@wv.gov

See attached instructions for requirements for responding.

INVOICE TO	SHIP TO
WORKFORCE WEST VIRGINIA 1900 KANAWHA BLVD, EAST BLDG 3, 3RD FLOOR, SUITE 300 CHARLESTON WV 25305 US	WORKFORCE WEST VIRGINIA 1900 KANAWHA BLVD, EAST BLDG 3, 3RD FLOOR, SUITE 300 CHARLESTON WV 25305 US

Line	Comm Ln Desc	Qty	Unit of Measure	Unit Price	Total Price
1	Web Based Software Application for Fraud Case Management Sys	1	NA	\$2,216,305	\$2,216,305

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description:

Vendors MUST fill out Cost Sheet included as an attachment and All cost information must be contained in the cost proposal, which must be sealed and submitted in a separate envelope from the technical proposal.

****ONLINE SUBMISSIONS OF REQUESTS FOR PROPOSAL ARE PROHIBITED****

SCHEDULE OF EVENTS

Line	Event	Event Date
1	Questions are due by 4:00 p.m.	2022-02-11



Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

State of West Virginia
 Centralized Request for Proposals
 Info Technology

Proc Folder: 997064			Reason for Modification: Addendum No. 2 is issued to publish question and answers
Doc Description: Addendum No. 2 Web Based Fraud Case Management System			
Proc Type: Central Contract - Fixed Amt			
Date Issued	Solicitation Closes	Solicitation No	Version
2022-02-24	2022-03-10 13:30	CRFP 0323 WWW2200000001	3

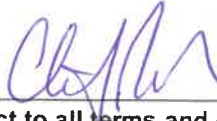
BID RECEIVING LOCATION

BID CLERK
 DEPARTMENT OF ADMINISTRATION
 PURCHASING DIVISION
 2019 WASHINGTON ST E
 CHARLESTON WV 25305
 US

VENDOR

Vendor Customer Code: VS0000020601
Vendor Name : NTT DATA, Inc.
Address :
Street : 7950 Legacy Drive
City : Plano
State : Texas **Country :** United States **Zip :** 75042
Principal Contact : Christopher Merdon, Division President, State & Local Government and Education
Vendor Contact Phone: (443) 812-6900 **Extension:**

FOR INFORMATION CONTACT THE BUYER
 Toby L Welch
 (304) 558-8802
 toby.l.welch@wv.gov

Vendor Signature X  **FEIN#** 04-2437166 **DATE** March 8, 2022
 All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION

Addendum No 2 is issued for the following reasons:

- 1) To Publish a copy of vendors questions and answers
- 2) To clarify the Liquidation charges in section 11 of the General Terms and Conditions as attached.

--no other changes--

**** Online responses has been prohibited for this solicitation, if you have questions contact the Buyer - Toby Welch @ toby.l.welch@wv.gov

See attached instructions for requirements for responding.

INVOICE TO	SHIP TO
WORKFORCE WEST VIRGINIA 1900 KANAWHA BLVD, EAST BLDG 3, 3RD FLOOR, SUITE 300 CHARLESTON WV 25305 US	WORKFORCE WEST VIRGINIA 1900 KANAWHA BLVD, EAST BLDG 3, 3RD FLOOR, SUITE 300 CHARLESTON WV 25305 US

Line	Comm Ln Desc	Qty	Unit of Measure	Unit Price	Total Price
1	Web Based Software Application for Fraud Case Management Sys	1	NA	\$2,216,305	\$2,216,305

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description:

Vendors MUST fill out Cost Sheet included as an attachment and All cost information must be contained in the cost proposal, which must be sealed and submitted in a separate envelope from the technical proposal.

****ONLINE SUBMISSIONS OF REQUESTS FOR PROPOSAL ARE PROHIBITED****

SCHEDULE OF EVENTS

Line	Event	Event Date
1	Questions are due by 4:00 p.m.	2022-02-11

2 Cost Proposal

One-Time Implementation of a WEB Based Software Application for a Fraud Case Management System. This implementation includes Project Management, Installation, Configuration, Testing, Training, and full Production Implementation for the Fraud Case Management System,				
A. Cost for One-Time Set-up of System into full Production (Section 4.2.1.2)				
			Subtotal for A.	\$ 734,595
Yearly Software Fees <i>Note: Reference the RFP Sections: 4.2.1.1</i>				
Description	Time Period	Quantity	Unit Cost	Extended Cost
Licensing Fees	Year 1 (Initial Term)	1	\$ 146,104	\$ 146,104
Licensing Fees	Year 2 (Optional Renewal)	1	\$ 148,997	\$ 148,997
Licensing Fees	Year 3 (Optional Renewal)	1	\$ 156,537	\$ 156,537
Licensing Fees	Year 4 (Optional Renewal)	1	\$ 159,652	\$ 159,652
B. Software Yearly Fees			Subtotal for B.	\$ 611,290
Customization <i>Note: Work could involve all arecis mentioned in RFP Sections: 4.2.1.3</i>				
Description	Time Period	Number of Hours (estimated)	Unit Cost per Hour	Extended Cost
Custom Work	Year 1 (Initial Term)	600	\$ 158.00	\$ 94,800
Custom Work	Year 2 (Optional Renewal)	600	\$ 162.74	\$ 97,644
Custom Work	Year 3 (Optional Renewal)	600	\$ 167.62	\$ 100,572
Custom Work	Year 4 (Optional Renewal)	600	\$ 172.65	\$ 103,590
C. Customization			Subtotal for C.	\$ 396,606
Support and Maintenance <i>Note: Work could involve all areas mentioned in RFP Sections: 4.2.1.4</i>				
Description	Time Period	Quantity	Unit Cost	Extended Cost
Support and Maintenance	Year 1 (Initial Term)	1	\$ 211,971	\$ 211,971
Support and Maintenance	Year 2 (Optional Renewal)	1	\$ 84,589	\$ 84,589
Support and Maintenance	Year 3 (Optional Renewal)	1	\$ 88,314	\$ 88,314
Support and Maintenance	Year 4 (Optional Renewal)	1	\$ 88,941	\$ 88,941
D. Support and Maintenance			Subtotal for D.	\$ 473,815
Grand Total Bid Amount (A + B +C +D = Grand Total)				\$ 2,216,305

3 Assumptions

This proposal from NTT DATA is based on a series of assumptions. We hope that by sharing these assumptions we can offer clarity about the scope of our services and interdependencies. Among our assumptions:

1. NTT DATA will not be responsible for any delay or failure to meet milestones, and such failure will not be subject to a claim of default or termination to the extent such failure is due to force majeure events, acts or omissions of a party other than NTT DATA and our subcontractors (if any), or errors or defects in systems and resources of WorkForce West Virginia (WFWV) or third parties. In the event that such a delay or failure is caused by WFWV or its agents, NTT DATA will be paid reasonable, documented, and auditable charges directly resulting from such delay or failure, including, without limitation, those costs incurred by NTT DATA for root cause analysis requested by WFWV.
2. Completion of the proposed scope of work will depend on the full commitment and participation of assigned WFWV personnel. Moreover, the performance of NTT DATA and our subcontractors will rely on certain responsibilities being managed and fulfilled by the WFWV. Delays in performance of these responsibilities may result in additional cost or delay the completion of this project. Such delays should be handled in accordance with the change control procedure established for this engagement.
3. No service level agreements or penalties will apply to this proposal.
4. The implementation billing will be paid in 4 equal milestone payments at the end of each month (Months 1 – 4.)
5. NTT DATA will supplement the preconfigured reports provided with our solution by working with WFWV to define additional required reports to be included in the Statement of Work (SOW). Subsequent reports can be created independently either by WFWV staff through the report creation interfaces that we will provide, or by NTT DATA through negotiated change order.
6. NTT DATA's security review and support will be limited to the scope of the contract SOW.
7. The State of West Virginia will ensure that NTT DATA has needed security approvals before project kickoff to avoid negative impacts on the project schedule.
8. Equifax is an NTT DATA partner and can provide a range of supplemental data to support both the proposed solution and wider agency operations. However, incorporation of specific data sources into the proposed solution would be through negotiation of the SOW with WFWV or handled through a change order.
9. NTT DATA assumes the State will provide an IT service management platform (ticketing system) for logging and managing incidents and requests. We also assume that the State will provide access to this platform for NTT DATA service desk agents, that and it will bear the costs of the necessary licenses, and that NTT DATA's help desk support will be limited to break/fix services.
10. The State will provide full support for monitoring integration with the State's IT service management platform.
11. WFWV will designate a project manager who will serve as the focal point for communications with the NTT DATA team regarding this engagement. WFWV's project manager will have the authority to act on behalf of the State and its agents in all matters regarding this project. This includes, without limitation, acceptance of deliverables. In this engagement, WFWV will be responsible for:
 - a) Identifying stakeholders and participants for various project related activities
 - b) Sponsoring all organizational change management and communications activities
 - c) Managing all external stakeholders, including any third-party entities that will be interfacing with WFWV's systems.

