Bidders must respond to **all** questions in the order provided. If a question requires Bidder to submit additional documents, please attach them to this document and label them clearly as part of your response to this Attachment D.

This form contains six sections:

* Section 1. Bidder Information and Administrative Response;
* Section 2. Technical Approach and Team Structure Report;
* Section 3. Case Study Responses;
* Section 4. Sample User Research Plan and Findings;
* Section 5. Bidder’s Proposed Pricing; and
* Section 6. Bidder EO 18-03 Certification.

**SECTION 1. BIDDER INFORMATION AND ADMINISTRATIVE RESPONSE [*REQUIRED, NOT SCORED*]**

Bidder’s response to the questions in **Section 1**, combined with the information provided in *Bidder’s Submittal Letter and Certifications and Assurances*, comprise Bidder’s Administrative Response to this Solicitation. While the Administrative Response is not given a number score, information provided as part of Bidder’s Administrative Response may cause the Bid to be disqualified and may be considered in evaluating Bidder’s qualifications and experience.

1. Please indicate whether you employ or contract with any current or former (employed by within the past two years) Washington state employees who will serve as key personnel, or as other proposed personnel on this contract. If so, provide the following information with respect to each individual: 1. name of employee or contractor; 2. the individual’s employment history with the State of Washington for the past two years; 3. a description of the Individual’s involvement with the response to this Solicitation; and 4. the Individual’s proposed role in providing the services under any Contract that may be awarded.

**ANSWER**:

1. Please list the names and contact information for three individuals you agree may serve as **Bidder firm** references and may freely provide information to DSHS regarding the reference’s experience and impressions of **Bidder firm**. In providing these names, Bidder represents that it shall hold both DSHS and the organizations and individuals providing a reference harmless from and against any and all liability for seeking and providing such reference. **References included here should be provided for the Bidder firm and not the individual proposed resources.**

**ANSWER**:

1. Please indicate whether your Response contains any variations from the requirements of the Solicitation Document. If the answer is yes, list each variation with specificity and include the pertinent page numbers containing the variation.

**ANSWER**:

1. Please indicate whether you are requesting that DSHS consider any exceptions and/or revisions to the sample contract language found in Attachment A. If so, state the page of Attachment A on which text you request to change is found, and state the specific changes you are requesting. DSHS shall be under no obligation to agree to any requested changes and will not consider changes to contract language or negotiate any new language that are not identified in response to this question.

**ANSWER**:

1. If Bidder considers any information that is submitted as part of its Response to be proprietary, please identify the numbered pages of Bidder’s Response containing such information and place the word “Proprietary” in the lower right-hand corner of each of these identified pages.

**ANSWER**:

1. Please indicate whether you have had a contract terminated for cause or default within the past five (5) years. If so, please provide the terminating party’s name, address and telephone number and provide a summary describing the alleged deficiencies in Bidder’s performance, whether and how these alleged deficiencies were remedied and any other information pertinent to Bidder’s position on the matter. “Termination for Cause” refers to any notice to Bidder to stop performance due to Bidder’s asserted nonperformance or poor performance and the issue was either (a) not litigated; (b) litigated with a resulting determination in favor of the other party; or (c) is the subject of pending litigation.

**ANSWER**:

1. Please identify any prior contracts Bidder has entered into with the State of Washington within the past ten (10) years and identify the dates and nature of the contract and primary agency contact for each.

**ANSWER**:

1. Please indicate whether Bidder has been the subject of a lawsuit or administrative proceeding alleging a failure to comply with laws relating to the types of services Bidder proposes to provide pursuant to this Competitive Solicitation. If the answer is yes, please list the nature of the allegations, docket number, disposition and date (if applicable) and Bidder’s explanation of how it has changed its practices or operations relative to any alleged deficiencies since that proceeding was filed.

**ANSWER:**

1. Please describe your proposed plans for the use of Subcontractors in performing this contract, listing each Subcontractor, its proposed role and the estimated percentage of the Contract that will be performed by each Subcontractor. Please indicate whether each subcontractor self-identifies or is certified as a small business, a minority-owned business, a woman-owned business, a disadvantaged business enterprise, or a veteran-owned business. If the answer is yes, please identify the type of organization(s) and provide details of any certifications. Note that all Subcontractors must be approved by DSHS.

**ANSWER**:

1. Please describe any programs, policies or activities of your organization that support human health and environmental sustainability in your business practices. If a program, policy or activity is specifically applicable to this Contract, please so indicate.

