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| **ATTACHMENT D: BIDDER RESPONSE FORM**  This form is broken into Seven sections: Section 1. Administrative Response; Section 2. EO 18-03 Response; Section 3. Washington Small Business; Section 4. Certified Washington Veteran-owned Business; Section 5. Management Response; Section 6. Methodology Response, Section 7. Technical Response; and Section 8. Quotation/Cost Proposal. Bidders must respond to all questions in the order and in the expandable space 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. Please limit your responses to approximately two pages or less per question. | | | |
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| 1 | | **BIDDER INFORMATION (ADMINISTRATIVE RESPONSE)**  Bidder’s response to the questions in this 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, the 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. | **Required, Not Scored** |
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| **A** | | Please indicate whether you employ or Contract with current or former state employees. If the answer is yes, 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; 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. | NOT SCORED |
|  | | ANSWER: |  |
| **B** | | Please list the names and contact information of three individuals you agree may serve as Bidder references and may freely provide information to DSHS regarding the reference’s experience and impressions of Bidder. 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. | NOT SCORED |
|  | | ANSWER: |  |
| **C** | | 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. | NOT SCORED |
|  | | ANSWER: |  |
| **D** | | 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 the 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. | NOT SCORED |
|  | | ANSWER: |  |
| **E** | | 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. | NOT SCORED |
|  | | ANSWER: |  |
| **F** | | 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. | NOT SCORED |
|  | | ANSWER: |  |
| **G** | | 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. | NOT SCORED |
|  | | ANSWER: |  |
| **H** | | 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. | NOT SCORED |
|  | | ANSWER: |  |
| **I** | | 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 Washington 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. | NOT SCORED |
|  | | ANSWER: |  |
| **J** | | 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 indicate so. | NOT SCORED |
|  | | ANSWER: |  |
| **K** | | **License Agreement:** Bidders must include a License Agreement for the Solution and label as Schedule-License Agreement in its bid proposal.  Note: The License Agreement should only include licensing terms and should not include any terms that conflict with the Contract terms (e.g. payment terms). Bidder’s License Agreement should include full use of the Solution by the agency’s authorized users and there should not be any separate end-user license agreement required or included with Bidder’s proposal. For third-party products that are being proposed as part of the overall Solution, Bidder must include any end-user license agreements that will be required to access and use such products.   1. Please provide a copy of your License Agreement for the Solution. | NOT SCORED |
|  | | ANSWER: |  |
| **L** | | Please describe any experience you have had working with organizations serving refugees and immigrants. | NOT SCORED |
|  | | ANSWER: |  |
| **M** | | Please fully describe any assumptions Bidder has made that affect its proposed total charges, if those assumptions are not explicitly addressed in Attachment A, Sample Contract. Include any unknowns or elements that you are aware of, which are addressed in the RFP that may impact (increase or decrease) cost. | NOT SCORED |
|  | | ANSWER: |  |
| **N** | | Bidder should also propose a schedule of payments corresponding to its charges for successfully performing the tasks necessary to accomplish identified milestones corresponding to project objectives and performance measures within each phase. Bidders are required to collect and pay Washington State sales tax, if applicable. | NOT SCORED |
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| **2** | | **BIDDER EO 18-03 CERTIFICATION** | MAXIMUM TOTAL POINTS: 27 |
| EO | | 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. | 27 |
|  | | ANSWER: |  |
| **3** | **BIDDER CERTIFICATION –WASHINGTON SMALL BUSINESS** | |  |
|  | Are you a Washington Small Business as defined under **RCW 39.26.010**?  According to **Chapter 39.26.010 RCW**, to qualify as a Washington Small Business, Bidder must meet three requirements:   * 1. *Location*. Bidder’s principal office/place of business must be located in and identified as being in the State of Washington. A principal office or principal place of business is a firm’s headquarters where business decisions are made and the location for the firm’s books and records as well as the firm’s senior management personnel.   2. *Size*. Bidder must be owned and operated independently from all other businesses and have either: (a) fifty (50) or fewer employees; or (b) gross revenue of less than seven million dollars ($7,000,000) annually as reported on Bidder’s federal income tax return or its return filed with the Washington State Department of Revenue over the previous three consecutive years.   3. *WEBS Certification*. Bidder must have certified its Washington Small Business status in Washington’s Electronic Business Solution ([WEBS](http://www.des.wa.gov/services/ContractingPurchasing/Business/Pages/WEBSRegistration.aspx)). | | NOT SCORED |
|  | ANSWER: | |  |
| **4** | **BIDDER CERTIFICATION – CERTIFIED WASHINGTON VETERAN-OWNED BUSINESS** | |  |
| **A** | Are you a Certified Washington Veteran-Owned Business as defined under **RCW 43.60A.190**?  According to **Chapter 43.60A.190 RCW**, to qualify as a Certified Washington Veteran-Owned Business, Bidder must meet four requirements:   1. *51% Ownership. Bidder must be at least fifty-one percent (51%) owned and controlled by:* 2. *A veteran is defined as every person who at the time he or she seeks certification has received a discharge with an honorable characterization or received a discharge for medical reasons with an honorable record, where applicable, and who has served in at least one of the capacities listed in RCW 41.04.007;* 3. *A person who is in receipt of disability compensation or pension from the*   *Department of Veteran’s Affairs; or*   1. *An active or reserve member in any branch of the armed forces of the United States, including the national guard, coast guard, and armed forces reserves.* 2. *Washington Incorporation/Location. Bidder must be either an entity that is incorporated in the state of Washington as a Washington domestic corporation or, if not incorporated, an entity whose principal place of business is located within the State of Washington.* 3. *WEBS Certification. Bidder must have certified its Veteran-Owned business status in Washington’s Electronic Business Solution (*[*WEBS*](http://www.des.wa.gov/services/ContractingPurchasing/Business/Pages/WEBSRegistration.aspx)*).* 4. *WDVA Certification. Bidder must have provided certification documentation to the Washington Department of Veterans’ Affairs WDVA) and be certified by WDVA and listed as such on WDVA’s website (*[*WDVA – Veteran-Owned Businesses*](https://www.dva.wa.gov/veterans-their-families/veteran-owned-businesses/vob-search)*).* | | NOT SCORED |
|  | ANSWER: | |  |

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| **5** | **BIDDER QUALIFICATIONS AND EXPERIENCE (MANAGEMENT RESPONSE)** | MAXIMUM TOTAL POINTS: 34 |
| **A** | Please describe the experiences, skills and qualifications your organization possesses that are relevant to your ability to perform the Contract that is the subject of this Solicitation. Please include all information that demonstrates your organization’s ability to fulfill ORIA’s business needs for a case management and database system. Please include any relevant experience that distinguishes your organization or makes your proposed Solution and your services uniquely qualified for the Contract. | 6 |
|  | ANSWER: |  |
| **B** | Please provide an example of collaboration during the installation and initial launch of a complex system with an organization. How did you partner with the organization’s staff, coordinate with diverse stakeholders with complex and competing needs and priorities, and handle securely sensitive data? How did you respond to challenges that popped up during the project and/or after the system’s launch? | 4 |
|  | ANSWER: |  |
| **C** | Detail an experience working with an agency to configure or customize the Solution to meet their needs. What was your approach and what was the result? What lessons did you learn that you would use to ensure the Solution meets or exceeds ORIA’s business needs? | 4 |
|  | ANSWER: |  |
| **D** | Please provide the names of the key team members, their positions and/or positions needing to be hired, including any subcontractors you will assign to this Contract. Provide their proposed roles and responsibilities and information describing the relevant experience they possess. Bidder should note that if awarded a contract, it may not reassign its key personnel from the Project without prior approval of DSHS. | 2 |
|  | ANSWER: |  |
| **E** | Describe your detailed experience, approach and model for supporting DSHS through the development, initial launch, and iterative enhancements to final development. Describe how you have served diverse clients and users in the past. What were your assumptions related to this experience? How did your approach work? Please describe any challenges you faced and how you overcame them. | 6 |
|  | ANSWER: |  |
| **F** | Please describe your experience in analyzing, validating and documenting requirements and for creating required outputs. As shared in Attachment F: ORIA Programs Overview, there are multiple programs and services which need to be holistically incorporated into the Solution. What has been your approach in working with organizations to understand, confirm and incorporate requirements in projects similar to ORIA’s with multiple diverse stakeholders, users, programs and services? | 6 |
|  | ANSWER: |  |
| **G** | Describe any past experiences you have had working with an organization to develop a system with configuration capabilities, which could nimbly respond with minimal vendor support in a fluid environment, such as when services, policies, needs or Congressional/Legislative mandates change. | 6 |
|  | ANSWER: |  |

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| **6** | **BIDDER’s PROPOSED APPROACH (METHODOLOGY RESPONSE)** | MAXIMUM TOTAL POINTS: 50 |
| **A** | **Quality Assurance:** Please describe your approach to quality assurance and your QA practices from initiation through operations for ensuring the Solution is maintained and operates according to Service Level Agreements. Please detail:   * 1. your methods for assuring that your services and deliverables are provided in accordance with high quality standards and for immediately correcting any deficiencies.   2. your approach and mechanisms for identifying, tracking and reporting defects and issues?   3. process for monitoring Solution performance, including that of the end user experience?   4. how do you make sure your products meet standards? What are your standards and what do you do if things go wrong? | 8 |
|  | ANSWER: |  |
| **B** | **Service Level Agreement:** The Bidder is responsible for meeting Service Level Agreements (SLA) and supporting ORIA during disaster recovery and disaster recovery exercises including recovering the Solution according to DSHS RTO/RPO requirements. When working on a new contract, please describe your approach and recommendations for:   1. Developing the most cost-effective Service Level Agreement (SLA) that meets business needs and contractual requirements. 2. Ensuring your Solution remains operational while meeting all security requirements through timely upgrades, enhancements and fixes. 3. Providing information, planning and releasing new versions, bugs fixes, and updates, including during planned and unplanned outages and disaster recovery. | 6 |
|  | ANSWER: |  |
| **C** | **Project Management Services--**  **Project Timeline:** Describe your approach to providing project management services to customize, implement, and launch an ORIA case management Solution, including for the:   * Timeline/schedule from initiation, through implementation, testing, training and evaluation/close-out for the Solution to meet the needs outlined in this RFP. * Work with ORIA to prioritize features, integrate configuration or customization changes into the Solution, create and deploy training and other key project tasks. * Business needs documentation and your implementation plan to ensure the Solution meets and/or exceeds Scope needs and contractual requirements. * Collaboration with ORIA and contracted service providers to customize the Solution as business needs require or desire. * Testing plan and approach for the Solution that addresses unit testing, user acceptance testing (UAT), regression testing and integration testing. * Your Go Live assessment and planning services for a successful launch, including ensuring appropriate and effective training for each user group. * Evaluation to ensure the Solution meets ORIA and contracted service providers’ needs and to develop a plan to adjust with additional customization, if needed. * Describe your assumptions associated with the project management services. | 16 |
|  | ANSWER: |  |
| **D** | **Ongoing Support Services:** Describe your recommended, detailed approach and support model for providing maintenance and ongoing support services for the new Solution. Describe all assumptions related to your approach for ongoing support services. | 6 |
|  | ANSWER: |  |
| **E** | **Cost Efficiency:** Please describe the measures you employ to assure that your services and deliverables are provided in a cost-effective manner that is consistent with quality outcomes and fair employment practices. | 6 |
|  | ANSWER: |  |
| **G** | **Holistic Approach to Data (Input & Output) question:** ORIA has multiple programs detailed in Attachment F that provide a continuum of services to support eligible clients from arrival to naturalization (generally five years of services). It needs a Solution that takes a holistic approach to data collection that is not siloed within any one program, while at the same time, recognizes that each ORIA program has differing goals and purposes that require capturing and tracking unique data specific to that program. Describe the proposed Solution’s capabilities/functionality to be able to:   1. Achieve a holistic approach to capturing client and services data and information that is shared and/or similar among multiple programs in an efficient and intuitive fashion. 2. Disaggregate data to isolate views of clients and services that is specific to a program and/or provider, if/when needed. | 8 |
|  | ANSWER: |  |
| **7** | **BIDDER’s SOLUTION (TECHNICAL RESPONSE)** | MAXIMUM TOTAL POINTS: 144 |
| A | **Your Solution:** Describe in detail the Solution you are proposing for ORIA to use under the resulting contract, including, but not limited to the:   1. Proposed software (name, type, version, release number, etc.). 2. Training provided to users of the Solution. 3. Instructions, documentation and tools provided to ensure end-users will be able to successfully operate the Solution independently on an ongoing basis after training. 4. Base functionality and optional add-on modules. 5. Bidder’s Solution and user technical support services. 6. Open source or third-party products and services are used or could be used in conjunction with the Solution (including identifying separately in the proposal any associated costs). 7. End-user license agreement information, including what’s required to access and use all products, including third-party products/services. 8. Additional Solution functionality, products or services that RFP specifications or business needs do not address but are necessary to implement and support this Solution and meet ORIA programmatic needs. | 16 |
|  | ANSWER: |  |
| B | **Users Information:** ORIA contracts with 80+ statewide contracted service providers to deliver ORIA programs and services to eligible individuals and families. ORIA staff and contracted service providers’ staff will be the primary users of the proposed Solution. Some contracted service providers may hold multiple contracts to provide more than one ORIA program or service. Many contracted service providers work with the same individuals and families simultaneously or consecutively to provide services along the ORIA program continuum.   1. Describe how the proposed Solution meets the need for a streamlined, interactive, user-friendly approach for users. 2. Describe features in the Solution, if any, that minimize time spent on data entry and that maximize value to support users in their delivery of ORIA services. 3. What type of features are available to achieve a holistic approach to capturing data for all programs and services within ORIA's portfolio, while at the same time are also able to track different services under different programs? For example, all ORIA programs need to capture client demographic information (sharing functionality). However, the use of demographic info for client eligibility may differ for same client across ORIA programs (program-specific functionality). How will your Solution features and functionality allow for both the forest and the trees view of ORIA program and services? 4. What types of features are available for ORIA program managers and contracted service providers to communicate and coordinate around direct client services? What functionality facilitates collaboration between diverse users, while also ensuring confidential data is isolated and accessible to only approved users? 5. Describe the Solution’s ability to distinguish contracted service providers and their staff when:    1. Multiple contracted service providers manage cases within the same ORIA program or service,    2. Individual contracted service providers manage multiple ORIA services,    3. Multiple staff work for the same contracted service provider in individual programs or services,    4. Individual contracted service provider staff also work within multiple ORIA programs or services. | 22 |
|  | ANSWER |  |
| C | **Multiple Users:** ORIA needs a case management system that allows for diverse users to be simultaneous using the Solution.   1. Describe how the Solution manages multiple users accessing the Solution at the same time including what the limitations are regarding simultaneous users, how and why those limitations exist and what abilities ORIA administration would have to configure user limits. Include if the Solution can scale up or down the number of simultaneous users without affecting performance, latency response times, network connectivity and/or requirements users must meet to have Solution functionality. 2. Use the table in below in addition to details in a narrative. | 4 |
|  | ANSWER FOR a.  USE TABLE FOR ANSWERING b.   |  |  |  | | --- | --- | --- | | Type of User | Access Type | Number of Users | | ORIA Staff | Full |  | | Service Provider Staff | Restricted Access |  | |  |
| D | **Data migration:** Contracted service providers currently use individual Excel worksheets to document client referrals, benefits, services and other programmatic data. Some program data is also documented in the current solution MyRIA and eJAS, which will be sunsetted by this Solution. Describe:   1. Your recommendations for tools and methods you will use for migrating, validating and integrating data from and to legacy systems with the new Solution. 2. You will work with ORIA to determine the scope of ORIA’s data migration needs. 3. Your Solution will migrate existing Excel data and data found in MyRIA and eJAS into it as needed by ORIA, including your recommended schedule for migrating data from 21 separate programs into the Solution. 4. Contracted service providers will have the ongoing option to upload an Excel file with required data, populating existing database fields into the Solution. 5. All assumptions related to your approach for data integration services. | 20 |
|  | ANSWER |  |
| E | **Eligibility, Intake & Assessment and Self-Sufficiency Plans:** Potential clients (individuals and families) may be referred to or walk-in to an ORIA Service Provider for services, and their eligibility must be determined before ORIA programs’ services can be provided. An initial Intake and Assessment is required to determine barriers and needs to ensure that the appropriate services are provided and that clients can be reassessed to support emerging needs to stabilize individuals /families and help them thrive in Washington State. Describe your Solution’s capabilities, functionality, and streamlined process to:   1. Reduce or eliminate duplication of efforts to determine eligibility for various programs with the same or different eligibility criteria. 2. Capture an initial intake and eligibility and develop an assessment for individuals and/or families that can be shared and revised among multiple service providers working with same clients. 3. Develop an Individual and/or Family Self-Sufficiency Plan that can be used, viewed, edited and historically tracked. | 6 |
|  | ANSWER: |  |
| F | **Clients and Services Case Management:** From your understanding of the RFP and ORIA programs and services, describe the case management features in the proposed Solution and how they would meet or exceed ORIA and contracted service providers’ business needs. | 12 |
|  | ANSWER: |  |
| G | **Data Management:** ORIA needs a Solution that can manage a large amount of data, including private and personal identifying information within the case management system. Please describe in detail your Solution’s:   1. Capacity to store data, documents, reports, etc., including, but not limited to:    1. Client demographic information.    2. Programs in which clients are participating.    3. Contracted service providers.    4. Service details. 2. Ability to track and display detailed data per retention period and historic high-level data in perpetuity. 3. Ability to analyze data for performance measurement, assessments and evaluations, such as the #/% of clients eligible for services vs. receiving services (a desired enhancement). 4. Ability to extract data from the software and store it in data warehouses. The vendor must be able to supply Solution diagrams, field names, data column definitions, and a data dictionary. | 14 |
|  | ANSWER: |  |
| H | **Reporting:** What types of reporting features are available in the Solution?   1. Detail the capabilities to develop, generate, print, and export standardized reports. Show how the Solution will allow for ad hoc reports to be created and saved for future use. 2. Describe how data can be exported out through reports for a specific ORIA programs, service providers, households and/or clients. | 8 |
|  | ANSWER: |  |
| I | **First year functionality schedule:** ORIA seeks a Solution that allows for baseline functionality as soon as feasible, ramping up to full implementation by the end of Year 1 of the contract. Please describe in detail:   1. Your recommendations regarding the sample agile schedule below. 2. What functionality could look like in the first, second and third quarters of the 12-month contract. 3. Your estimate on how soon the Solution could be by at least one ORIA program with baseline functionality vs used from a holistic, combined, ORIA programs approach. 4. Your realistic schedule and approach for bringing at least one program online. 5. Your realistic schedule of increasing functionality and your assumptions associated with it for bringing all programs into the Solution. 6. Recommendations for prework ORIA could undertake in advance of the contract to expedite the process for bringing programs into the Solution.   *Example agile schedule for bringing ORIA data and users into the Solution.*   1. *Customizing solution back end to match existing data.* 2. *Customizing solution front end to match existing data.* 3. *Migrating existing data program by program.* 4. *Programs start entering in new data into the solution once their old data has been migrated.* 5. *Advanced Search functionality.* 6. *Reporting.* 7. *Dashboards.* 8. *Workflows.* | 12 |