12. Working Hours. Core business hours are 8:30 a.m. to 5:00 p.m. Eastern Time Monday through Friday, except official holidays recognized by the Client. If necessary, the Client will provide after-hours access to Client facilities for assigned NTT DATA personnel. Also, in order to accommodate travel schedules, assigned NTT DATA personnel may work hours and days other than those defined as core business hours.
13. Our proposed solution includes support for 50 case management users. This is the minimum configuration supported. Modifications to the user base will be handled through the change request process.
14. Acceptance Criteria and Review. We will mutually define, agree upon, and document detailed acceptance criteria for deliverables in advance of this project. The project schedule we are proposing incorporates a single review cycle (specifically: submit, review, cure, and accept). As part of this review process, WFWV will return one consolidated set of comments (if any) to NTT DATA. Second reviews, if necessary, will only consider defects and comments raised during the first review. Any changes to this review process and timeline will be defined during project initiation and accounted for in the project plan so long as the project schedule is not affected by the changes.
15. The State will provide on-premises environments to host the proposed solution in accordance with vendor-provided specifications.
16. Although our solution stack is maintained globally, all onshore and offshore personnel will abide by State regulations, including those regulations related to data access.
17. With respect to licensing and support, we assume:
 - a) Support will include:
 - i. Two upgrades each year for the case management solution.
 - ii. Two upgrades each year for any third-party products used as part of the case management portion of the solution (such as WSO2 middleware technology).
 - iii. Monthly hot fixes to address any critical issues or defects, such as like security related issues.
 - b) These forms of support are outside of scope (but can be included by using the change management process defined for this engagement):
 - i. Any upgrades of State-provided software, such as Microsoft SQL Server or operating system upgrades
 - ii. Installation of patches from Cardinality and from third-party technologies such as WS02 on the target server. (NTT DATA does not maintain these servers. We will provide the State with information on the steps required to install these patches, but State admins should install the patches on the server.)
18. While NTT DATA is pleased to accept the State's general form of contract included in the RFP, this proposal is submitted by NTT DATA based on the assumption that NTT DATA will have the opportunity, at the time of award, to confer with the State on making limited clarifications to this contract. Specifically, we seek to:
 - a) Clarify Section 11 to reflect a service level and credit structure based on the final solution selected.
 - b) Clarify Section 36 of the General Terms & Conditions to (i) narrow the indemnification to cover bodily injury and tangible property damage resulting from Contractor's gross negligence or willful misconduct, and (ii) include a mutual limitation of liability provision that waives consequential damages, including lost revenue and profit, and limits direct damages to the annual value of the contract.
 - c) Clarify Section 19 of the General Terms & Conditions and Section 7 of the Specifications to include a reasonable notice and 30-day cure period for any termination for default
 - d) Add a new provision clarifying both parties' continuing ownership and rights in the intellectual property they independently develop and/or bring to the engagement.