5	**BIDDER QUALIFICATIONS AND EXPERIENCE (MANAGEMENT RESPONSE)**
	MANDATORY EXPERIENCE AND QUALIFICATIONS
A	Describe your experience working with the Veterans Administration specifically in the processing of online UB04 client billing documents via a clearinghouse that the VA will accept. **Max: 50** **Score:50**
	Comments:
B	Describe the record retention provided by the program your company provides. Describe how DSHS staff can access historical records in regards to pending, paid and denied submissions. **Max: 20** **Score:20**
	Comments:
C	Describe your company's ability to successfully handle and keep sensitive client information secure. Describe how your company handles any potential threats to security and give examples of how security threats have been handled in the past. **Max: 50** **Score:50**
	Comments:
D	Describe the programs ability to provide real time feedback on submissions including but not limited to if submissions are accepted or rejected by the receiver and provide immediate feedback if submission contains formatting errors. In addition the platform must allow DSHS to edit and resubmit rejected claims rather than recreate the entire submission again and allow DSHS to copy/utilize prior submission information for new submissions and not recreate new submissons from scratch each time. **Max: 50** **Score:50**
	Comments:
E	Describe the resources and live expertise and assistance your company can provide DSHS employees when they have questions or are experiencing issues with the platform. **Max: 15** **Score:15**
	Comments:

F	Describe the onboarding process involved with getting DSHS staff trained and prepared to utilize your provided system. **Max: 15** **Score:15**
	Comments:
	DESIRED EXPERIENCE AND QUALIFICATIONS
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 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.
	Comments:

6	**BIDDER's SOLUTION AND PROPOSED APPROACH (TECHNICAL RESPONSE)**
A	Does this service/application have a current SOC2 Type II Audit Report? Is this service/application FedRAMP approved? Have any other third-party information security audits been performed for the service/application? **Max: 70** **Score:60**
	Comments:
B	Does your service use a major cloud provider for application hosting? y/n Does your service use NIST FIPS approved encryption standards for data-at-rest and data-in-transit? y/n Does your service have formal policies and standards for: - Network segmentation? y/n - Vulnerability and Patch Management y/n - Malware Protection y/n - Access and Authentication Management y/n - Strong Password standards and enforcement y/n - The Software Development Lifecycle y/n - Change Management y/n - Asset Management y/n - System Logging and Monitoring y/n - Intrusion Detection y/n

	• Incident Response and Disaster Recovery y/n If selected as a potential vendor, would you be willing to share any audit reports, copies of your polices and standards and system diagrams with us for a formal security design review? We can sign an NDA if necessary. y/n **Max 80:** **Score:80**
	Comments:

7	**BIDDER'S PROPOSED PRICING (QUOTATION OR COST RESPONSE)**
A	<mark>Please identify all allocated costs, together with the total charges Bidder is willing to accept in consideration of the full performance of the Contract.</mark>
	Comments:
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. **Max: 20** **Score:20**
	Comments:
C	Bidder should also propose a schedule of payments corresponding to its charges for successfully performing the tasks necessary to accomplish identified milestones corresponding to project objectives and performance measures within each phase. Bidders are required to collect and pay Washington State sales tax, if applicable. **Max: 30** **Score:30**
	Comments:

5	BIDDER QUALIFICATIONS AND EXPERIENCE (MANAGEMENT RESPONSE)
	MANDATORY EXPERIENCE AND QUALIFICATIONS
A	Describe your experience working with the Veterans Administration specifically in the processing of online UB04 client billing documents via a clearinghouse that the VA will accept. **Max: 50** **Score: 40**
	Comments:
B	Describe the record retention provided by the program your company provides. Describe how DSHS staff can access historical records in regards to pending, paid and denied submissions. **Max: 20** **Score:20**
	Comments:
C	Describe your company's ability to successfully handle and keep sensitive client information secure. Describe how your company handles any potential threats to security and give examples of how security threats have been handled in the past. **Max: 50** **Score:50**
	Comments:
D	Describe the programs ability to provide real time feedback on submissions including but not limited to if submissions are accepted or rejected by the receiver and provide immediate feedback if submission contains formatting errors. In addition the platform must allow DSHS to edit and resubmit rejected claims rather than recreate the entire submission again and allow DSHS to copy/utilize prior submission information for new submissions and not recreate new submissons from scratch each time. **Max: 50** **Score:50**
	Comments:
E	Describe the resources and live expertise and assistance your company can provide DSHS employees when they have questions or are experiencing issues with the platform. **Max: 15** **Score:15**
	Comments:

F	Describe the onboarding process involved with getting DSHS staff trained and prepared to utilize your provided system. **Max: 15** **Score:15**
	Comments:

6	**BIDDER's SOLUTION AND PROPOSED APPROACH (TECHNICAL RESPONSE)**
A	Does this service/application have a current SOC2 Type II Audit Report? Is this service/application FedRAMP approved? Have any other third-party information security audits been performed for the service/application? **Max: 70** **Score:70**
	Comments:
B	Does your service use a major cloud provider for application hosting? y/n Does your service use NIST FIPS approved encryption standards for data-at-rest and data-in-transit? y/n Does your service have formal policies and standards for: - Network segmentation? y/n - Vulnerability and Patch Management y/n - Malware Protection y/n - Access and Authentication Management y/n - Strong Password standards and enforcement y/n - The Software Development Lifecycle y/n - Change Management y/n - Asset Management y/n - System Logging and Monitoring y/n - Intrusion Detection y/n - Incident Response and Disaster Recovery y/n If selected as a potential vendor, would you be willing to share any audit reports, copies of your polices and standards and system diagrams with us for a formal security design review? We can sign an NDA if necessary. y/n **Max 80** **Score:80**

C	Comments:

7	BIDDER'S PROPOSED PRICING (QUOTATION OR COST RESPONSE)
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. **Max: 20** **Score:20**
	Comments:
C	Bidder should also propose a schedule of payments corresponding to its charges for successfully performing the tasks necessary to accomplish identified milestones corresponding to project objectives and performance measures within each phase. Bidders are required to collect and pay Washington State sales tax, if applicable. **Max: 30** **Score:30**
	Comments:

5	BIDDER QUALIFICATIONS AND EXPERIENCE (MANAGEMENT RESPONSE)
	MANDATORY EXPERIENCE AND QUALIFICATIONS
A	Describe your experience working with the Veterans Administration specifically in the processing of online UB04 client billing documents via a clearinghouse that the VA will accept. **Max: 50** **Score:50**
	Comments: Tyrula provides a clear/accurate UB04 online platform.
B	Describe the record retention provided by the program your company provides. Describe how DSHS staff can access historical records in regards to pending, paid and denied submissions. **Max: 20** **Score:20**
	Comments:I can easily access the historical claims/payment information the most recent 3 months. If I need to look for any historical claims/information which are more than 3 months old, I just need to search by Payment date. So far, they have been storing historical claim/payment information within 2 years.
C	Describe your company's ability to successfully handle and keep sensitive client information secure. Describe how your company handles any potential threats to security and give examples of how security threats have been handled in the past. **Max: 50** **Score:48**
	Comments:
D	Describe the programs ability to provide real time feedback on submissions including but not limited to if submissions are accepted or rejected by the receiver and provide immediate feedback if submission contains formatting errors. In addition the platform must allow DSHS to edit and resubmit rejected claims rather than recreate the entire submission again and allow DSHS to copy/utilize prior submission information for new submissions and not recreate new submissons from scratch each time. **Max: 50** **Score:50**
	Comments: Their response is correct.

E	Describe the resources and live expertise and assistance your company can provide DSHS employees when they have questions or are experiencing issues with the platform. **Max: 15** **Score:15**
	Comments: Their customer service is excellent. Everytime I reached out, they responed very quickly and helpful.
F	Describe the onboarding process involved with getting DSHS staff trained and prepared to utilize your provided system. **Max: 15** **Score:15**
	Comments:

6	**BIDDER's SOLUTION AND PROPOSED APPROACH (TECHNICAL RESPONSE)**
A	Does this service/application have a current SOC2 Type II Audit Report? Is this service/application FedRAMP approved? Have any other third-party information security audits been performed for the service/application? **Max: 70** **Score:60**
	Comments:They didn't answer the third question.
B	Does your service use a major cloud provider for application hosting? y/n Does your service use NIST FIPS approved encryption standards for data-at-rest and data-in-transit? y/n Does your service have formal policies and standards for: - Network segmentation? y/n - Vulnerability and Patch Management y/n - Malware Protection y/n - Access and Authentication Management y/n - Strong Password standards and enforcement y/n - The Software Development Lifecycle y/n - Change Management y/n - Asset Management y/n - System Logging and Monitoring y/n

	• Intrusion Detection y/n • Incident Response and Disaster Recovery y/n If selected as a potential vendor, would you be willing to share any audit reports, copies of your polices and standards and system diagrams with us for a formal security design review? We can sign an NDA if necessary. y/n **Max 80:** **Score:80**
	Comments:

7	BIDDER'S PROPOSED PRICING (QUOTATION OR COST RESPONSE)
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. **Max: 20** **Score:20**
	Comments:
C	Bidder should also propose a schedule of payments corresponding to its charges for successfully performing the tasks necessary to accomplish identified milestones corresponding to project objectives and performance measures within each phase. Bidders are required to collect and pay Washington State sales tax, if applicable. **Max: 30** **Score:30**
	Comments: