

STATE OF WYOMING
DEPARTMENT OF ADMINISTRATION & INFORMATION
GENERAL SERVICES DIVISION, PROCUREMENT SECTION
2323 CAREY AVENUE
CHEYENNE, WY 82002

REQUEST FOR PROPOSAL NUMBER 0047-N

WYOMING DEPARTMENT OF HEALTH
BEHAVIORAL HEALTH DIVISION

**COMPLIANCE AND BUSINESS OFFICE EFFICIENCY
ASSESSMENT AND CONSULTATION SERVICES**

PROPOSAL DUE DATE AND TIME
SEPTEMBER 18, 2026 – 2:00:00 P.M. MOUNTAIN TIME

AGENCY REPRESENTATIVE:
THERESA CAIN

PROCUREMENT REPRESENTATIVE:
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Table of Contents

SECTION 1: REQUEST FOR PROPOSAL	3
SECTION 2: GENERAL PROVISIONS	5
SECTION 3: SPECIAL PROVISIONS INFORMATION	7
SECTION 4: KEY DATES	10
SECTION 5: ADMINISTRATIVE BACKGROUND	11
SECTION 6: REQUIREMENTS/SPECIFICATIONS	12
SECTION 7: PROPOSAL SUBMISSION REQUIREMENTS	16
SECTION 8: EVALUATION METHODOLOGY.....	18
SECTION 9: PROPOSAL PRICE SHEET AND SIGNATURE PAGE.....	21

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SECTION 1: REQUEST FOR PROPOSAL

1. SUBMISSION OF PROPOSALS:

The A&I Procurement Office will receive proposals for providing compliance and business office efficiency assessment and consultation services for the State of Wyoming, Department of Health (Agency) through the Public Purchase online bidding system. Proposals are due no later than 2:00:00 P.M. (Mountain Time) on September 18, 2026.

The technical proposal and cost proposal should be uploaded as separate documents and identified as such.

- 1.1. Proposals should be accompanied by the attached Proposal Price Sheet and signed by the proper official of the firm. All proposals should be uploaded on the Public Purchase online bidding system. Proposals sent by facsimile, email or paper copy may be rejected.
- 1.2. Proposals should be submitted through the Public Purchase online bidding system on or before the date and time specified. Proposals received after the date and time specified may be rejected.
- 1.3. The State of Wyoming reserves the right to withdraw this Request for Proposal, without cause, at any time before a contract has been fully signed and submitted to the A&I Procurement Office.

2. MODIFICATIONS OR WITHDRAWAL OF PROPOSALS:

- 2.1. A proposal may be altered through the Public Purchase online bidding system before the proposal due date and time contained in this document.
- 2.2. The proposer may withdraw its proposal through the Public Purchase online bidding system up to the proposal due date and time contained in this document. If a proposal is accepted and the proposer fails to furnish the service agreed upon in the proposal, that proposer may be eliminated from future consideration.

3. PREPARATION OF PROPOSALS:

- 3.1. A proposal may be rejected if it modifies any of the provisions, specifications or minimum requirements of the Request for Proposal.
- 3.2. In case of error in the extension of prices in the proposal, unit prices will govern.

4. AWARD AND CONTRACT INFORMATION:

- 4.1. The State of Wyoming will ensure that minority business enterprises will be afforded full opportunity to submit proposals. The State of Wyoming will not discriminate on the grounds of age, race, color, sex, creed, national origin, or disability status.
- 4.2. The proposer also, agrees that should their firm be awarded a contract, it will not discriminate against any person who performs work there under because of age, race, color, sex, creed, national origin or disability. In addition, the successful proposer shall comply with the Americans with Disability Act and the Wyoming Fair Employment Practices Act.
- 4.3. The proposer expressly warrants to the State that it has the ability and expertise to perform the contract if awarded. In doing so, it shall use the highest standards of professional workmanship.
- 4.4. The State of Wyoming reserves the right to reject any or all proposals, to waive any informality or technical defect in the proposals, or to award the contract in whole or in part, if deemed to be in the best interest of the State to do so. The A&I Procurement Office will award the contract to

the firm, determined to have the most responsive and responsible proposal by the Department of Health.

- 4.5. The successful proposer will be required to agree to and execute a formal contract with the State containing terms required by the Attorney General with reasonable adjustments acceptable to the State.
- 4.6. If applicable, the State will negotiate payment terms based upon a schedule to be determined by the proposer and the State. Paying invoices will be based upon the proposer successfully completing the deliverables within the stated deadlines, and upon the Agency's written acceptance of the deliverables or services.

DATED: August 19, 2026

State of Wyoming
Procurement Section
Buyer: Jamie Raff

SECTION 2: GENERAL PROVISIONS

1. INSURANCE:

- 1.1. The contract between the successful proposer and the State shall require the successful proposer to carry certain insurance policies. All such insurance policies, except workers' compensation and unemployment compensation policies, shall contain a waiver of subrogation against the Agency and the State, its agents and employees.

2. LAWS TO BE OBSERVED:

- 2.1. The proposer shall keep fully informed of, and comply with, all applicable federal and state laws or rules, all local bylaws, regulations and all orders and decrees of bodies or tribunals having any jurisdiction or authority. The proposer shall protect and indemnify the State and its representatives against any claim or liability arising from or based on the violation of any law, bylaw, ordinance, regulation, order or decree whether by himself or its employees.

3. ASSIGNMENT:

- 3.1. The proposal shall not be assigned by the proposer. Third party participation is authorized only as a joint venture that shall be clearly stated in detail in the original proposal and signed by all parties participating.
- 3.2. The proposer shall not enter into any subcontracts for any of the work contemplated under this Request for Proposal without the State's prior written authorization.

4. EXTENSION AND AMENDMENT:

- 4.1. The proposer and the State covenant and agree that this proposal or subsequent contract may, with the mutual approval of the proposer and the State, be extended multiple times, for a total contract period not to exceed five (5) years.

5. AUDIT AND ACCESS TO RECORDS:

- 5.1. The State or any of its duly authorized representatives shall have access to the proposer's books, documents, papers, electronic data and records that are directly pertinent to this Request for Proposal.

6. CONFLICT OF INTEREST:

- 6.1. The proposer warrants that no kickbacks, gratuities, or contingency fees have been paid in connection with this Request for Proposal and none have been promised. The proposer warrants that no one being paid pursuant to the proposal is engaged in any activity that would constitute a conflict of interest with respect to the purchases of the proposal.

7. NO FINDER'S FEE:

- 7.1. The proposer warrants that no finder's fee, employment agency fee, or any such fee related to the proposal shall be paid.

8. SOVEREIGN IMMUNITY:

- 8.1. Pursuant to Wyoming Statute § 1-39-104(a), the State of Wyoming and the Agency expressly reserve sovereign immunity and specifically retain all immunities and defenses available to them as sovereigns. The proposer acknowledges that the State of Wyoming has sovereign immunity and only the Wyoming Legislature has the power to waive sovereign immunity. Designation of

venue, choice of law, enforcement actions, and similar provisions shall not be construed as a waiver of sovereign immunity. The parties agree that any ambiguity in this Request for Proposal shall not be strictly construed, either against or for either party, except that any ambiguity as to sovereign immunity shall be construed in favor of sovereign immunity.

9. INDEMNIFICATION:

- 9.1. The proposer shall release, indemnify, and hold harmless the State, the Agency and its officers, agents, and employees from any and all claims, suits, liabilities, court awards, damages, costs, attorneys' fees, and expenses arising out of the proposer's failure to perform any of the proposer's duties and obligations hereunder or in connection with the negligent performance of proposer's duties and obligations, including, but not limited to, any claims, suits, liabilities, court awards, damages, costs, attorneys' fees, and expenses arising out of proposer's negligence or other tortious conduct.

10. APPLICABLE LAW/VENUE:

- 10.1. The construction, interpretation, and enforcement of this Request for Proposal shall be governed by the laws of the State of Wyoming, without regard to conflicts of law principles. The terms "hereof," "hereunder," "herein," and words of similar import, are intended to refer to this Request for Proposal as a whole and not to any particular provision or part.

11. RIGHT OF OWNERSHIP AND MARKETING OF INTELLECTUAL PROPERTY AND INTELLECTUAL ASSETS SUBMITTED FOR THE RFP (IF APPLICABLE):

- 11.1. It is acknowledged and agreed that the only party with a right to market, trademark, patent, copyright, or any like right to any intellectual property or intellectual assets submitted in relation to the Request for Proposal shall be and is solely vested in the State. This includes all intellectual property and intellectual assets related to both the written proposal and the oral presentation and any and all documents, pitches, products, media pitches, web screens, layouts, etc. produced for the written proposal and the oral presentation, and any updates, changes, alterations, or modifications to or derivative works.

SECTION 3: SPECIAL PROVISIONS INFORMATION

PROPOSALS SHOULD BE SUBMITTED THROUGH THE PUBLIC PURCHASE ONLINE BIDDING SYSTEM BY 2:00:00 P.M. MOUNTAIN TIME ON SEPTEMBER 18, 2026. PROPOSALS RECEIVED AFTER THE DATE AND TIME SPECIFIED MAY BE REJECTED.

It is the responsibility of the proposer to clearly identify all information that is considered confidential in accordance with the Wyoming Public Records Act, Wyoming Statute §16-4-201 through §16-4-205. Please identify each confidential page with the word “CONFIDENTIAL” in capital, bold letters centered at the bottom of each page. Information not clearly marked may be considered public. If the proposer submits information that it believes is confidential, it should include a statement justifying its basis for that belief.

1. STATE PARTIES:

- 1.1. This Request for Proposal is issued by the Wyoming Department of Administration and Information, General Services Division, Procurement Section (Procurement) on behalf of the Department of Health (Agency).
- 1.2. Throughout this document and others in connection with this project, various references are made, or will be made to the “State.” Generally, whenever this reference appears, the term “State” incorporates all state agencies working on this project.
- 1.3. It should be understood that the Director of the Department of Health is empowered to be the signatory on all contracts, agreements, or modifications pertaining to this project. Any contracts, agreements, or modifications not bearing this signature or that of a designee are invalid.

2. CONTENT AND PROCUREMENT POINTS OF CONTACT:

- 2.1. Procurement is the primary point of contact from the date of release of the Request for Proposal until a proposer is selected and the selection is announced.
- 2.2. Written questions about the procurement should be submitted through the Public Purchase online bidding system until 2:00:00 P.M. Mountain Time on September 4, 2026. Any questions received after that deadline may not be accepted or considered. Each question should be submitted individually. It is the proposer’s responsibility to check the Public Purchase online bidding system for answers to questions, addenda, or bid tabulations. Telephone calls, emails or faxes may not be accepted.
- 2.3. Written responses will be available through the Public Purchase online bidding system. Responses will not identify the firm that submitted the question. Only the written answers issued by the Agency are the official position on an issue, and these answers shall become part of the Request for Proposal.

3. RESTRICTIONS ON COMMUNICATIONS WITH AGENCY STAFF:

- 3.1. Until a proposer is selected and the selection is announced, proposers shall not communicate with Agency staff except via written questions through the Public Purchase online bidding system.
- 3.2. If a proposer violates this restriction, the State reserves the right to reject the proposal.

4. EFFECTIVE DATES OF PROPOSAL:

- 4.1. All terms, conditions and costs quoted in the proposer’s response will be binding on the proposer for one-hundred eighty (180) days from the effective date of the proposal.

5. ADVERTISING AWARD CONDITIONS:

- 5.1. A fully executed contract should be completed with the State before the successful proposer may advertise the award of the contract or the services being performed. The proposer should agree not to refer to awards in commercial advertising in such a manner that states or implies that the firm or its services are endorsed or preferred by the State of Wyoming.

6. CONTRACT NEGOTIATIONS:

- 6.1. The State will notify the most qualified/successful proposer and negotiate a contract in accordance with the Wyoming Attorney General's contract guidelines. The successful proposer will be required to enter into and sign a formal contract with the Agency.
- 6.2. In the event the Agency determines contract negotiations are making no forward progress, negotiations will be terminated, and at the State's sole discretion, negotiations may be initiated with the next most qualified/successful proposer, or the RFP may be withdrawn or reissued. This process will be followed until an agreement is reached, or until the State determines that the RFP will be withdrawn or reissued. The State assumes no obligation to a selected proposer until an agreement is reached and a contract is fully executed. The State will not negotiate concurrently with more than one proposer for the same award.

7. BEGINNING WORK:

- 7.1. The successful proposer may not perform any work that could be billed until a contract has been executed. The State will not pay for any work by the proposer before a contract is executed.

8. COPYRIGHT INFRINGEMENT:

- 8.1. The proposer warrants that no materials, products, and services proposed will infringe upon or violate any patent, copyright, trade secret, or other proprietary right of any third party. In the event of a claim by any third party against the State, the State shall promptly notify the proposer, and the proposer shall defend the claim. The defense will be at the proposer's expense.

9. COST OF PREPARING PROPOSALS:

- 9.1. All costs incurred for preparing the proposal and for other procurement-related activities are solely the proposer's responsibility. The State of Wyoming will not provide reimbursement of these costs.

10. RISKS AND LIABILITIES:

- 10.1. By submitting a proposal, a proposer assumes any and all risks and liability associated with information in the proposal and its release.

11. AMENDMENTS:

- 11.1. The State reserves the right to amend this Request for Proposal before the proposal submission date. Amendments shall be uploaded to the Public Purchase online bidding system. It is the proposer's responsibility to check the Public Purchase online bidding system for amendments.

12. PROPERTY DAMAGE AND LIABILITY INSURANCE:

- 12.1. The proposer may be required to furnish proof of property damage liability insurance in the amount deemed necessary by the Agency for this project, if applicable.
- 12.2. Questions regarding required insurance coverage and limits for this project should be submitted in writing, in accordance with instructions outlined in the special provisions.

13. MISREPRESENTATION OF INFORMATION:

- 13.1. Misrepresentation of a proposer's status, experience, or capability in the proposal may result in disqualification of that proposer from the selection process. Discovery of litigation or investigations in a similar area of endeavor may, at the discretion of the Agency and after consultation with Procurement, preclude the proposer from the selection process.

14. DISPOSITION OF PROPOSALS:

- 14.1. All material submitted becomes property of the State of Wyoming, which is under no obligation to return any of the material submitted.

15. LEGAL CONSIDERATIONS:

- 15.1. This Request for Proposal is issued under Wyoming Statute §9-2-3204.

16. PROPOSER RELATIONS WITH STATE:

- 16.1. The proposer and its staff will have an ongoing relationship with the State that is based on trust, confidentiality, objectivity and integrity. The proposer will operate at all times in the State's best interests and in a straightforward, trustworthy and professional manner. The proposer shall:
 - 16.1.1. Work cooperatively with the State's staff and business partners whenever required.
 - 16.1.2. Work cooperatively with the staff of other proposers whenever required.

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SECTION 4: KEY DATES

Event Description	Date	Time (Mountain Time)
RFP Release Date	August 19, 2026	
Closing Date for Questions	September 4, 2026	2:00 P.M.
Response to Questions Returned	September 11, 2026	2:00 P.M.
RFP Submission Due Date	September 18, 2026	2:00 P.M.
Tentative Award Date	September 2026	N/A
Tentative Work Begins Date	November 2026	N/A

SECTION 5: ADMINISTRATIVE BACKGROUND

1. INTRODUCTION AND BACKGROUND:

1.1. The Wyoming Life Resource Center (WLRC), established in 1912, now functions as a comprehensive state safety net facility requiring rigorous administrative oversight. The facility operates under a complex dual-licensure model, necessitating strict adherence to Centers for Medicare & Medicaid Services (CMS) standards for both an Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID) and a Skilled Nursing Facility (SNF). This multifaceted operational environment demands specialized business and fiscal strategies to ensure continuous compliance with all federal and state regulatory requirements, including business office support services and clinical documentation standards.

1.1.1. Currently, operational inefficiencies are exacerbated by a reliance on antiquated business methodologies that fail to effectively harmonize the complex requirements of a diverse funding portfolio, including Medicare Part A, Medicaid, private insurance, and state legislative appropriations. Workflows related to resident contributions and the generation of fiscal statements are characterized by highly centralized, manual processes and legacy bulk-mail systems that no longer align with contemporary stakeholder requirements.

2. PURPOSE AND INTENT:

2.1. The purpose of this Request for Proposal (RFP) is to solicit competitive proposals from proposers who can conduct a comprehensive assessment of the WLRC Business Office operations. The goal is to identify operational efficiencies, streamline workflows, ensure internal controls, and verify full compliance with state laws, WDH policies, and federal healthcare regulations.

3. STAKEHOLDERS:

3.1. Stakeholders include the residents and frontline nursing staff, supported by internal leadership, clinical and behavioral health administration, and essential operational teams. This includes key stakeholders within the business office and accounting functions, who are critical to financial maximization, billing accuracy, and fiscal reporting. Furthermore, external partners—including community waiver providers, resident guardians, and technology support.

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SECTION 6: REQUIREMENTS/SPECIFICATIONS

1. SCOPE OF PROJECT:

The successful proposer will conduct a comprehensive assessment of the WLRC business office operations and provide consulting to the WLRC to achieve daily operational and fiscal efficiency and full regulatory compliance. The project focuses on modernizing fiscal infrastructure, optimizing the billing cycle under the facility's dual-licensure model (ICF/IID and SNF), streamlining workflows to meet all CMS allowance standards, minimizing administrative burden, and fostering a collaborative environment for WLRC staff.

1.1. Features & Functions:

- 1.1.1. Compliance & Policy Alignment: Review and revision of all fiscal policies and procedures to ensure strict adherence to federal and state regulatory standards.
- 1.1.2. Billing & Revenue Cycle Optimization: Refinement of billing capabilities to ensure accuracy, compliance, and optimized reimbursement across allowable funding streams.
- 1.1.3. Operational Streamlining: Transition from manual/legacy processes to modern, automated fiscal workflows.

1.2. Final Deliverables:

- 1.2.1. Fiscal Gap Analysis Report: Identify current operational risks and inefficiencies.
- 1.2.2. Policy & Procedure Manual: Update documentation for fiscal operations.
- 1.2.3. Fiscal Excellence Roadmap: Strategic recommendations for ongoing operational health and staff training.

1.3. Data Security and Privacy:

- 1.3.1. The successful proposer acknowledges that this project may involve access to Personally Identifiable Information (PII) or Protected Health Information (PHI). As a condition of the contract, the successful proposer must enter into a Business Associate Agreement (BAA) with the Agency to ensure the protection and confidentiality of all such data, in compliance with applicable federal and state privacy laws.

2. GENERAL REQUIREMENTS:

2.1. Scope of Activity – Contractor

- 2.1.1. The contractor shall conduct an extensive review of all current policies, procedures, systems, and billing operations to modernize the fiscal infrastructure, highlighting specific bottlenecks and redundancies.
- 2.1.2. The contractor shall conduct focus groups with the WLRC business office and clinical staff to identify where current processes are creating inefficiencies and impediments.
- 2.1.3. The contractor must demonstrate extensive knowledge of all SNF and ICF Federal and state regulations, ensuring strict adherence to CMS standards, and establish logical and ethical billing practices for all public benefits, insurances, and a diverse funding portfolio, including Medicare Part A, Medicaid, private insurance, and state legislative appropriations. Furthermore, this review must evaluate operational risks and inefficiencies exacerbated by antiquated business methodologies, highly centralized manual processes, and legacy bulk-mail systems.
- 2.1.4. The contractor must provide comprehensive knowledge transfer and training to Agency staff to ensure the long-term sustainability and operational integrity of the updated fiscal processes.

The contractor shall create a manual for business office staff to efficiently navigate the complexities of both ICF/IID and SNF resident funds and billing cycles.

2.1.5. If the contractor's assessment recommends the adoption, integration, configuration, or licensing of new software systems or technology tools, the contractor shall be responsible for participating and driving the compliance. Responsibilities include, but are not limited to:

2.1.5.1. Assisting with all required Privacy Threshold Assessment (PTA) and Privacy Impact Assessment (PIA) documentation.

2.1.5.2. Gathering, compiling, and submitting technical compliance documentation required for compliance.

2.2. Scope of Activity – Agency

2.2.1. The Agency will provide access and transparency into current business operations, policies, procedures, and systems at the WLRC. The Agency will also be available for process discussion, historical factors, and to provide records concerning its diverse funding portfolio—including Medicare Part A, Medicaid, private insurance, and state legislative appropriations—as well as current workflows for resident contributions, fiscal statements, and legacy bulk-mail systems. The Agency will provide standard PIA/PTA templates and administrative guidance on the approval process.

2.3. Communication requirements

2.3.1. The Contractor and the Agency shall maintain consistent communication throughout the project lifecycle. This engagement includes periodic on-site reviews and meetings at the WLRC to facilitate direct operational observation and stakeholder collaboration. Additionally, the Agency shall provide robust mechanisms for virtual document sharing, collaborative reviewing, and remote editing to support efficient project coordination, facilitate real-time feedback, and ensure transparency across all project phases.

2.4. Staffing/Qualifications requirements

2.4.1. The Contractor must possess a robust knowledge of CMS Regulations for both SNF and ICF to effectively navigate the complex dual-licensure architecture of a comprehensive state safety net facility like the WLRC. Staff assigned to the project should demonstrate comprehensive expertise in insurance billing across a diverse funding portfolio, including Medicare Part A, Medicaid, private insurance programs, and alignment with state legislative appropriations. Additional essential qualifications for staff include a strong procedural understanding of resident contributions and fiscal statement generation, proven experience in policy creation to modernize existing fiscal infrastructure, and the ability to provide clarity on workflows. This background is critical to address operational inefficiencies caused by antiquated business methodologies and to successfully transition highly centralized, manual processes into modernized, automated fiscal workflows that ensure continuous federal and state regulatory compliance.

3. RISK MANAGEMENT:

3.1. The proposer must demonstrate a proactive approach to risk management throughout the project lifecycle. This plan must encompass:

3.1.1. Risk Planning: Defining a structured framework for managing risks related to regulatory compliance, operational workflows, and fiscal stability.

3.1.2. Risk Identification: Implementing continuous assessment mechanisms to detect potential vulnerabilities, such as compliance gaps, data integrity issues, or integration challenges.

- 3.1.3.Risk Analysis: Conducting qualitative and quantitative evaluations to prioritize risks based on their potential impact and likelihood.
- 3.1.4.Risk Responses: Proposing clear mitigation, avoidance, or contingency strategies for identified high-priority risks.
- 3.1.5.Monitoring & Controlling: Outlining a process for maintaining an active risk register, reporting status, and adjusting strategies throughout the project duration.

4. RESOURCE RESPONSIBILITIES:

- 4.1. Project Manager: The proposer should designate a project manager to represent and oversee the project. This individual will serve as the focal point and contact for all proposer business matters related to the project. An individual resume, a list of their qualifications, years of experience, current work assignments, and office location should be included. Confirm that the project manager will:
 - 4.1.1. Be the single point of contact throughout the engagement.
 - 4.1.2. Be responsible for the timely completion of all phases of the project.
 - 4.1.3. Be responsible for meeting all contractual requirements throughout the project.
 - 4.1.4. Attend status, quality review, and acceptance meetings as required and present status and progress reports on the project.
 - 4.1.5. Remain assigned to the project through completion of the project as determined by the Agency.
 - 4.1.6. Identify project responsibilities and job functions.
- 4.2. Other Key Personnel: The proposer should provide a list of all key personnel to be assigned to any part of the project, along with the duration of their service on the project. The following should be considered:
 - 4.2.1. Project Management
 - 4.2.2. Information Technology Implementation Strategies
 - 4.2.3. Change Management Strategies
 - 4.2.4. Subject Matter/Industry Expertise
 - 4.2.5. Experience on Government Projects
 - 4.2.6. Quality Assurance for Government Projects

5. REPORTING:

- 5.1. The proposer is required to provide the following reports:
 - 5.1.1.Initial Gap Analysis: A comprehensive assessment provided at the project start.
 - 5.1.2.Regular Progress Reports: Weekly and monthly updates that must include specific tracking to indicate that identified gaps are being closed.
 - 5.1.3.Final Report: A comprehensive summary detailing the improvements and changes implemented throughout the project, measured against the findings of the original Gap Analysis.
 - 5.1.4.Ad Hoc and Customized Reports: As requested by the Agency.

6. TRAINING AND KNOWLEDGE TRANSFER PLAN:

- 6.1. The proposer shall develop and implement a comprehensive Training and Knowledge Transfer Plan designed to ensure Agency staff are fully equipped to maintain the updated fiscal infrastructure. This requirement includes:
 - 6.1.1. Developing an updated, comprehensive Policy and Procedures Manual that serves as the definitive reference for all modernized fiscal operations.
 - 6.1.2. Delivering targeted training sessions (on-site or via webinar) to Agency personnel.
 - 6.1.3. Executing a formal knowledge transfer strategy, such as train-the-trainer, to guarantee staff proficiency.
 - 6.1.4. Providing a detailed exit strategy that ensures a smooth and sustainable transfer of operational knowledge and responsibility back to the Agency.

7. DELIVERABLES AND MILESTONES:

- 7.1.1. Each deliverable will be submitted according to the schedule defined in the project timeline and will be subject to Agency review. The Agency will provide written approval or feedback within ten (10) business days of submission. Acceptance of each deliverable is contingent upon the Agency's written confirmation of adherence to specified standards and project requirements.
- 7.1.2. Final Deliverables:
 - 7.1.2.1. Fiscal Gap Analysis Report: Identify current operational risks and inefficiencies.
 - 7.1.2.2. Policy & Procedure Manual: Update documentation for fiscal operations.
 - 7.1.2.3. Fiscal Excellence Roadmap and Knowledge Transfer Plan: Strategic recommendations for ongoing operational health and staff training.
 - 7.1.2.4. Software Privacy & Security Compliance Package (If Applicable): A complete, agency-reviewed compliance package for any recommended technology or software, including completed PTA/PIA forms and associated documentation and formal approval or clearance from the Office of Privacy, Security, and Contracts (OPSC).

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SECTION 7: PROPOSAL SUBMISSION REQUIREMENTS

1. PRE-PROPOSAL CONFERENCE:

- 1.1. A pre-proposal conference will not be held in connection with this RFP.

2. TECHNICAL PROPOSAL, FORMAT AND CONTENTS:

- 2.1. Proposals should be submitted in two major sections: the Technical Proposal and the Cost Proposal. Omission of this section or any item within this section may result in the proposal being eliminated. The proposer should, at a minimum, address the following points:

- 2.1.1. Table of Contents: The table of contents should include all items listed in this section.

- 2.1.2. Executive Summary: The executive summary will condense and highlight the contents of the technical proposal in such a way as to provide the State with a broad understanding of the proposer's qualifications and approach to meeting the requirements of the RFP.

- 2.1.3. Proposer's Background and Experience: The proposer should include a company summary including the company history, location, office location(s), company size, financial statements (if applicable), and the statement of technical areas of expertise. The proposer should be able to substantiate to the satisfaction of the Agency that the proposer has sufficient resources to complete the project successfully within the time requirements.

- 2.1.4. Resumes: The proposer should include brief resumes for personnel that will be working on the project, if awarded the contract. The resumes should clearly identify expertise in the functional areas listed in Section 6. Specialized training courses will not be acceptable for demonstration of expertise in the required areas. Proven work experience combined with related education will be the means of substantiating expertise.

- 2.1.4.1. Resume Format: Each project reference in a resume should include both the customer's name and the time period the person worked on the project, as well as a brief description of the scope of work for that project. In addition, resumes should explain the role and responsibility of each person participating in the project. The State expects that personnel associated with these resumes will be the personnel working on the project, should the proposer be awarded the contract.

- 2.1.5. References: Corporate references are required from three (3) prior clients. In addition, two (2) references are required for each of the staff members being proposed for the project. Whenever possible, an alternative point of contact for each reference should be listed with a phone number and email address. Each reference should depict relevant experience that can be brought to bear during the term of this RFP. In order to ensure current expertise, all work for client references provided should have been completed no more than three years prior to the release date of this RFP.

- 2.1.5.1. References may be verified during the proposal evaluation by telephone calls made by members of the Evaluation Committee or through e-mail or the United States Postal Service.

- 2.1.5.2. If contact with the referenced contact person or an alternative that has knowledge of the proposer is not made after reasonable attempts during the designated evaluation period, the reference will be classified as unsatisfactory. All attempts to contact a referenced client will be documented, including the date and time of the attempt.

- 2.1.5.3. The Agency reserves the right to contact other State of Wyoming agencies regarding engagements they may have had with the proposer's company in the past, in addition to the references provided in the proposal.
- 2.1.6. Single Point of Contact: The proposer should identify a single point of contact for all contract management activities. The proposer's Project Manager's name and resume should be submitted with the proposal. The successful proposer should not change the Project Manager without written Agency approval.
- 2.1.7. Proposer's Project Work Plan: The proposer should submit a work plan that meets the needs of the RFP and indicates a thorough understanding of the scope of work as outlined in Section 6. The proposer should identify realistic person hours of effort and responsibilities for the deliverables and each work activity.
- 2.1.8. Project Management Plan: The proposal should contain a comprehensive and practical description of the proposer's plans for project management and control, including staff organization structure, progress reporting, major decision making, sign-off procedures and internal control procedures. The proposer should also indicate flexibility in meeting changes in program requirements and coping with problems.
- 2.1.9. Project Delays: Proposer should also describe how project delays will be addressed should they occur. This should include assurances that sufficient resources and knowledgeable, experienced staff are available to meet any project schedule.
- 2.1.10. Contract Exceptions: Proposers should state agreement with all General Provisions and should furnish any exceptions to these provisions.
- 2.1.11. Staffing and Project Organization: An organization chart should be included with all proposed personnel, including the supervisor level, functional responsibilities, key personnel, and other staff members who will be involved in the project.
- 2.1.12. Proposer Checklist: The proposer should submit a checklist in which the proposer should evaluate their existing offering compared with the RFP mandatory/optional requirements.
3. COST PROPOSAL FORMAT AND CONTENT:
- 3.1. Cost Proposal Price Sheets: Each applicable proposer should upload the Technical Proposal and the Cost Proposal Sheets as separate documents, and identify them as such in the Public Purchase online bidding system. The price to be entered on this page is the total fixed price. In the event of an error in the extension of prices in the proposal, unit prices will govern. Cost breakdowns are not included on this page. The proposer should ensure that all signatures and identifying numbers are properly affixed to this page for the Cost Proposal to be accepted.
- 3.1.1. Pricing Schedule 1 itemizes the all-inclusive price for all activities related to this RFP.
4. ORAL PRESENTATIONS / INTERVIEWS:
- 4.1. Oral Presentations will not be held in connection with this RFP.

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SECTION 8: EVALUATION METHODOLOGY

1. OVERVIEW:

- 1.1. The Agency will conduct a comprehensive, fair, objective and impartial evaluation of proposals received in response to this Request for Proposal. Proposals will be evaluated independently by the evaluation committee members. The evaluation committee shall be made up of members representing the project subject expertise. The evaluation committee will review and score all proposals independently and consolidate the scores in order to determine the award.

2. COMPLIANCE WITH MANDATORY REQUIREMENTS:

- 2.1. To be considered responsive, a submitted proposal should meet the minimum requirements defined in this RFP. The minimum requirements are intended to ensure that evaluation of the Technical Proposal can proceed and that the Contractor agrees to perform all responsibilities within the RFP.

3. TECHNICAL SCORING AND RANKING:

- 3.1. PROPOSER BACKGROUND AND EXPERIENCE: 200 Points. Proposer should present materials describing its organization capability to successfully perform the responsibilities of this contract.
 - 3.1.1. Details of previous contractual experience should include the length of time covered by the contract, the types of tasks performed and the results thereof, and a reference that includes a name, current title and telephone number. Emphasis should be placed on experience/implementing projects similar to the scope of work described in this RFP.
 - 3.1.2. Provide three (3) project references for current or recently completed (within the last three (3) years) contracts similar in nature to the services required by the Agency for this contract will be included in this section. Contract references should include the name, position, title, and current phone number of the client.
 - 3.1.3. This section will also address overall organizational size, computer resources, financial stability and current contractual obligations. The proposer should include a current financial statement and proof of federal or professional certifications or other credentials.
- 3.2. STAFFING AND PROJECT ORGANIZATION: 150 Points. The proposer should provide an organization chart with all proposed personnel, including the supervisor level, functional responsibilities, key personnel, and other staff members who will be involved in this project.
 - 3.2.1. The proposer should include brief resumes for personnel that will be working on the project. The resumes should clearly identify expertise in the functional areas listed in the scope of work. Specialized training courses will not be acceptable for demonstration of expertise in the required areas. Proven work experience combined with related education will be means of substantiating expertise.
 - 3.2.2. Two (2) references for each of the staff members being proposed for the project should be included in the proposal. Each reference should depict relevant experience that can be brought to bear during the term of this RFP. In order to ensure current expertise, all work for client references provided should have been completed no more than three years prior to the release date of this RFP.
 - 3.2.3. The proposer should identify a single point of contact for all contract management activities. The proposer's Project Manager's name and resume should be submitted with the proposal.

The successful proposer should not change the Project Manager without written Agency approval.

3.3. PROPOSER'S PROJECT WORK PLAN: 300 Points. The proposer should submit a work plan that meets the needs of the RFP and indicates a thorough understanding of the scope of work. The work plan should:

3.3.1. Identify all required work activities, milestones and deliverable dates, personnel hours of effort and responsibilities for the deliverables and each work activity.

3.4. APPROACH TO CONTRACT PERFORMANCE: 200 Points. The proposer should describe its approach to meeting the mandatory requirements and specifications as described in the RFP.

3.4.1. Approach in addressing the goals and objectives specified in Section 6.

3.4.2. Approach to a comprehensive and practical plan for project management and control mechanisms, including progress reporting, major decision making, sign off procedures and internal control procedures.

3.4.3. Approach to how project delays will be addressed, and mitigated, should they occur.

3.4.4. Contains assurances that sufficient resources and knowledgeable or experienced staff are available to meet delays.

3.5. VALUE ADDED: 50 Points. This would be any added value that would differentiate the proposer from the other proposals that the Agency may receive.

4. COST SCORING AND RANKING:

4.1. COST ANALYSIS: 100 Points. The cost shall be presented as key deliverables in the form of individual cost and a project total (sum of the deliverables). The State of Wyoming reserves the right to conduct a cost analysis of the proposer's budget proposal. The analysis will include a review of all the associated costs based on the technical content of their submission. The total project cost should include all of the items listed in the scope of work. If any of the scope of work services cannot be provided in the proposal or the requirement cannot be met, this is to be clearly explained as to why and what alternative approach will be and its associated cost. If there are no exclusions or exceptions, it will be determined that all of the criteria have been met for the price quotes, inclusive of all personnel, overhead, travel, equipment usage, and other miscellaneous costs for the specified contract period.

5. EVALUATION POINT SUMMARY:

Proposer Background and Experience	200	Points
Staffing and Project Organization	150	Points
Proposer's Project Work Plan	300	Points
Approach to Contract Performance	200	Points
Value Added	50	Points
<u>Cost Analysis</u>	<u>100</u>	<u>Points</u>
Total	1,000	Points

6. FINAL RANKING OF PROPOSALS:

- 6.1. The State of Wyoming will be the sole authority of evaluating proposals. The firm that best meets the conditions of each of the criterion will be awarded the highest (not necessarily maximum) points for that criterion. The balance of the proposals will be rated based on their evaluated points. After each criterion is evaluated, the proposer with the highest number of points will be notified. The State of Wyoming reserves the right to reject any or all proposals, to waive any informality of technical defect in the proposals, or to award the contract in whole or in part, if deemed in the best interest of the State to do so.

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SECTION 9: PROPOSAL PRICE SHEET AND SIGNATURE PAGE

The undersigned agrees to provide compliance and Business Office efficiency assessment and consultation services to the Wyoming Department of Health in accordance with the Request for Proposal, General Provisions, Special Provisions and Proposal Price Sheet for Request for Proposal Number 0047-N.

Total Evaluated all-inclusive price for contract

\$ _____

1. BY SUBMISSION OF A PROPOSAL, THE PROPOSER CERTIFIES:

- 1.1. Prices in this proposal have been arrived at independently, without consultation, communication or agreement for the purpose of restricting competition.
- 1.2. The Proposer has not and will not attempt to induce any other person or firm to submit a proposal for the purpose of restricting competition.
- 1.3. The person signing this proposal certifies they are authorized to represent the company and are legally responsible for the price and supporting documentation provided as a result of this advertisement.
- 1.4. Proposer will comply with all applicable state and federal regulations, policies, guidelines and requirements.

Prices in this proposal have not been knowingly disclosed by the proposer nor will they be disclosed prior to award.

2. GENERAL INFORMATION:

Proposer Name: _____ Phone: _____

Email Address: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____

Employer Identification Number (EIN): _____

3. OWNERSHIP AND CONTROL:

Proposer's Legal Structure

_____ Sole Proprietorship _____ General Partnership _____ Corporation

_____ Limited Partnership _____ Other _____

The proposer shall provide to the Agency a certificate of good standing from the Wyoming Secretary of State or other proof that proposer is authorized to conduct business in the State of Wyoming before performing work under this Contract. The proposer shall ensure all annual filing and corporate taxes due and owing to the Wyoming Secretary of State's office are up-to-date before signing the contract. Proposers may contact the Wyoming Secretary of State's office, Corporate Division at (307) 777-7311 for assistance.

4. VENDOR VERIFICATION

I certify under penalty of perjury, that I am a responsible official (as identified above) for the business entity described above as the proposer, that I have personally examined and am familiar with the information submitted in this disclosure and all attachments, and that the information is true, accurate and complete. I may be charged significant penalties for submitting false information, including criminal sanctions, which can lead to fines and/or imprisonment.

Signature

Date

Name

Title

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Pricing Schedule 1

Wyoming Department of Health

Compliance and Business Office Efficiency Assessment and Consultation Services

Provide an all-inclusive price for all activities related to the scope of work. Proposers may suggest a payment schedule which mirrors deliverables in meeting the requirements of this RFP. Payment schedules based on time and materials only will not be acceptable, not will a flat per-hour rate. Payment will be made at the completion and acceptances of the individual deliverables for the development and implementation of the scope of work.

Deliverable 1	_____	\$ _____
Deliverable 2	_____	\$ _____
Deliverable 3	_____	\$ _____
Deliverable 4	_____	\$ _____
Deliverable 5	_____	\$ _____
Deliverable 6	_____	\$ _____
Deliverable 7	_____	\$ _____
Deliverable 8	_____	\$ _____
Deliverable 9	_____	\$ _____
Deliverable 10	_____	\$ _____
Total All Inclusive Price for Schedule 1		\$ _____

Signature

Date

Name

Title

The State will negotiate payment terms based upon a schedule to be determined by the proposer and the State. Payment of invoices will be based upon the proposer meeting stated deadlines for deliverables and upon the Agency's written acceptance of the deliverables.

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