



**STATE OF WASHINGTON**  
**DEPARTMENT OF SOCIAL AND HEALTH SERVICES**  
**PO Box 45811, Olympia WA 98504-5811**

DATE: March 2, 2015

TO: RFP# 1556-535 Bidders Q+A

FROM: Sarah MacLean, RFP Coordinator  
DSHS Central Contracts and Legal Services

SUBJECT: Amendment No. 3– Bidder’s Q & A

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DSHS amends the RFP# 1556-535 procurement document to include:

- Bidder’s Questions and Answers
- Requirement 2.a.14 in the Technical Proposal (Section 2 of the Proposal), Accessibility for Individual with Disabilities, is no longer a Mandatory Requirement (MR). It is now a Scored Requirement (SR).

**Bidder's Questions and Answers**  
**RFP# 1556-535**

**Question #1:** Will a program be absolutely disqualified from bidding if they do not fulfill the minimum qualification requirements for having 3 years in the U.S. public sector and/or health organizations?

**A: The three (3) years of minimum experience in the United States (U.S.) public sector and/or health organizations similar in size and complexity when compared to Department of Social and Health Services (DSHS) is a mandatory requirement.**

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**Question #2:** What are the names of countries that will be eligible to participate in this tender?

**A: Vendors from any country are eligible to participate in this procurement if they meet the Department of Social and Health Services (DSHS) minimum mandatory requirements as noted in the RFP.**

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**Question #3:** Are you looking at the bid as a full bundle that includes both an MDM and a SMS Text solution?

**A: No, DSHS is only procuring for a Secure Text Messaging (STM) solution.**

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**Question #4:** Can you explain in more detail what is needed with the SMS Text solution?

**A: Please see the technical requirements listed on the Request for Proposal (RFP) #1556-535.**

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**Question #5:** Can I bid just on that portion of the contract? (SMS Text)

**A: DSHS is procuring for a STM solution. You can bid if you meet the requirements listed on RFP #1556-535.**

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**Question #6:** What are the specifications for the MDM contract?

**A: DSHS is not procuring a Mobile Device Management (MDM) solution through RFP #1556-535.**

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**Question #7:** Can you please advise elaborate more on the Secure Text Messaging Project?

**A: The project Summary, Background and Scope are listed on RFP #1556-535, Pages 3 and 4.**

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**Question #8:** Are you looking to use any of the state contracts for this purchase, like US Communities

**A: This is an open competitive procurement. Any vendor meeting the requirements of RFP #1556-535 can submit a proposal.**

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**Question #9:** What kind of assurance would we need to provide regarding conformation in order to qualify?

**A: RFP #1556-535 – Exhibit B Sample Contract, Section 4 – Insurance states the insurance requirements.**

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**Question #10:** May we submit a proposal for the mobile application only that excludes the web messaging interface?

**A: DSHS can accept proposals that meet RFP #1556-535 minimum requirements.**

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**Question #11:** Is W3C WCAG level A conformation a mandatory requirement for the administrative console? Note that this console is not broadly deployed and all information is available in reports that can be exported.

**A: With this Amendment, DSHS is changing Requirement 2.a.14 – Accessibility for Individuals with Disabilities from a Mandatory Requirement (MR) to a Scored Requirement (SR).**

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**Question #12:** May we propose outsourcing the administration, which would eliminate the need for the web-based administrative console?

**A: With this Amendment, DSHS is changing Requirement 2.a.14 – Accessibility for Individuals with Disabilities from a Mandatory Requirement (MR) to a Scored Requirement (SR).**

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**Question #13:** Most of SMS Capture or Secure Messaging technology is very new. In your minimum requirements, you state that the solution must be operational for 3 years. If our company has been around for longer than 3 years but our solution is new, can we submit a response to the RFP?

**A:** The goal of this requirement is to ensure that the product acquired is sufficiently mature so that DSHS will not be an “early adopter” of the technology and thus act as a de facto beta test for the solution. If the company has been producing a solution for a minimum of three (3) years, and the current solution is an evolution of previous incarnations of that solution, this would be acceptable. If the bidder has not been producing a secure text solution for at least three (3) years, they would not meet this requirement.

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**Question #14:** The title of your project says “secure text messaging” project. And under Project Scope it states: “Ability to encrypt text messages in transit, which includes internal and external communications.” Since native Text messaging cannot be used due to encryption, are you looking for a Chat Application?

(Note: For compliance, you will need to turn off native texting or employees may resort to that messaging type rather than chat.)

