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| **ATTACHMENT D: BIDDER RESPONSE FORM** This form is broken into five 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. EO 18-03 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, 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.  |  |
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| a | Please indicate whether you employ or contract with any 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 for 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 text you request to change is found, and state the specific changes you are requesting. DSHS shall be under no obligation to agree to any requested changes, and will not consider changes to contract language or negotiate any new language that are not identified in response to this question.  | 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 so indicate. | NOT SCORED |
|  | ANSWER:  |  |
| **2** | **BIDDER EO 18-03 CERTIFICATION** | MAXIMUM TOTAL POINTS |
|  |  |  |
| 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. |  **25** |
|  | ANSWER:  |  |
| **3** | **BIDDER CERTIFICATION –WASHINGTON SMALL BUSINESS** | MAXIMUM TOTAL POINTS |
| EO | 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)).
 |  **50** |
|  | ANSWER:  |  |
| **4** | **BIDDER CERTIFICATION – CERTIFIED WASHINGTON VETERAN-OWNED BUSINESS** | MAXIMUM TOTAL POINTS |
| EO | 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 as 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)*).*
 |  **50** |
|  | ANSWER:  |  |

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| **5** | **BIDDER QUALIFICATIONS AND EXPERIENCE (MANAGEMENT RESPONSE)** | MAXIMUM TOTAL POINTS |
|  | **MANDATORY EXPERIENCE AND QUALIFICATIONS** | **Pass/Fail** |
| A | Does each investigator who will be assigned to the contract possess a current Private Investigator License issued by the state of Washington, per RCW 18.165 and WAC 308.17? | **Pass/Fail** |
|  | ANSWER:  |  |
| B  | Does each investigator who will be assigned to the contract generally understand the rights employees have under the Collective Bargaining Agreements:  | **Pass/Fail** |
|   | ANSWER:  |  |
| C | Does each investigator who will be assigned to the contract fully understand the civil service rules that apply to all non-represented employees and employers under the jurisdiction of Chapter 41.06 RCW, except those positions or employees exempted under the provisions of Chapter 357-04 WAC Civil Service Rules:  | **Pass/Fail** |
|  | ANSWER: |  |
| D | Will each investigator who will be assigned to the contract agree to read and follow the HR directives:  | **Pass/Fail** |
|  | ANSWER: |  |
| E | Does each investigator who will be assigned to the contract understand how to engage in trauma informed interviewing techniques?  | **Pass/Fail** |
|  | ANSWER:  |  |
|  F  | Does each investigator who will be assigned to the contract fully understand the state of Washington public records laws pursuant to RCW Chapter 42.56?  | **Pass/Fail** |
|   | ANSWER:  |  |
|  | **DESIRED EXPERIENCE AND QUALIFICATIONS** | **Max - 1120** |
| I |  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.  | 200 |
|  | ANSWER:  |  |
| J | 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. Bidder should note that if awarded a contract, it may not reassign its key personnel from the Project without prior approval of DSHS. | 200 |
|  | ANSWER:  |  |
| K | Please describe your method for assuring that your services are provided in accordance with high quality standards and for immediately correcting any deficiencies? What data would you propose to report to DSHS which would permit verification of your quality assurance activity, findings and actions? | 75 |
|   | ANSWER: |  |
| L | Please describe the measures you employ to assure that your services are provided in a timely, cost effective manner that is consistent with quality outcomes and fair employment practices. | 75 |
|  | ANSWER: |  |
| M | Please provide one (1) recent sample report that was prepared and submitted for a personnel investigation (please redact the names of the individuals and employer). Sample will be evaluated on the bidders ability to effectively communicate with the customer using the following metrics: clarity in language, accessibility and readability.  | 300 |
|  | ANSWER: |  |
| N | Training: For each investigator who would be assigned to the contract, if awarded, list any extensive trainings regarding employment law, labor law, and/or investigations the investigator has acquired to support the service.  | 30 |
|  | ANSWER: |  |
| O | Education. For each investigator who would be assigned to the contract, if awarded, list any education regarding employment law, labor law, and/or investigations the investigator has acquired to support the service. | 30 |
|  | ANSWER:  |  |
| p  | Certifications. For each investigator who would be assigned to the contract, if awarded, list all relevant certifications pertaining to personnel investigations and the date of such certifications. | 30 |
|   | ANSWER:  |  |
| Q | Indicate the number of investigations the private investigator(s) ran within the scope of this contract within a 2‐year timeframe. Indicate which investigation and number of projects ran by the investigator(s).* + Discrimination (race, gender, national origin, religion, veteran status, disability, and age);
	+ Sexual harassment or hostile work environment;
	+ Employee misconduct;
	+ Employee performance issues;
	+ Just cause (i.e., grievance process pursuant to a collective bargaining agreement); and
	+ Retaliation
 | 50 |
|  | ANSWER: |  |
| R | Indicate the number of investigations done for each individual working on this contract for the following:* Public Sector Investigations
* Private Sector Investigations
* Investigations involving Represented employees
* Investigations for the State of Washington
 | 100 |
|  | ANSWER: |  |
| S | Please address how staff turnover or significant leave of absences of investigator’s assigned to this contract will be  handled.  | 30 |
|  | ANSWER:  |  |

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| **6** | **BIDDER’s SOLUTION AND PROPOSED APPROACH TO A PERSONNEL INVESTIGATOR SCENARIO:**  | MAXIMUM TOTAL POINTS210 TOTAL |
| A | Work Plan. Please describe the standard Investigator work plan upon receipt of an investigation assignment. | 125 |
|  | ANSWER:  |  |
|  | Time matrix. Indicate the general time frame for completion of investigations. | 50 |
|  | ANSWER:  |  |
|  | Please describe the method of transmitting investigation attachments, exhibits, interview transcripts. | 25 |
|  | ANSWER: |  |
|  | Please provide information regarding when any investigator who would work on this contract has been called upon to testify as a result of an investigation they completed. Please include: * Number of times called to testify
* Venue for testimony, i.e. grievance, Federal Court, State Court, etc.
* The outcome of the litigation and the investigation’s role in the outcome, i.e. did the investigation support the litigation outcome and how so.
 | 10 |
|  | ANSWER: |  |
|  | Please describe your (or your assigned investigator’s) approach to conducting trauma informed interviews. |  |
|  | ANSWER:  |  |

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| **7** | **BIDDER’S PROPOSED PRICING (QUOTATION OR COST RESPONSE)**  | MAXIMUM TOTAL POINTS:70 TOTAL |
| A | Please provide the hourly rate Bidder will charge for personnel investigator services.  | 70 |
|  | ANSWER - BIDDERS HOURLY RATE:  |  |
| B | 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 |
|  | ANSWER:  |  |