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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. Technical Response; and Section 7. 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. | | |
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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. | **MAXIMUM TOTAL POINTS** |
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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 this 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, and will not consider changes to contract language or negotiate any new language not identified in response to this question. | 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 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: |  |
| **2** | **BIDDER EO 18-03 CERTIFICATION** | MAXIMUM TOTAL POINTS |
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| EO | [Required Question] 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. | **5** |
|  | ANSWER: |  |
| **3** | **BIDDER CERTIFICATION –WASHINGTON SMALL BUSINESS** | MAXIMUM TOTAL POINTS |
| EO | [Required Question] 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 (3) 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)). | **5** |
|  | ANSWER: |  |
| **4** | **BIDDER CERTIFICATION – CERTIFIED WASHINGTON VETERAN-OWNED BUSINESS** | MAXIMUM TOTAL POINTS |
| EO | [Required Question] 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 (4) 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)*).* | **5** |
|  | ANSWER: |  |

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| **5** | **BIDDER QUALIFICATIONS AND EXPERIENCE (MANAGEMENT RESPONSE)** | MAXIMUM TOTAL POINTS |
| A | Please describe the experience, skills, and qualifications your organization possesses that are relevant to an evaluation of your ability to perform the Contract that is the subject of this Solicitation. Descriptions of relevant experience should include the content management systems and programming languages used for the project.  If you will use a subcontractor for any part of the Contract, include the above information for your subcontractor(s) and detail:   * Your organization’s roles and responsibilities and those of your subcontractor(s) * Whether you have a written commitment from each subcontractor to work on this Contract if awarded to you * Your organization’s past experience working with this subcontractor | 20 |
|  | ANSWER: |  |
| B | For each Key Personnel who will be performing work on the Contract, please identify their list of responsibilities in reference to this contract and describe their relevant skills and experience, including their level of expertise working with specific content management systems and programming languages. 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. | 10 |
|  | ANSWER: |  |
| C | Please describe your organization’s experience (or the experience of any above-identified subcontractors) designing, developing, coding, and testing user-facing features on websites built in Drupal using flexible pages and content modules. | 20 |
|  | ANSWER: |  |
| D | Please describe your organization’s experience (or the experience of any above-identified subcontractors) performing server-side maintenance, including website back-ups, security scans and updates, managing updates to website software, and making recommendations for technical search engine optimization (SEO) improvements. | 15 |
|  | ANSWER: |  |
| E | Please describe your organization’s experience (or the experience of any above-identified subcontractors) maintaining and making design and functionality changes to websites that were built by another vendor. | 10 |
|  | ANSWER: |  |
| F | Please describe your organization’s experience (or the experience of any above-identified subcontractors) implementing web translation tools such as Drupal Translation Management Tool and Google Cloud Translations to enable automatic translations throughout all pages of a website. Include a description of any experience your organization has with implementing translation tools for languages that read right-to-left, such as Arabic or Persian. | 15 |
|  | ANSWER: |  |
| G | Please describe your organization’s experience (or the experience of any above-identified subcontractors) working with user experience design vendors for websites you have built or maintained. | 5 |
|  | ANSWER: |  |
| H | Please describe your organization’s experience (or the experience of any above-identified subcontractors) upgrading websites from Drupal 9 to Drupal 10, or any previous versions of Drupal. | 5 |
|  | ANSWER: |  |
| I | Please describe your organization’s experience (or the experience of any above-identified subcontractors) adding automated application functionality into a Drupal website. | 5 |
|  | ANSWER: |  |

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| **6** | **BIDDER’s SOLUTION AND PROPOSED APPROACH (TECHNICAL RESPONSE)** | MAXIMUM TOTAL POINTS |
| A | Please describe your project management method and approach. For example, how would you ensure that all aspects of your services in carrying out the project, including the quality and features of the strategies and materials you develop, are satisfactory to DSHS? | 10 |
|  | ANSWER: |  |
| B | Please describe your process for quality assurance reviews of new features and code changes to ensure your deliverables meet contractual standards and immediately correct any deficiencies. How would you work with DSHS staff to verify your quality assurance activity, findings, and actions? | 15 |
|  | ANSWER: |  |
| C | Please describe your process for client communication. How would you ensure DSHS staff are kept up to date on the status of your work and any new developments that could impact project timelines? | 10 |
|  | ANSWER: |  |
| D | Describe the structure and methodology you will use to ensure any user-facing website features you develop or modify are accessible for all users, including compliance with the standards provided in the Web Content Accessibility Guidelines (WCAG) 2.2. | 10 |
|  | ANSWER: |  |

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| **7** | **BIDDER’S PROPOSED PRICING (QUOTATION OR COST RESPONSE)** | MAXIMUM TOTAL POINTS |
| 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. Fees shall include Washington State sales tax, if applicable, and all expenses. Please submit a high level budget breakdown for each area of activity in Attachment A – Sample Contract, Exhibit A – Statement of Work (kick off and transition, routine maintenance and support, support for design and functionality changes, Drupal 10 transition, translation tool, email form integration, chat tool integration, provider intake form, and project management and coordination.) Bidders may also propose a schedule of payments for successfully completing deliverables and performing the tasks necessary to accomplish the milestones identified in the timeline provided in the Statement of Work. **Bids for this work may not exceed $350,000.** | 20 |
|  | ANSWER: |  |