

ATTACHMENT D: BIDDER RESPONSE FORM		
<p>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.</p>		
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" N/A
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: No	
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: Valentina Glinsky – Owner, New Transport Cabulance 425-343-7474 valentinaglinsky@gmail.com Valentina is my mother and mentor. Her and my father own and operate an elderly transportation service in the Greater Seattle area called NewTransportCab.com (formerly White Express Inc.). They've been in business since 1997, and used to hold contracts with Medicaid Transportation, then with Paratransit, then with Hopelink. I was the General Manager of their company for 8 years and was involved in every aspect including contract renewals, quarterly and annual provider meetings, annual audits, annual vehicle inspections etc. Year after year, we held the	

	<p>positions for “Best On-Time Performance”, “Most Customer Commendations” and “Least Customer Complaints” of all the providers. For the past 4 years, I have been working for them as a driver - where I get daily “face-time” with the elderly, with their families, and with the AFH/ALF business owners. This has allowed me to listen to every single one of their needs and build my business - RoomAndCare.com in a way that helps every one of them.</p> <p>Phil Eskelin – President, Integrated Contractor Services Inc. 425-239-3448 philip.eskelin@ics-global.net</p> <p>Phil was my boss and direct report when I worked as a Project Manager and Service Manager at Integrated Contractor Services Inc (ICS). ICS designs/builds/manages fiber optic cable systems, cable landing stations and data centers. I traveled extensively to meet with customers, perform on-site weekly, monthly and quarterly services, and provide access for designated individuals into highly secure facilities. Every project required extreme security and privacy measures in “mission critical” settings. The fiber cables lay across the ocean floor between countries, and a small mistake that results in an outage can cost millions, as well as being “blacklisted” from the industry. Some of ICS’s contracts came to an end, and I was laid off from my position, but Phil has since offered me multiple positions to re-join ICS again.</p> <p>Richard Loehr – Owner, Lion Heart Flooring and Lion Heart Remodel 425-320-7996 lionheartremodel@gmail.com</p> <p>I lead a business “Mastermind” group, which is a cohort of highly ambitious business people who strive to reach the next level of their businesses or careers. We meet biweekly, and become each other’s advisers on how to reach goals we’re having trouble reaching. We put our heads and our networks together to help each other in any way possible. Most members have experienced incredible growth through the help of other members. We’ve had times where the group had 10 attendees and other times with 3. We’ve taken year-long breaks when everyone got what they wished for and simply became too busy to attend. Richard has been our longest standing member besides me. He has overcome incredible life circumstances, and yet has reached great heights in his life, relationships, family and multiple businesses. He is about to open his first brick and mortar interior finishes shop for his construction companies, while the group discusses his possible merger with a large competitor. He does not have extensive knowledge in the senior care industry or in DSHS contracts, but he knows my passion for this industry, my drive and my work ethic. He was one of our earliest investors for Room & Care - knowing full well</p>	
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	that we'd been providing our service at no cost for multiple years.	
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: No	
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: Yes. Section 30. Ownership/Rights in Data. Our Preexisting Material is our fully operational business and website and software that has been designed, developed, built and perfected over 4 years, and will not be transferred to DSHS/Medicaid/ALTSA. DSHS/Medicaid/ALTSA agrees that they have no claim to our preexisting material as stated above. The only materials that DSHS/Medicaid/ALTSA will own or have any claim to are the features that Room and Care will add-on to our preexisting software which Room and Care will design, develop, build and add-on to our preexisting software exactly as specified in this contract. If DSHS/Medicaid/ALTSA makes claim to such add-on work product that was made for hire, not including Room and Care's preexisting materials, then Room and Care will provide DSHS/Medicaid/ALTSA with the new add-on software/code which was a work product of this contract and added-on to our existing software/code to satisfy the terms of this contract/agreement. None of our preexisting software/code/product will be included or turned over to DSHS/Medicaid/ALTSA. DSHS/Medicaid/ALTA agrees to these terms.	
e	If Bidder considers any information that is submitted as part of its Response to be proprietary, please identify the numbered	NOT SCORED

	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.	
	<p>ANSWER:</p> <p>In Section 5, my responses to questions "M", "N" and "R" all contain proprietary information. Please redact the responses to these 3 questions from public disclosure.</p>	
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
	<p>ANSWER:</p> <p>No</p>	
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
	<p>ANSWER:</p> <p>N/A</p>	
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
	<p>ANSWER:</p> <p>No</p>	

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
	<p>ANSWER:</p> <p>The Q/A stated multiple times that that subcontracting will not be allowed. We will conduct all business relating to this contract In-House, and hire more people as needed to fulfill every requirement of this contract. If subcontractors are allowed, we do have a few local Certified Washington Small Businesses in mind.</p>	
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
	<p>ANSWER:</p> <p>We promote a paperless work culture, use recycled materials, and advocate for remote work to reduce emissions whenever possible. We prioritize energy-efficient hardware and sustainable cloud-computing. We also commit to regular virtual mental health check-ins for our workers to show our dedication to both human health and the sustainability of our planet.</p>	
2	BIDDER EO 18-03 CERTIFICATION	MAXIMUM TOTAL POINTS
		5
EO	<p>Are your employees required to sign, as a condition of employment, a mandatory individual arbitration clause and/or a class or collective action waiver?</p> <p>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</p>	


	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: No	
3	BIDDER CERTIFICATION –WASHINGTON SMALL BUSINESS	MAXIMUM TOTAL POINTS
	<p>Are you a Washington Small Business as defined under RCW 39.26.010?</p> <p>According to Chapter 39.26.010 RCW, to qualify as a Washington Small Business, Bidder must meet three requirements:</p> <ul style="list-style-type: none"> a. <i>Location.</i> 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. b. <i>Size.</i> 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. c. <i>WEBS Certification.</i> Bidder must have certified its Washington Small Business status in Washington's Electronic Business Solution (WEBS). 	5
	ANSWER: Yes	
4	BIDDER CERTIFICATION – CERTIFIED WASHINGTON VETERAN-OWNED BUSINESS	MAXIMUM TOTAL POINTS
	Are you a Certified Washington Veteran-Owned Business as defined under RCW 43.60A.190?	5

	<p>According to Chapter 43.60A.190 RCW, to qualify as a Certified Washington Veteran-Owned Business, Bidder must meet four requirements:</p> <ul style="list-style-type: none"> <i>a. 51% Ownership. Bidder must be at least fifty-one percent (51%) owned and controlled by:</i> <ul style="list-style-type: none"> <i>1. 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;</i> <i>2. A person who is in receipt of disability compensation or pension from the Department of Veteran's Affairs; or</i> <i>3. 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.</i> <i>b. Washington Incorporation/Location. Bidder must be <u>either</u> an entity that is incorporated in the state of Washington as a Washington domestic corporation <u>or, if not incorporated</u>, an entity whose principal place of business is located within the State of Washington.</i> <i>c. WEBS Certification. Bidder must have certified its Veteran-Owned business status in Washington's Electronic Business Solution (WEBS).</i> <i>d. 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).</i> 	
	<p>ANSWER:</p> <p>No</p>	

5	BIDDER QUALIFICATIONS AND EXPERIENCE (MANAGEMENT RESPONSE)	
	MANDATORY EXPERIENCE AND QUALIFICATIONS. All bidders must meet the following minimum qualifications. (Please confirm yes or no)	PASS/FAIL
A	Bidder has working knowledge of Medicaid long-term care services in Washington State.	
	ANSWER: Yes	
B	Bidder has basic knowledge of Health Insurance Privacy and Accountability Act (HIPAA).	
	ANSWER: Yes	
C	Bidder has experience and/or familiarity with long-term care resources for Medicaid clients.	
	ANSWER: Yes	
D	Bidder is licensed to do business in the State of Washington or obtain a Washington State business license from the Sectary of State.	
	ANSWER: Yes	
E	Bidder must Obtain and pass a Washington State background check for all individuals representing the Contractor who will have access to client information.	
	ANSWER: Yes	
F	Bidder must comply with all applicable state and federal requirements.	

	ANSWER: Yes	
G	Bidder must adhere to the Office of the Chief Information Officer (OCIO) standards.	
	ANSWER: Yes	
H	The selected bidder is expected to collaborate with ALTSA IT to initiate the security review process once identified as the Apparent Successful Bidder (ASB).	
	ANSWER: Yes	
	DESIRED EXPERIENCE AND QUALIFICATIONS	MAXIMUM TOTAL POINTS: 170
I	Please describe in detail, the bidder's knowledge, of Medicaid long-term care services in Washington State. Please describe in detail, your experience working with Medicaid contracted Adult Family Homes and Assisted Living Facilities.	10
	ANSWER: I've worked in elderly transportation for 12 years. 8 years as General Manager with Medicaid Contracts (Paratransit and Hopelink) and 4 years as a driver. About 95% of our rides are from AFH and ALFs. The business owners set up all the rides over the phone, so I made lots of relationships during those calls. We talked about business and how things work, how they find clients, about Medicaid, about assessments, about private pay, about placements and agencies, fee structure, just about everything. I started my company - Room & Care because of all the knowledge, information (and problems) that the AFH and ALF business owners as well as the client's families shared with me and my parent's through the years. The reason I started working as a driver was to get more info from every side of the customer base – the elderly, their families, and the business owners so that I could build the best possible service for them. During our rides, I tell them about our website, and they give me their perspective as to what features should or should not be there, and how to build it to benefit	

	<p>everyone. We built it according to all of their needs in a way that accommodates the elderly, their families, and also the business owners. The website is RoomAndCare.com which is a marketplace for Adult Family Homes and Assisted Living Facilities to list their available rooms, so that families can find them easily and contact them directly. In WA, about 30% of all ALFs and 25% of all AFHs have already created accounts on Room & Care. The majority of them accept Medicaid, and already listed their available rooms on our site. Families (clients) can search their city or ZIP code, and select Medicaid as their payment source, (and also select from a handful of additional services they may require) and the search results will only display facilities that 1. have a room currently available 2. accept Medicaid 3. accept the additional selected services such as Developmental Disabilities, or Hoyer Lift. There are other additional filters clients can select to personalize and narrow their searches even more such as pets, religious preferences and languages spoken by staff. There are approximately 2,400 available rooms currently listed across WA. Families can connect with each business through call, text or chat, and can send and receive files electronically. We are currently working on a feature that will allow clients to input their some non-identifiable info from their Assessment such as required level of care and required assistance with ADLs, and select a radius such as 10 miles, and either send it to all the facilities that are qualified and capable of caring for them within that search radius, or to see the list of facilities and manually select which ones to send the proposal to. Facilities will receive the request, read the requirements, see the price Medicaid will pay and either accept or decline. Clients will see which facilities have accepted their proposal, and will get to choose which one to move into.</p>	
K	Describe in detail, the bidder's current process of obtaining Medicaid contracted vendor profiles. (i.e. licensor status, specialties, location)	10
	<p>ANSWER:</p> <p>Room & Care gets the list of Medicaid contracted providers straight from the DSHS website using the Adult Family Home and Assisted Living Facility Locators. The lists display the Business Name, License Number, Specialties, Address, Point of Contact, Mailing Address and Phone Number among other info. We import that information into our database. Business owners who wish to create an account on Room & Care and list their available rooms – can “claim” their business, and they must list their rooms under that exact Business Name and all of the information staying exactly the same as it was when we imported it from the AFH or ALF Locators. Business owners cannot edit the name of the Business, or the License Number or the Address. If they need to edit any of that information, they must do so through DSHS or the Secretary of State or other official channels.</p>	

	Room & Care will only update the Business Name/Business Address/License Number after we can verify that it has been changed on the DSHS ALF or AFH Locators.	
L	Please describe in detail, your comprehension of the Health Insurance Privacy and Accountability Act (HIPAA) and its relation to Medicaid long long-term care in Washington State. How will your organization implement HIPAA to ensure compliance and protection of clients' information	10
	<p>ANSWER:</p> <p>We recognize the extreme importance of HIPAA compliance in safeguarding client privacy and security of confidential, identifiable and health information. From my 8 years of experience as General Manager for a cabulance company through different Medicaid contracts with Paratransit and Hopelink, I have a clear understanding of HIPAA regulations and what is involved. We were audited every single year and were always found to be in compliance. We will implement stringent policies and provide continued education and training to all staff. We will communicate all client PHI through encrypted channels only and ensure that no private or identifying info is received by any party other than the intended authorized recipient. We will follow all HIPAA laws, the specifications of this contract and ALTSA's rules and practices. We will adhere to the security recommendations to improve access control, implement regular security monitoring and address any vulnerability to maintain the highest standards of security, confidentiality and accountability.</p>	
M	Describe how you will provide a cloud-based online application that is fully compliant with the Health Insurance Portability and Accountability Act (HIPAA), specifically designed for ALTSA case managers to match Medicaid providers for clients ready for transition. Please note that the Contractor shall also be responsible for maintaining an up-to-date database of Medicaid vendors.	20
	<p>ANSWER:</p> <p>Proprietary</p> 	


	Proprietary [Redacted]	
	[Redacted]	
	[Redacted]	
	Proprietary [Redacted]	
	[Redacted]	

	<p>Proprietary</p> <p>[Redacted]</p> <p>This answer to question M contains proprietary info. Please redact this answer from public disclosure.</p>	
N	<p>Describe how you will coordinate with Medicaid vendors to ensure accuracy in their ability to meet client needs and vacancies. Describe how the vendor will have access to review attached documents which identifies clients' needs (i.e. Assessment Details and Service Summary).</p>	20
	<p>ANSWER:</p> <p>Proprietary</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p>	

	<p style="color: red;">Proprietary</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p>	
	This answer to question N contains proprietary info. Please redact this answer from public disclosure.	

O	Describe your communication policy related to provider engagement and support. Additionally, outline your strategy for engagement with providers to guarantee an adequate pool of providers for selection.	20
	<p>ANSWER:</p> <p>We contact every single provider on the DSHS AFH and ALF Locators. We contact providers through one or more of the following methods: Mail, Email, Text Message, and Phone. Each of the active licensed providers on those Locators has been transferred to our website database. Providers who wish to list their available rooms on Room & Care must first create an account. Then, when they get to the "Add a Business" page, they must start typing the first few letters of their business name, and a drop down list will display their full business name and address. They must select it from that list. If they do not see their business in the drop-down list, they cannot create an account and list their rooms. There is no way for them to manually type the name of their business and address and list their rooms. They can only select their business the way it was transferred over from the DSHS AFH or ALF locator. This is a security measure that Room & Care takes to prevent unlicensed businesses from being able to create accounts and list rooms. If a licensed provider does not see their business in the list, they can select "Can't find my business" and fill out a form with the name of the business and their contact info, and submit it to us. Our staff receives the request, and checks the DSHS locator to verify if the business exists and is active. If it's there, then we add it to our database and inform the provider that it has been added. If it's not there, we reject the request and inform the user that their request has been rejected. Our method of contacting each and every business has insured an adequate pool of providers for families to select from. From our homepage, you can search just about any city in WA and see a large pool of available rooms/providers to select from.</p>	
p	The Contractor shall be responsible for providing comprehensive training, technical support, and other related services to ensure proper use and support of the software by ALTSA case managers, including immediate notifications for any expected or unexpected outages or technical issues. Additionally, the Contractor shall coordinate initial and as-needed trainings with ALTSA and shall provide advance notice of any changes to the software that may require additional trainings. Please describe how you will accomplish this.	20
	ANSWER:	

