ATTACHMENT D: BIDDER RESPONSE FORM
INSTRUCTIONS & TABLE OF CONTENTS

ATTACHMENT D: INSTRUCTIONS

This excel document is broken up into multiple "sheets" as illustrated by the table of contents below. Bidders must respond to all questions in each sheet within in the expandable column labeled "Detailed Response," or "ANSWER:". Bidders should use these fields to explain exactly how the Bidder's solution meets the particular requirement. Questions that are left blank may cause your bid to be disqualified, in the case of a mandatory priority, or you may receive zero points for that question, depending on the discretion of the evaluator. If a question requires Bidder to submit additional documents, please attach them to this document or your bid and label them clearly as part of your response to this Attachment D.

Requirement Priority Definitions and Instructions

Requirements with a priority of "Mandatory" are requirements that must be met in order to achieve project success. Also referred to as "must have", these requirements represent core functionality that must be present. Where a Bidder is unable to meet a mandatory requirement, DOC may find the bid non-responsive.

Requirements with a priority of "Desirable" are requirements that add significant value. Also referred to as "should have", these requirements represent features and functions that are highly valued by users and facilitate productivity and efficiency.

Requirements with a priority of "Optional" are requirements that add convenience. Also referred to as "nice to have" and represent features and functions that facilitate usability.

Feature Status Disclosure Drop Down Menus

Some requirements will request the Bidder to disclose whether the feature is " Feature Included," "Feature Partially Included," "Feature in Development or Developable," "Feature not included", or "Feature Provided by Third Party" as defined below. Bidders must disclose the status of the feature for each question on any sheet that requires this response.

Feature Included: Bidder should utilize this answer to describe how a requirement is already included in the existing software. Answers should describe how the submission conforms to the functionality sought in the requirement at a cost that has already been reflected in the Cost Section Attachment D Sheet 2. EO, Cost, SLA Section 2A by Bidder.

Feature Partially Included: Bidder should answer in this column where they feel a requirement is partially met by their offering (at a cost that has already been reflected in the Cost Section Attachment D Sheet 2. EO, Cost, SLA Section 2A) but not fully met by the software/service's current features. If you select this response to a mandatory requirement DOC may find your bid non-responsive as mandatory requirements likely need to be fully met to achieve the objectives of DOC.

Feature in Development/Developable: Bidder should answer in this column when a requirement is already in development or where a Bidder is willing to offer to configure or develop the feature for an additional cost. Bidder must indicate a best approximate timeline for development and detail whether there will be additional cost to DOC to configure or develop the feature. Bidder should also specify whether/how the feature, after going live, will conform to the requirement at issue. If this is a mandatory requirement any costs for developing the feature(s) must be included in the Cost Section Attachment D Sheet 2. EO, Cost, SLA Section 2A of your bid. If you select this response for a mandatory requirement DOC may still find your bid non-responsive as DOC may be unable to wait for mandatory features to be developed by a Bidder before utilizing the software/service.

Feature not Included: Bidder should answer in this column where Bidder wishes to indicate that the software/service will not support the requirement and Bidder has no intention of supporting the requirement in the future. Please note: If you indicate this response to a mandatory requirement, your bid may be disqualified as non-responsive.

Feature Provided by Third Party – This response represents to DOC that the feature or requirement is fulfilled through a Third Party and Bidder will need to specify in the Response field the specifics of the third party reliance and include any pricing for Third Party services or licenses in the Cost Section Attachment D Sheet 2. EO, Cost, SLA Section 2A of Attachment D.

Feature Included
Feature Partially Included
Feature In Development/Developable
Feature Not Included
Feature Provided by Third Party

	SHEET 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, responsibility, and experience.	**MAXIMUM TOTAL POINTS**
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 DOC regarding the reference's experience and impressions of Bidder. In providing these names, Bidder represents that it shall hold both DOC 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 DOC 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. DOC 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 DOC.	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:	

k	Please indicate the legal status of the Bidder (sole proprietorship, partnership, corporation, etc.), the year the entity was organized to do business as the entity now substantially exists, and the year the entity was registered or qualified to do business in Washington State. Please include the name, address, principal place of business, telephone number, fax number, and email address of Bidder's legal entity with which the Department of Corrections may enter into any possible Contract.	NOT SCORED
	ANSWER:	
l	Please provide Bidder's Federal Employer Tax Identification number and the Washington Uniform Business Identification (UBI) number issued by the state of Washington Department of Revenue. If the Bidder does not have a UBI number, the Bidder must acknowledge that it will obtain one by becoming licensed in Washington within thirty (30) calendar days of being selected as the apparent successful Bidder.	NOT SCORED
	ANSWER:	
J	Please describe all software implementation efforts Bidder may have been involved in that were not successful or resulted in litigation, formal mediation, or other judicial or quasi judicial process. Please explain the circumstances, lessons learned, and how you have adapted to avoid this situation in the future.	NOT SCORED
	ANSWER:	

	SHEET 2. EXECUTIVE ORDERS, COST, SERVICE LEVEL AGREEMENT(S)	
1	**BIDDER EO 18-03 CERTIFICATION**	**MAXIMUM TOTAL POINTS**
A	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 DOC if you later require your employees to agree to these clauses or waivers during the term of the contract.	30
	ANSWER:	
	BIDDER EO 13-01 VETERAN OWNED OR SMALL BUSINESS PREFERENCE POINTS.	
B	DOC seeks to encourage Certified Veteran owned Businesses and Small Businesses to bid on DOC contracts. If you may certify that your company is a certified Veteran-owned business (Veteran-owned business means a business certified by the Washington state department of veteran affairs under RCW 43.60A.190), a Microbusiness (as defined in RCW 39.26.010 (16)), Minibusiness (as defined in RCW 39.26.010 (17)), or Small Business (as defined in RCW 39.26.010 (22)(a)) you will be granted the 30 points available under this question. Please Note: Points for this question will be awarded to bidders who respond affirmatively that they are either a Certified Veteran owned business or a Small Business, Microbusiness or Minibusiness as defined by Chapter RCW 39.26.010. Certifying to multiple point qualifying statuses under this question will still only result in 30 points being received by the bidder. No bidder may receive more than 30 points for an affirmative answer to this question.	30
	ANSWER:	
2	**BIDDER'S PROPOSED PRICING (QUOTATION OR COST RESPONSE)**	**MAXIMUM TOTAL POINTS**
A	All pricing must be provided in United States Dollars (USD). Bidders MUST include any added costs for mandatory requirement features if they answered the mandatory requirement question with "Feature Included," "Feature Partially Included," "Feature in Development or Developable," or "Feature Provided by Third Party." Please identify all allocated costs, together with the total charges Bidder is willing to accept in consideration of the full performance of the Contract. Complete the table below for each Cost Item across four (4) years. Please specify the basis of each cost component below the table, or attach a spreadsheet. As described in the RFP (E.4.), the Bidder who offers the lowest cost for the 1-4 year period under the Total Cost column of the Cost Proposal shall receive the maximum number of available Cost Proposal points. Bidders offering higher costs will receive proportionately fewer Cost Proposal points based on the lowest cost as follows: low bid / higher bid = % of available points awarded * available points = total cost points For Training costs, please provide costs in an hourly format, providing sufficient hours to train DOC staff to become fully functional in usage of the softare. DOC may elect to purchase additional training hours at the hourly rate provided in future.	300
	ANSWER: TOTAL MAXIMUM BID AMOUNT (Total Cost for Years 1-4): DESCRIBE COST COMPONENTS BELOW BY FILLING IN SPREADSHEET OR ATTACHING A SUPPLEMENTAL SPREADSHEET. ANSWER MUST YIELD A TOTAL MAXIMUM BID AMOUNT FOR YEARS 1-4.	

Cost Item	Year 1	Year 2	Year 3	Year 4	Total Cost (Years 1-4)
Licensing/Subscription					
Implementation					
Maintenance/Support					
Training					
Third Party Costs					
Feature Development					

	Yearly Total						
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. Following the Initial Term (years 1-4 pricing) Contractors may adjust their Licensing/Subscription costs or Contractor hourly rate(s) based upon the U.S. Bureau of Labor Statistics published Consumer Price Index for any possible renewal to keep pricing competitive under this Agreement. Consumer Price Index information is available at: https://www.bls.gov/data/						NOT SCORED
	ANSWER:						
C	If applicable, Bidder should also propose a schedule of payments corresponding to its charges for successfully fulfilling contract deliverables. DOC will not pre-pay more than a month in advance. Bidders are required to collect and pay Washington State sales tax, if applicable.						NOT SCORED
	ANSWER:						
D	Bidder should provide their hourly rate for system customizations if DOC should require customizations to the software or interface above and beyond what was requested in the initial solicitation.						NOT SCORED
	ANSWER: Hourly Rate for Software/Interface Customizations:						

3	**BIDDER'S PROPOSED MAINTENANCE AND SUPPORT (INCLUDING SERVICE LEVEL AGREEMENTS)**	**MAXIMUM TOTAL POINTS**
A	Please provide a description of the maintenance and support services provided to the agency following the implementation period. If a Service Level Agreement (SLA) is required for Bidder's proposed system, please attach a copy. The maintenance and support summary description should include the following: •Defect identification, documentation and resolution processes •Availability of Help Desk services •Support hours - please understand some DOC programs operate 24/7. •Release management processes- Include scheduling updates to the software •Communication approach between DOC and software vendor •Performance expectations and reporting – include downtime expectations for Cloud solutions •Roles and responsibilities of DOC agency staff •Future training of DOC staff, including users and administrators	50
	ANSWER:	

SHEET 3. General Functional Requirements							
Functional Area	ID#	Software Capability	Req. Type	Priority	Detailed Response	Vendor Response	MAXIMUM TOTAL POINTS
General Functional Requirements							
General	1	The product will facilitate asynchronous electronic consultation between DOC providers and community specialists.	Functional	Mandatory			35
	2	The product will allow deidentified consults so that no protected health information is transmitted from DOC's systems to the product.	Functional	Mandatory			35
	3	The product will offer consultation with specialists in the fields of dermatology, transgender medicine, orthopedic surgery, hematology/oncology, neurology, cardiology, endocrinology, gastroenterology, pain management, neurosurgery, general surgery, urology, nephrology, ENT, and rheumatology.	Functional	Mandatory			35
	4	The product will offer consultation with specialists in the fields of palliative care, oral maxillofacial surgery, pathology, oral pathology, geriatrics, physiatry, allergy/immunology, clinical pharmacy, genetics, nutrition, obesity medicine, OB/gyn, opthalmology, plastic surgery, psychiatry, radiology, and sleep medicine.	Functional	Desirable			30
	5	The product will ensure that consultation responses are returned to the requesting DOC provider within 6 hours	Functional	Desirable			30
	6	The product will provide regular access to product use data including use metrics by specialty, facility, and provider.	Functional	Desirable			30
	7	The product will allow follow up questions to be asked by the DOC provider after the initial consult is returned.	Functional	Mandatory			35
	8	The product will allow lab, radiology, and other reports in the form of PDFs, images, and other file types, to be submitted in the case materials by the DOC provider.	Functional	Mandatory			35
	9	The product will provide specialty specific instructions to providers describing how to submit effective consults	Functional	Desirable			30
	10	The product is capable of integrating with electronic health records.	Functional	Desirable			30
	11	The product will provide access only to specialists who are licensed in good standing in their state of practice and board certified in their specialty.	Functional	Mandatory			35
	12	The product will comply with relevant state and federal security and privacy regulations as well as with all relevant policies published by the State Office of the CIO (OCIO).	Functional	Mandatory			35
	13	The product will ensure consultants' recommendations are consistent with evidence based standards of care.	Functional	Mandatory			35
	14	The product will ensure consultants provide additional resources, for example links to published guidelines and medical literature relevant to the case to the consulting DOC provider.	Functional	Desirable			30
	15	The product will offer urgent consultations that will be responded to within 60 minutes.	Functional	Desirable			30

SHEET 3. General Functional Requirements							
Functional Area	ID#	Software Capability	Req. Type	Priority	Detailed Response	Vendor Response	MAXIMUM TOTAL POINTS
End User Devices							
General	D1	The product will provide the capability to interoperate with the client devices using Microsoft Windows Operating system, including MS Windows 10, 11, and 12 when available to the market.	Functional	Mandatory			15
	D2	The product should provide the capability to interoperate and optimize the application screens to use wide screen computer monitors.	Functional	Desirable			10
	D3	The product should provide the capability to interoperate and optimize with iOS devices, smartphones and tablets.	Functional	Desirable			10
	D4	The product will provide the capability to use the WADOC standard web browser, Microsoft Edge.	Functional	Mandatory			15
User Authentication							
General	UA1	The product will provide the capability to provide each user with a unique, non-shared application account.	Functional	Mandatory			15
	UA2	The product will provide the capability to trust the WADOC network domain user credentials, creating a single sign on user experience.	Functional	Mandatory			15
Data Accessibility							
General	DA1	The product will allow data extraction once per day for reporting purposes	Functional	Mandatory			10
	DA2	The product should provide near real time extraction of key operational data for reporting in a data warehouse	Functional	Desirable			10