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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** |
|  |  |  |
| 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 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 |
|  | 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 |
|  |  |  |
| 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. | **10** |
|  | ANSWER:  |  |
| **3** | **BIDDER CERTIFICATION –WASHINGTON SMALL BUSINESS** | MAXIMUM TOTAL POINTS |
|  |  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 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)).
 | **10** |
|  | ANSWER:  |  |
| **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**?According to **Chapter 43.60A.190 RCW**, to qualify as a Certified Washington Veteran-Owned Business, Bidder must meet four 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)*).*
 | **10** |
|  | ANSWER:  |  |

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| **5** | **BIDDER QUALIFICATIONS AND EXPERIENCE (MANAGEMENT RESPONSE)** | MAXIMUM TOTAL POINTS |
|  | **MANDATORY QUALIFICATIONS** | **270** |
| A | Bidder must be licensed to do business in the state of Washington or commits to becoming a licensed with 30 calendar days of being determined the successful bidder. | 10 |
|  | ANSWER:  |  |
| B  | Bidder must have an Employer Identification Number for filing and depositing taxes on behalf of beneficiary-employers. | 10 |
|   | ANSWER:  |  |
| C | Bidder must have a certified public accountant (CPA) on staff or have direct access to a certified public account to oversee the fiscal operations, to ensure an internal control environment is sufficient to safeguard the assets, and ensure accurate and credible financial reporting. If using a contracted CPA, the CPA must not be the same as the contracted independent financial auditor or audit form.  | 10 |
|  | ANSWER: |  |
|  | **DESIRED EXPERIENCE AND QUALIFICATIONS** |  |
| D | 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.  | 10 |
|  | ANSWER:  |  |
| E | Please describe your method for assuring that your services and deliverables 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?  | 20 |
|   | ANSWER: |  |
| F  | 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. | 10 |
|  | ANSWER: |  |
| G | Please state your number of years of experience and describe your experience using examples with self-directed funded service delivery systems, techniques, skills and abilities critical to accomplishing the requirements outlined in the scope of work? | 20 |
|  | ANSWER: |  |
| H | Please explain your experience and number of years providing or administering services for vulnerable adult populations? | 20 |
|  | ANSWER:  |  |
| I | Please provide written copies of your policy and procedures for Health Insurance Portability and Accountability Act (HIPAA) and internal control system that is used to document and verify receipts, invoices and time entries required for tracking and paying expenditures? | 10 |
|  | ANSWER:  |  |
| J  | Please describe in detail the ways and means by which the Bidder intends to be accessible, minimize wait times, maximize efficiency/resolution, and provide quality customer support during standard business hours (8:00 a.m. – 5:00 p.m. (Pacific Time)., Monday – Friday)? Provide a workflow detailing how emails, calls, and issues will be triaged and tracked for timely resolution.  | 20 |
|  | ANSWER: |  |
| K | Bidder must have a written Limited English Proficiency (LEP), interpreter(s), transliteration(s), and translation services policy, and must have a provider of said services identified/subcontracted within thirty days of the start of the contract. | 10 |
|  | ANSWER |  |
| L | Provide proof of financial capacity and capabilities to undertake and successfully complete the Contract. To satisfy this requirement, the Bidder shall submit a certified financial statement, including applicable notes, reflecting the Bidder’s assets, liabilities, net worth, revenues, expenses, profit or loss, and cash flow for the most recent calendar year or the Bidder’s most recent fiscal year; or, if a certified financial statement is not available, then either a reviewed or compiled statement from an independent accountant setting forth the same information required for the certified financial statement. | 10 |
|  | ANSWER: |  |
| M | Describe how the information system’s user interface provides web-based user self-help features such as on-line guide or instructions. | 20 |
|  | ANSWER: |  |
| N | Describe your organization’s ability for program Participants to access and download necessary procurement forms electronically. Can forms be prepopulated? | 10 |
|  | ANSWER: |  |
| O | Describe the Change Management process/procedures in place for the proposed information system, to include:* Implementation and ongoing maintenance of common system functionality.
* Implementation and ongoing maintenance of customized system functionality.
* Notification and scheduling of system updates and/or upgrades.
 | 20 |
|  | ANSWER: |  |
| P | Please provide a copy of your policies and procedures regarding mandatory reporting procedures, as described in Chapter 74.34 RCW, related to the protection of vulnerable adults | 10 |
|  | ANSWER: |  |
| Q | What is your conflict-of-interest policy for programs you contract with? Specifically for staff who work directly with clients. Please provide your policy.  | 10 |
|  | ANSWER: |  |
| R | Please provide copies of your onboarding procedures for Beneficiaries and providers to be enrolled in your online portal.  | 20 |
|  | ANSWER: |  |
| S | Please provide a copy of your online portal forms such as reimbursement form, purchase request form, Transportation reimbursement log form etc. | 20 |
|  | ANSWER: |  |

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| **6** | **BIDDER’s SOLUTION AND PROPOSED APPROACH (TECHNICAL RESPONSE)**  | MAXIMUM TOTAL POINTS (100) |
| A | Please give an example of your business continuity plan to ensure continuity of operations in the event of a disruption or disaster impacting the Bidder’s operations, such as pandemic, blackout, flood, earthquake, fire, civil unrest, or the like. Can you provide an example of when you had to put the plan in place? | 20 |
|  | ANSWER:  |  |
| B | Describe the process by which program Beneficiaries submit a request for services or goods. | 20 |
|  | ANSWER: |  |
| C | Do you have a process to obtain receipts when beneficiaries request a reimbursement? If so, please describe your process. | 20 |
|  | ANSWER: |  |
| D | Describe your capabilities to process online purchases on behalf of the Beneficiary. | 20 |
|  | ANSWER: |  |
| E | Please describe your process to receive feedback from beneficiaries regarding their user experience while using your online portal?  | 20 |
|  | ANSWER: |  |

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| **7** | **BIDDER’S PROPOSED PRICING (QUOTATION OR COST RESPONSE)**  | MAXIMUM TOTAL POINTS: 60 |
| A | Please identify all allocated costs and associate the costs with activities in a timeline from initial start date of contract to leading up to go-live date of 7/1/26, together with the total charges Bidder is willing to accept in consideration of the full performance of the Contract.  | 20 |
|  | ANSWER: TOTAL MAXIMUM BID AMOUNT: FOR ALLOCATED COST DETAIL, ATTACH A SEPARATE SPREADSHEET OR DESCRIBE DETAILS BELOW |  |
| 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.  | 10 |
|  | ANSWER:  |  |
| 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. | 10 |
|  | ANSWER:  |  |
| D | Based off services being requested to provide in contract SOW. Please propose a payment structure for providing services that is different than explained in the sample contract.  | 20 |
|  | ANSWER: |  |