**A:** The term “chat application” does not have a distinct definition. The selected product could be referred to as a “text” or “chat” application, as long as that application has the following characteristics, which are discernable from the required and desirable characteristics listed in RFP #1556-535. The application should enable secure, encrypted text between any two devices with that application installed when that application is used by the sender. The application should send texts to the native text (SMS) application for a device, when the receiving device does not have the secure text application installed. When the sending device does not have the secure text application but the receiving device does, the receiving device should receive the text within the secure text messaging application. It is understood that when one of the devices involved in the text exchange does not have the secure text application installed, the text communication will not be encrypted. However, in any of those scenarios, the text message should be stored and searchable as described in RFP #1556-535.

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**Question #15:** The RFP states that there are 3812 employees assigned a mobile device and that that number would grow by 5% per year for 5 years. It also states that these (internal) devices communicate with “other state employees, business partners and clients (external). Please clarify the total number of devices that will require secure, encrypted messaging.

**A:** DSHS desire is for all mobile devices to require secure, encrypted messaging. However, many of the current DSHS mobile devices are not smart phones. Currently, out of the 3,812 mobile devices, 1,293 are smart phones, while the other 2,519 are flip phones. As indicated on RFP #1556-

**535, we are projecting a 5 percent (5%) growth per year for the next five years.**

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**Question #16:** Mandatory requirement 10 Exchange 2010 comparability states “The proposed Secure Text Messaging system solution must be compatible with Exchange 2010”. Please clarify what compatibility features are you seeking.

**A: DSHS’ requirement is for the solution to provide functionality to store, retain, search, and produce the communication and content transmitted through mobile devices including any message attachments and other files which might be on the mobile device. If the proposed solution does not provide this functionality, but is compatible with Exchange 2010, DSHS can then store communication and content from mobile devices in the Washington State Electronic Records Vault (WaSERV a.k.a. Vault) powered by Symantec.**

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**Question #17:** Which mobile carrier(s) are utilized by DSHS?

**A: The primary carriers DSHS utilizes are Verizon and AT&T, and in some areas T-Mobile.**

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**Question #18:** Which types of mobile devices are used by DSHS employees? ie Android, iPhone Blackberry, Windows Mobile or non-smart phones?

**A: The type of mobile devices DSHS employees currently use are: Android, iPhone, Windows Mobile and non-smart phones.**

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**Question #19:** In Section 2 Technical Proposal, Ability to prohibit users from changing text management configuration on devices  
Is this referring to the SMS capabilities of the phone? Some solutions are an “Over The Top” (OTT) product meaning they use the data connection of the phone, not the cellular connection. As such, they do not interact with the SMS capabilities of the phone. Typically, the SMS functionality is controlled through the use of a Mobile Device Management (MDM) solution, not through a messaging application. What is the overall responsibility of the solution with regards to these core phone capabilities?

**A: DSHS mobile device users should not have the ability to change any settings within the secure text solution.**

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**Question #20:** In Section 2 Technical Proposal, Exchange 2010 Comparability – The Proposed Secure Text Messaging system solution must be compatible with Exchange 2010.

What function of Exchange does this compatibility requirement refer to? Could you please indicate what specific functionality needs to be provided to be deemed responsive for this requirement?

**A: DSHS' requirement is for the solution to provide functionality to store, retain, search, and produce the communication and content transmitted through mobile devices including any message attachments and other files which might be on the mobile device. If the proposed solution does not provide this functionality, but is compatible with Exchange 2010, DSHS can then store communication and content from mobile devices in the Washington State Electronic Records Vault (WaSERV a.k.a. Vault) powered by Symantec.**

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**Question #21:** In Section 2 Technical Proposal, System Up Time – The system must be available to initiate and deliver messages 24 hours a day, seven days a week, and 365 days a year.

Does this allow for a regular maintenance window?

**A: Yes, Bidders can indicate their maintenance window as well as the hours of uninterrupted operation.**

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**Question #22:** In Section 2b, Ability to store media or other files with associated messages (e.g., video, photos, audio recordings, documents) on premise.

When requesting this data to be stored “on premise,” what premise is that referring to? Does this need to be separate from the main data store of the solution?

**A: DSHS requirement is for the solution to provide functionality to store, retain, search, and produce the communication and content transmitted through mobile devices, including any message attachments and other files which might be on the mobile device. These files and content must be stored within a Washington State secured facility, meaning an office of an agency of the state government. That could be on a server within DSHS or in the Washington State Electronic Records Vault (WaSERV a.k.a. Vault) housed at Washington State's Consolidated Technology Services.**

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All other terms and conditions remain the same.

Note: As indicated in Amendment 2 of this solicitation, corrections should be made to the date listed on the cover page of the RFP as the bid due date. To clarify, the actual due date for the bids is March 27, 2015 at no later than 3pm PST.