	<p>Our software is designed to be extremely user friendly and easy to use. We designed our site in a way that it would not only be used by vendors and avid internet users, but also by the elderly themselves. Many of our current users who sign up for “resident accounts” on our site are actual elderly people who live in one facility, but seek to move to a different one. We will design the features that ALTSA staff will be using in an equally user-friendly way. It will not be clunky or difficult to use, but rather you’ll be delighted to see how quickly and seamlessly your clients are being claimed by facilities. We will also provide easy to follow “How To” guides that will be accessible for ALTSA staff through our website. There will be topics for how to perform different functions, with screenshots showing the entire process. Whatever frequently asked questions we receive from ALTSA staff; we will convert to step-by-step guides until all answers will be available online.</p> <p>Room & Care will provide as much technical support as needed, and address any bugs and technical issues quickly. ALTSA will be informed immediately about any unplanned outages or technical issues, and will be updated and kept in the loop about progress and ETAs until all issues are resolved.</p> <p>We will provide ALTSA advanced notice of any planned outages, software updates, or feature changes which may require additional trainings. We will make sure ALTSA has multiple methods to contact key people at Room & Care. Communication is a strength between Room & Care staff which we’ll be happy to extend to ALTSA staff.</p>	
Q	Describe how your software can be modified to meet ALTSA’s business needs. Modifications to include client demographics, programs, and specialties. Is your tool able to accommodate future modifications based on ALTSA’s growth of programs.	10
	<p>ANSWER:</p> <p>Our current software already helps clients connect with local available ALFs and AFHs directly. About 30% of all ALFs and 25% of all AFHs across Washington State have created accounts and listed their available rooms on Room & Care. There are about 2,400 available rooms currently listed across WA and the majority of them accept Medicaid. Clients can search their city or zip code, and select any additional services or specialties, and also select their “payment source” as Medicaid. The search results will display only the homes or facilities that have availability, accept Medicaid, and are able to accommodate the selected additional services or specialties required by the client. Clients can contact any of the facilities directly through Chat, Call or Text. They are also able to send and receive files electronically.</p>	

	<p>We are working on a new feature that will be ready for use in the next few weeks, which will allow residents to fill out some info from their CARE Assessment such as sex, age, weight range, required ADL levels, additional required specialties and daily rate. They will also select a search radius in miles. Our site will display all the facilities near them that are able to care for them based on the info they entered. Clients can either send the proposal to all the facilities within the search radius, or manually select which facilities to send the proposal to. Facilities will receive the request, read the requirements, see the rate and either Accept or Decline the proposal. Clients will see which facilities have Accepted their proposal, and will get to choose which one to move forward with.</p> <p>Our software can be custom tailored to meet all of ALTSA's business needs. Our current systems as well as the features we are working on are already similar to ALTSA's requirements. We built our website over a span of 3 years completely custom from scratch to accommodate exactly this type of matchmaking service to help the elderly as well as the small businesses who serve the elderly. We can implement just about anything.</p> <p>This tool is absolutely able to change and evolve to accommodate ALTSA's growth and the ever-changing adult care industry. Additional features, requirements or changes outside the scope of this contract would require a change order or separate contract agreed upon between ALTSA and Room and Care, which would outline any new requirements, features or changes not included in this contract.</p>	
R	Describe how you will differentiate user security access levels and permissions including Case Manager, Supervisor, and Administrator, to ensure proper permissions and data security.	10
	<p>ANSWER:</p> <p>Proprietary</p>  <p>This answer to question R contains proprietary info. Please redact this answer from public disclosure.</p>	

S	The Contractor shall be solely responsible for maintaining the security of their Account, including all passwords, and for all uses of Account with or without ALTSA's consent. Additionally, they must also follow OCIO authentication requirements for their accounts. Note – the vendor will need to support Entra/SSO and SAW. Describe how you will accomplish this.	10
	<p>ANSWER:</p> <p>We will ensure account security by implementing strong password policies, including length, and complexity parameters, adhering to OCIO guidelines. Multi-Factor Authentication will be employed for enhanced security. Integration with Entra/SSO and SAW will be ensured for enhanced authentication within these environments. Ongoing monitoring, logging, and audits of account activities will be conducted to detect and respond to potential security incidents. Room & Care commits to reporting security incidents promptly to ALTSA and implementing mitigation measures. Continuous improvement will be made through feedback from ALTSA.</p>	10
T	The Contractor shall be responsible for accurately tracking and reporting data related to all new referrals entered by ALTSA case managers, transitions, withdrawals, length of time for transition, and referrals still open, as required by ALTSA. Describe how you will accomplish this.	
	<p>ANSWER:</p> <p>Our solution involves implementing a central database that captures real-time updates about referrals. Automated triggers will log new referrals, track transitions, and record withdrawal instances. We will establish a data model with defined fields for each metric. Regular audits and reconciliations will guarantee data integrity. A customizable reporting tool will facilitate on-demand reporting, providing ALTSA with valuable insights.</p>	
U	<p>The Contractor shall maintain strict confidentiality of all client information and shall not disclose any client data to any third party without proper authorization in compliance with HIPAA regulations. The selected vendor must pass the State Office of Cybersecurity's design review process. There are Cloud SaaS requirements that go beyond the standard security questions, as set forth below.</p> <ol style="list-style-type: none"> 1. A Web Application Firewall must be in place, 2. DSHS staff must use Entra/SSO synchronized with our AAD for authenticating to their application. 3. External parties and our clients must use SAW for authentication. 4. Data segregation- keeping our data separate from other customer's data is a requirement. 	20

	<p>5. Encryption of data in-transit and at-rest using FIPS standards is a requirement. Selected vendor must agree to sign a BAA.</p> <p>Describe how you will accomplish this, be specific.</p>	
	<p>ANSWER:</p> <p>The ensure HIPAA compliance and to meet the specified cloud SaaS requirements, we will implement a comprehensive security framework:</p> <ol style="list-style-type: none"> 1. Web Application Firewall (WAF): We will deploy a WAF solution to monitor, filter, and block malicious web traffic and to safeguard the application from vulnerabilities and attacks. 2. Entra/SSO for DSHS Staff Authentication: We will integrate Entra/SSO synchronized with AAD to provide secure authentication for DSHS staff, and enhance access control and identity management. 3. SAW for external parties and client authentication: We will implement Secure Access Washington for external parties and client authentication, to ensure a secure and user-friendly authentication process for external entities. 4. Data Segregation: We will establish a dedicated and logically segregated environment for ALTSA's data. We will adhere to strict data isolation practices to prevent any commingling with other customers' data. 5. Encryption Standards: We will employ FIPS-compliant encryption protocols for data in-transit and at-rest, to ensure that all sensitive information is encrypted. This includes using encryption algorithms for data transmission and storage. 6. BAA Business Associate Agreement: We commit to signing a BAA to formalize our obligation to maintain the security and confidentiality of client information according to HIPAA regulations. 7. State Office of Cybersecurity's design review process: We will undergo the State Office of Cybersecurity's design review process to meet the state's cybersecurity standard. We will address any identified security 	

	<p>gaps or concerns, and obtain official approval.</p> <p>Our strategy includes a multi-layered security approach, combining technologies, authentication methods, and compliance measures to create a HIPAA-compliant environment for ALTSA's data and client information. Room & Care will meet all requirements set forth in this contract.</p>	
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6	BIDDER'S PROPOSED PRICING (QUOTATION OR COST RESPONSE)	MAXIMUM TOTAL POINTS: 20
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.	
	<p>ANSWER: TOTAL MAXIMUM BID AMOUNT:</p> <p>\$795,300</p>	

	Approximate cost allocation:		
	Salaries:	\$ 628,287	
	Overhead:	\$ 71,577	
	Materials, Licenses, Servers, Software, Hosting:	\$ 63,624	
	Office Expenses:	\$ 31,812	
	Total:	\$ 795,300	