

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.		
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
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: Tuan Hoang, RMIS Admin & QA Manager Department of Enterprise Services State of WA tuan.hoang@des.wa.gov Vicki Haddock, VP Office of General Counsel ECU Health vhaddock@ecuhealth.org Nicole Aldrich, Lead Team Member Safety Specialist Corewell Health nicole.aldrich@corewellhealth.org	

Bidder Name: Origami Risk

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: Our response does not contain any variations from the requirements as outlined.	
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: Please see Origami’s General Contracting Statement which is attached separately.	
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: N/A	
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: Origami has not had any contracts terminated for cause or default within the past 5 years.	
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: <ol style="list-style-type: none"> 1. Department of Enterprise Services (State of WA), client since 2018, GRC and RMIS modules, Tuan Hoang. 2. Washington State Transit Insurance Pool, client since 2015, P&C insurance management, Patrick Nickell. 	
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: No.	
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	NOT SCORED

	<p>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.</p>	
	<p>ANSWER: N/A</p>	
<p>J</p>	<p>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.</p>	<p>NOT SCORED</p>
	<p>ANSWER: Origami is a SaaS provider which operates entirely in the Cloud. Hosting services are provided by AWS. They have documented and publicly reported sustainability measures/outcomes and are committed to running their data centers in the most sustainable manner possible.</p> <p>A public copy of AWS' annual sustainability report is available online. It includes significant details and data on their operational environmental impacts, mitigation and offsetting measures, and renewable and carbon-free energy/consumption matching. Learn more here: https://sustainability.aboutamazon.com/products-services/aws-cloud and here: https://sustainability.aboutamazon.com/products-services/aws-cloud#carbon-free-energy.</p> <p>As a SaaS provider, Origami's supply chain is limited to office equipment and supplies, and event-related supplies.</p> <ul style="list-style-type: none"> — We participate in recycling programs at each of our major offices and operate primarily paperless environments — We offer sustainable work policies with the ability for employees to work remotely and commute to offices only when it is advantageous to do so — Some of our offices are in Leadership in Energy and Environmental Design (LEED)- certified buildings — The majority of our workforce works remotely, reducing carbon emissions <p>Origami is in the process of completing an Ecovadis assessment for a sustainability rating.</p> <p>Origami is committed to supporting human health and employee wellness through a range of programs and benefits that promote physical, mental, and emotional well-being. Our initiatives emphasize work-life balance and overall health. Examples include the Lifestyle Spending Account (LSA) for U.S. employees, a wellness reimbursement program for our UK team, and comprehensive health-related benefits.</p>	

2	BIDDER EO 18-03 CERTIFICATION	MAXIMUM TOTAL POINTS
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 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.</p>	2
	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> <ol 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). 	2
	ANSWER: No.	
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 ?	2

	<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">a. <i>51% Ownership. Bidder must be at least fifty-one percent (51%) owned and controlled by:</i><ul style="list-style-type: none">1. <i>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>2. <i>A person who is in receipt of disability compensation or pension from the Department of Veteran’s Affairs; or</i>3. <i>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>b. <i>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>c. <i>WEBS Certification. Bidder must have certified its Veteran-Owned business status in Washington’s Electronic Business Solution (WEBS).</i>d. <i>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>	
	ANSWER: No.	

5	BIDDER QUALIFICATIONS AND EXPERIENCE (MANAGEMENT RESPONSE)	MAXIMUM TOTAL POINTS
	MANDATORY EXPERIENCE AND QUALIFICATIONS	
A	Does your firm have the ability to support and maintain data feeds from both commercial and internally (DSHS or State of Washington) developed systems?	PASS/FAIL
	<p>ANSWER:</p> <p>Yes. Currently, we actively support two HR employee interfaces for DSHS, ensuring seamless integration, data accuracy, and ongoing maintenance. Our team is experienced in managing secure data exchanges, troubleshooting feed issues, and adapting to evolving system requirements. Additionally, we have the technical expertise and infrastructure to scale these capabilities for other state-developed or third-party systems as needed.</p>	
B	Is your firm able to provide professional service and support hours during DSHS business hours, 8:00 a.m. to 5:00 p.m., Monday through Friday, except for designated holidays?	PASS/FAIL
	<p>ANSWER:</p> <p>Yes. Your assigned Focused Coverage Team (FCT) is available Monday through Friday, from 7 a.m. to 7 p.m. Central Standard Time (CST). Issues managed by your FCT are classified as service requests, qualified incidents, or unqualified issues. The team will respond to and resolve these issues according to our documented Support Service Level Objectives (SLOs). You may submit and track support requests online 24/7.</p> <p>After-hours services are always available for unexpected, priority issues. Urgent requests made between 7:00 a.m. and 7:00 p.m. CST will typically be responded to immediately. If a prompt response is not received, issues can be escalated by contacting your assigned services or support manager.</p>	
	DESIRED EXPERIENCE AND QUALIFICATIONS	
C	Please describe the experiences, 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. Please ensure that your answer to this question includes all information that you wish DSHS to consider in determining whether you meet the minimum Bidder qualifications set forth in the Solicitation Document. Please include any relevant experience that distinguishes your organization or makes it uniquely qualified for the Contract.	20
	<p>ANSWER:</p> <p>Origami is uniquely qualified to perform this contract because we have an established relationship with DSHS as a current client. Historically, DSHS has utilized our solution through a third-party reseller. While this arrangement has successfully supported your previous operations, we understand you desire to transition to a direct contractual relationship with Origami to streamline processes, reduce costs, and eliminate reliance on intermediaries.</p>	

	<p>By contracting directly with Origami, DSHS will benefit from:</p> <ul style="list-style-type: none"> • Continuity of Service: We will ensure a seamless transition with no disruption to your current solution or workflows. • Cost Efficiency: Removing the reseller eliminates unnecessary overhead, resulting in long-term cost savings. • Accelerated Implementation: Our team is prepared to fast-track this process and finalize a direct agreement, meeting your goal of having a new contract in place by year-end. • Proven Experience: Origami has extensive experience delivering enterprise risk and claims management solutions to state agencies nationwide. Our platform is highly configurable, secure, and compliant with government standards, ensuring that DSHS continues to receive best-in-class service and support. <p>This direct relationship positions DSHS to maintain its current solution while gaining greater flexibility, responsiveness, and value. Origami’s proven track record, combined with our commitment to efficiency and partnership, makes us uniquely qualified to meet and exceed the requirements of this solicitation.</p>	
D	<p>Please provide the names of the key team members you will assign to this Contract, if you are the Successful Bidder, and provide their proposed roles and copies of resumes describing the relevant experience they possess.</p>	10
	<p>ANSWER:</p> <p>As a valued client, DSHS will continue to benefit from the expertise and continuity provided by your existing team members. These professionals remain fully committed to supporting DSHS and ensuring that all contractual objectives are successfully achieved. Each team member brings proven experience and a deep understanding of DSHS’ priorities, enabling seamless execution and exceptional service delivery. These team members include:</p> <ul style="list-style-type: none"> — Christian Schiavone, Account Manager: Christian will continue to be DSHS’ main point of contact for commercial-related or growth plans, translating strategic objectives into actionable plans. — Bryan Jenks, Service Delivery Manager: Bryan will continue to provide delivery governance, serve as an escalation point, assign resources, and monitor DSHS’ satisfaction. — Curtis Stoyer, Client Success Analyst: Curtis will remain as DSHS’ contact for adoption, consultation, best practices, requests, technical assistance, and training. 	
E	<p>Please describe your process for adding services after a contract has been executed.</p>	10
	<p>ANSWER:</p> <p>DSHS will have the flexibility to expand your solution over time without incurring significant implementation costs. This is made possible through Origami’s highly extensible platform, which supports a broad range of risk management objectives and functions.</p>	

	<p>As an Origami client, DSHS will continue to be supported by your dedicated Account Manager and Client Success team. Together, they will collaborate with DSHS to identify future objectives, determine how the system can help achieve them, and develop a customized roadmap aligned with those goals. Any requests for additional features or expanded capabilities can be submitted directly to your Client Success team, who will initiate a structured process to define requirements and outline the steps needed for implementation or contract adjustment.</p>	
F	<p>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.</p>	10
	<p>ANSWER:</p> <p>Origami is a highly configurable solution, which allows us to price based on your exact use of the system. Our projects are priced as a fixed fee, which eliminates the risk of typical budget overages. This approach allows for confident planning and execution without unexpected financial impacts. We consistently aim to deliver projects within or below budget. Our fixed-fee pricing model supports this commitment by providing cost predictability and helping clients manage their budgets effectively. Origami’s pricing model is designed to support long-term value and scalability. We complement our flexible system architecture with robust, innovative functionality and seamless solution enhancements—delivered at no additional cost. Secure, high-availability cloud hosting and comprehensive backup services are included as part of our standard offering. All Origami clients benefit from full-service, in-house implementation, dedicated account and relationship management, and responsive technical support. Over time, DSHS will be well-positioned to leverage the extensibility of the Origami platform, realizing additional value with minimal disruption and limited need for additional services investment.</p> <p>Origami adheres strictly to all applicable labor laws and regulations. Our program covers all forms of discrimination against applicants, employees, apprentices, volunteers, and interns based upon an individual’s race, color, religion, creed, sex (which includes pregnancy, childbirth, breastfeeding and medical conditions related to pregnancy, childbirth or breastfeeding), gender, sexual orientation, gender identity, gender expression, national origin, religious dress or grooming, age, genetic information, ancestry, physical or mental disability, medical condition, marital status, veteran status, or any other classification protected by applicable federal, state and local laws. Forms of workplace harassment, disclination, bias, and bullying are clearly defined in the policy. All employees must attest to our employee handbook which includes Code of Conduct the above requirements/ definitions.</p> <p>Origami is committed to supporting our DEI-forward culture across recruitment, hiring, operations, programs, policies, and communications. Formal mentorship programs, anti-bias interviewing, career path programs, and DEI, anti-harassment, and implicit bias ethics and compliance training are in place. Training is required, tracked, and reported on using our company LMS.</p>	

6	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.	45
	<p>TOTAL MAXIMUM BID AMOUNT: Origami proposes an all-inclusive annual fee of \$266,190.25, which covers all required licenses, hosting, data processing, and ongoing support. This fee reflects a substantial discount and totals \$798,570.75 over the initial three-year term.</p> <p>For a detailed cost breakdown, please refer to the attached document.</p>	
B	Please propose a schedule of payments corresponding to its charges for successfully providing the services set forth in the solicitation document and Attachment A, Sample Contract. Bidders are required to collect and pay Washington State sales tax, if applicable.	5
	<p>ANSWER: Fees for the first year of recurring subscription fees and all one-time fees will be invoiced and due upon execution of the contract. Fees for ongoing contract years are due annually upfront on each anniversary date thereafter. All fees are subject to applicable sales tax, which will appear separately on each invoice. All travel costs and expenses will be pre-approved by DSHS in writing and billed to DSHS as incurred.</p>	
C	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.	NOT SCORED
	<p>ANSWER: N/A</p>	

ORDER FORM #20251228

CONTACT INFORMATION

<p>Client: State of Washington, Department of Social & Health Services Address: Washington State Department of Social and Health Services 1115 Washington Street PO BOX 45020 Olympia, WA 98501-5891</p>	<p>Bill To Contact:</p> <p>Bill To Email: Is purchase order (PO) required? <input type="checkbox"/></p> <p style="text-align: right; font-size: small;">Upon entering into this Order Form, please send any Pos, vendor registration links or tax exemption certificates to finance@origamirisk.com</p>
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SUBSCRIPTION DETAILS

Subscription Term: 36 Months
 Effective Date: 2025-12-28

RECURRING SUBSCRIPTIONS – LICENSES

Subscription	Quantity / Functionality Purchased
RMIS	Functionality Selected
Full User(s)	31 User(s)
Light User(s)	182 User(s)
SMS Messaging	1 blocks of 10,000 SMS Messages
Enterprise-Wide Record Entry	Up to 5000 records added per year
Reviewer User License(s)	250 Special License(s)*
Origami API Access	Up to 5,000 call(s) per day
GRC - Enterprise License - Enterprise Risk Management (ERM)	Up to 999 User(s)
ERM User License(s)	24 Special License(s)**
Annual Total: \$287,029.00	

RECURRING SUBSCRIPTIONS – HOSTING

Subscription	Quantity / Functionality Purchased
Hosting, Network & Storage	Up to 15 GBs of Database Size
Free Non-Searchable File Attachment Storage	Includes 100 GBs of Non-Searchable file storage
Additional Non-Searchable File Attachment Storage	100 Additional GBs of Non-Searchable File Attachment Storage
Additional Tenant	1 Additional Production Tenant(s) Selected
Annual Total: \$44,275.00	

RECURRING SUBSCRIPTIONS – DATA PROCESSING

Subscription	Quantity / Functionality Purchased
HR Employee Demographic Import	HRMS Employee Update Feed
HR Employee Demographic Import	HR Active Directory New Employee Import
Annual Total: \$11,500.00	

RECURRING SUBSCRIPTIONS – Client Support

Subscription	Quantity / Functionality Purchased
Client Support Tier 3	Selected Client Support tier includes support resourcing based on up to 10 hours of Client Support services per month beginning on the Effective Date.
Annual Total: \$27,500.00	

Annual Fees (before discount): \$370,304.00
Discount (applied to \$370,304.00): (\$104,113.75)

Total Annual Fees: \$266,190.25

BILLING DETAILS AND ADDITIONAL TERMS

This Order Form is effective as of the Effective Date (as identified above) for the purchase of the subscription services listed above from Origami Risk LLC (“Origami”). This Order Form is subject to all the terms and conditions of the underlying agreement between Client and Origami (the “Agreement”). To the extent the Agreement does not contemplate order forms, this Order Form will be deemed a Statement of Work for purposes of the Agreement. This Order Form will be deemed a part of the Agreement. Origami and Client agree that the term of the Agreement shall be extended through the duration of the term of this Order Form.

Fees for the first year of recurring subscription fees and all one-time fees under this Order Form will be invoiced and due upon execution of this Order Form. Fees for ongoing contract years are due annually upfront on each anniversary date thereafter. All fees are subject to applicable sales tax, which will appear separately on each invoice. All travel costs and expenses will be pre-approved by Client in writing and billed to Client as incurred.

Service descriptions and service-specific terms and conditions are set forth at origamirisk.com/servicedescriptions, which are hereby incorporated by reference in the form available at such link as of the Effective Date. Additional professional services may be set forth in other Statements of Work as agreed between the parties.

*** Reviewer User License(s)** - These licenses have access to all the features and capabilities of the Service under the base functionality selected above, including those features utilized reviewing/investigating claims, incidents, and complaints. User’s functional permissions are handled through system security. These licenses have access to Extended Functionality features.

**** ERM License(s)** - These licenses have access to all the features and capabilities of the Service under the base functionality selected above, including those features utilized in the administration of Client’s Enterprise Risk Management program. User’s functional permissions are handled through system security. These licenses have access to Extended Functionality features.

ORDER FORM APPROVAL

The undersigned agree to this Order Form.

ORIGAMI RISK LLC

STATE OF WASHINGTON, DEPARTMENT OF SOCIAL & HEALTH SERVICES

By: _____

By: _____

Name: Ryan Dardis
(Print Name)

Name: _____
(Print Name)

Title: Chief Revenue Officer

Title: _____

Date: 12-08-2025

Date: _____