|  | ANSWER: |  |
| J | **Flexibility to Modify Solution:** ORIA is likely to add new program(s) or services in the future to meet different emerging client populations and needs. In addition, modifications to existing program and services may be required with a relatively short turnaround time due to new or changing state and federal policies, funding and eligibility mandates. Describe the Solution’s scalability and ability to handle growth.   1. Can ORIA configure the Solution, including setting up new programs within it? If so, describe in detail the Solutions ability to be configured or scaled by ORIA as State business or technical demands and needs change. 2. Describe the timeline for configuration and the level of Bidder support needed. In addition, describe what elements in the Solution are configurable in the future by ORIA without bidder technical support? 3. What can be handled by ORIA staff through configuration with no extra cost and what modifications to the Solution would require Bidder assistance and/or an extra cost?   Describe the Bidder’s services, capability, limitations, timeframe, and process to:   1. Train and authorize ORIA staff to be able to make changes (add, edit, delete) to required data sets on our own, and/or 2. To have Bidder’s staff make the required changes needed by ORIA.   *NOTE: Extra points if ORIA staff can be trained to make Solution changes on our own versus external process that requires additional steps/time/costs, etc. to be able to implement needed changes.* | 12 |
|  | ANSWER: |  |
| K | **Invoicing, Budget Allocation, Expenditure Tracking by Contract Period:** ORIA’s programs is supported through a mix of state and federal funding, and payments made to service providers can be processed monthly or quarterly during a state or federal fiscal year. Please describe the proposed Solution’s capabilities and functionality to capture, enable and track service levels data, which can be used to support invoices, budget development and expenditure reviews outside of the Solution based on ad hoc timeframes? | 4 |
|  | ANSWER: |  |
| L | **Data security:** ORIA service providers work with eligible clients who are in need of high confidentiality and robust private personal information protection (for examples refugee minors, health screening, etc.). The Apparent Successful Bidder must pass a Security Design Review prior to signing the awarded contract to ensure the Solution can meet security requirements.   1. Describe your detailed approach for configuring or customizing the Solution to meet the Agency’s security requirement needs found in Standard 141.10 (<https://ocio.wa.gov/policies>) of the Office of the Chief Information Officer for the state of Washington, and of the DSHS Information Security Policy and Standards Manual. 2. Describe all assumptions related to your approach for meeting the Agency’s Security Design Review requirements. | 4 |
|  | ANSWER: |  |
| M | **Service Requirements:**   1. Describe in detail how your Solution meets our minimum service requirements found in Attachment A. 2. If ORIA staff and/or contracted service providers experience an internet access outage, describe how the Solution or Bidder’s support staff would assist in uploading data collected during the internet outage. 3. What is your process for recovering lost data? 4. How would the Solution or Bidder’s support staff assist in the recovery of any lost data? 5. Describe in detail how Bidder would respond to a data breach? What type of assistance would be provided to DSHS? | 10 |
|  | ANSWER: |  |
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| **8** | **BIDDER’S PROPOSED PRICING (QUOTATION OR COST RESPONSE)** | MAXIMUM TOTAL POINTS: 30 |
| A | Please identify all allocated costs, together with the total charges Bidder is willing to accept in consideration of the full performance of the Contract. Include all costs associated with the Solution and project timeline for:   * Implementation of the Solution, such as stakeholder engagement, producing deliverables, purchase, configuration, set-up, fees associated with concurrent user licenses (if applicable), and training costs. * Creating and deploying comprehensive training and written instructions, tools and documentation after training to enable ORIA staff and end-users to successfully and independently operate the Solution without needing to bring in additional Contractor support. * All on-going, operational costs associated with the annual maintenance, customer service, troubleshooting, security, supporting and hosting of the Solution. * Other costs that may be associated with the Solution, including any required items that may be considered customizations, creating new standard reports, etc. * Tiered pricing discounts based on volume are preferred. | 30 |
|  | ANSWER: TOTAL MAXIMUM BID AMOUNT:  FOR ALLOCATED COST DETAIL, ATTACH A SEPARATE SPREADSHEET OR DESCRIBE DETAILS BELOW |  |