**ANSWER**:

1. Please confirm and describe how you meet the minimum bidder qualifications defined in the RFP Section A.9:

* Expertise programming in scripting languages -- creating and consuming web services using REST and AJAX; and applying unit and system level testing methodologies to test web applications similar to the scope and size of this project, over the past 3 years.
* Expertise designing relational database systems to reduce application downtime during database migrations; and writing queries, procedures, functions, and triggers to extract, manipulate, and save data.
* Expertise developing software applications along the Software Development Life Cycle (SDLC) according to DevSecOps and scrum-based Agile methodologies, including requirements gathering, functional design, architecture design, implementation, and testing.
* Experience with containerization, modular and microservices architecture.

**ANSWER**:

Bidder’s Financial Disclosure

*Instructions: Complete each item, using attachments where necessary. If attachments are used, indicate the item number and question being referenced as it appears below. Remember to complete a separate form for each subcontractor proposed by you to work on this contract.*

1. Does your organization prepare a public annual financial statement? If yes, provide a copy of the most recent annual financial statement.

**ANSWER**:

1. Does an independent auditor audit your organization? If yes, answer 1) through 4) below.  
   **ANSWER**:

1) How often are audits conducted?  
**ANSWER**:

2) Who conducts them?  
**ANSWER**:

3) Are management letters or short form certificates on internal controls issued by the auditing firm? If yes, provide the most recent copy of this information.  
**ANSWER**:

4) Does your organization have any uncorrected audit exceptions?

**ANSWER**:

1. Are there any suits, judgments, tax deficiencies or claims pending against your organization that you have not already identified above? IF YES, attach a brief description of any actions pending against your organization (or parent organization) described above, including the dollar amount involved and in which states the action is pending.

**ANSWER**:

1. Has your organization ever claimed bankruptcy? If so, specify dates.

**ANSWER**:

**SECTION 2. TECHNICAL APPROACH AND TEAM STRUCTURE REPORT (TECHNICAL RESPONSE) [Maximum 80 Points]**

This section should be no more than fifteen (15) pages, including diagrams. Since many proposals will be considered, we appreciate clear, concise writing that directly addresses how you plan to meet project objectives.

This report should explain the following:

* A technical approach proposal that shows your understanding of the details of the project and speaks to your experience with:
  + Developing software, including product management, technical strategy, user research, and visual design.
  + Using DevSecOps and Agile methodologies.
  + Building an application using containerization and microservices architecture.
  + Identifying and addressing ambiguity, including surfacing and selecting the appropriate approach for a problem.
  + Agile development - Working in an iterative, responsive way.
* A management plan that addresses:
  + The Agile ceremonies and deliverables the team would be leading.
  + How staff and resources will be allocated to accomplish project goals.
  + How vendor staff will engage and support Washington.
  + Plans for recruitment and retention of high-performing staff throughout the project
  + Addressing and correcting for low performance.
  + Collaborative development and knowledge transfer with State counterparts.
  + Your approach and process for issue identification, communication, resolution, escalation, tracking, and DSHS approval.
  + How the Bidder will conduct internal quality assurance, whether inhouse or through an independent firm.
  + Using agile practices as part of staff management.
* An outline of your proposed team, including:
  + Titles of each labor category and team structure.
  + Team experience with collaborative software development, especially developing modern web applications and APIs.
  + Capabilities around information security, dependency management, and supporting product teams.
  + An explanation of your approach to promoting teamwork, facilitating open and timely communication, and the ways you will support a collaborative working environment.
* A discussion of how progress and success of the Product Team and the project overall will be visible and measurable through milestones, deliverables, and metrics.
* A discussion of the risks and assumptions in your approach, and how you would mitigate them.
* What you need from Washington to start successfully.
* What you will need from the Platform team to be successful.

Please include reference to the following the minimum qualifications in your technical response:

* Expertise programming in scripting languages -- creating and consuming web services using REST and AJAX; and applying unit and system level testing methodologies to test web applications similar to the scope and size of this project, over the past 3 years.
* Expertise designing relational database systems to reduce application downtime during database migrations; and writing queries, procedures, functions, and triggers to extract, manipulate, and save data.
* Expertise developing software applications along the Software Development Life Cycle (SDLC) according to DevSecOps and scrum-based Agile methodologies, including requirements gathering, functional design, architecture design, implementation, and testing.
* Experience with containerization, modular and microservices architecture.

**SECTION 3. CASE STUDY RESPONSES [Maximum 40 Points]**

Detail how you would approach each of the following technical case studies, including examples from your previous work. One page maximum per case study, two pages all together.

#### **Case Study 1**

The state will be updating its software development practices and processes to support long-term maintainability and expansion. Explain how you would:

* Create and maintain technical standards for modern software development
* Collaborate with the state to build alignment with those standards and capacity for long-term ownership and maintenance of this system

#### **Case study 2**

This system will need to interface with external systems in order to retrieve eligibility and enrollment status data. Explain how you would:

* Explore the possibility for integrations, including the questions you would need answered
* Make a decision about the viability of an integration, including the impacts that it may have on product development

**SECTION 4. SAMPLE USER RESEACH PLAN AND FINDINGS [Maximum 30 Points]**

Please submit documents showing an example of user research and human-centered design work you have conducted. We would like to see evidence of the following:

**User Research**

* A research plan for an individual user research study that was conducted as part of a project
* The interview guide or script for that same user research study that shows your introduction, sample of questions, and closing (it is not necessary to show received answers to the sample questions, but just the questions themselves)
* The findings of this research study, including how they defined the work going forward

**Human-Centered Design**

The HHS Coalition Integrated Eligibility and Enrollment Project is adopting human centered design principles and practices as an essential component of the IE&E solution. Based on that work, the state is seeking to implement a human centered design process into the development and implementation of the IE&E Status Tracker and is looking for a vendor with experience in the integration of human centered design techniques into their digital service design process.

We would like to see evidence of the following:

* Prior work you have done around human-centered design.
* Experience incorporating human-centered design into your design and development processes.

Please do not create new documents to respond to this section. You should supply existing artifacts in whatever format was used (e.g., research findings may be in the form of a client presentation or report) and may add up to three sentences to provide needed context or information for reviewers.

**SECTION 5. BIDDER’S PROPOSED PRICING (QUOTATION OR COST RESPONSE) [Maximum 50 Points]**

1. **Key Personnel**: Bidders shall include the Key Personnel you are proposing to utilize in performing this contract in the table below. Please include each Key Personnel’s Title, Name, Hourly Rate, and Estimated Hours per Month involvement below. **Bidders must include a Resume and completed resource reference form, included as RFP Attachment E, for each Key Personnel identified as a separate, clearly labeled document with your bid.**

If awarded a Contract, Bidder shall not make changes to such Key Personnel during the term of the Contract except as requested or approved by DSHS.

At a minimum, Bidders must propose Key Personnel in the following positions:

* Scrum Master
* Technical Lead
* Design Lead

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| --- | --- | --- | --- |
| **Position Title** | **Name** | **Hourly Rate** | **Est. Hours/Month** |
| *Example: Scrum Master, Technical Lead, Design Lead, etc.* | *John Doe* | *$75.00 per hour* | *160* |
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**Product Team**: Bidders shall include the other proposed resources required to fully staff the requirements of this project in the table below which may include the same person filling more than one role. Please include each resource’s Title, Name, Hourly Rate and Estimated Hours per Month involvement below. **Bidders must include a Resume and completed resource reference form, included as RFP Attachment E, for each Product Team member identified as a separate, clearly labeled document with your bid.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Position Title** | **Name** | **Hourly Rate** | **Est. Hours/Month** |
| *Example: Position Title* | *Jane Doe* | *$75.00 per hour* | *160* |
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**Additional Resources Rate Card**: Bidders may also include additional proposed resources not required to fully staff the requirements of this project, but that are available as needed. Resumes are not requested for these resources. These additional resources are not a scored element of the cost proposal. Please include each resource’s Title, Skill Level, hourly rate, and estimated hours per month involvement below.

|  |  |  |  |
| --- | --- | --- | --- |
| **Position Title** | **Skill Level** | **Hourly Rate** | **Est. Hours/Month** |
| *Example: Position Title* | *Expert* | *$75.00 per hour* | *40* |
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**SECTION 6. BIDDER EO 18-03 CERTIFICATION [Maximum 5 Points]**

Are your employees required to sign, as a condition of employment, a mandatory individual arbitration clause and/or a class or collective action waiver?

**Please Note:** Points for this question will be awarded to bidders who respond that they do not require these clauses and waivers. If you certify here that your employees are NOT required to sign these clauses and waivers as a condition of employment, and you are the successful bidder, a term will be added to your contract certifying this response and requiring notification to DSHS if you later require your employees to agree to these clauses or waivers during the term of the contract.

**ANSWER**: