



## REQUEST FOR QUALIFICATIONS & QUOTATIONS RFQQ# 1623-583

- Project Title:*** Child Welfare Caseworker and Foster Parent Mobile Applications
- Estimated Contract Period:*** April 15, 2016, through June 30, 2017. Amendments extending the period of performance, if any, shall be at the sole discretion of DSHS.
- Proposal Due Date:*** All Proposals must arrive by **2:00 p.m. Pacific Standard** time on **March 4, 2016**.
- Submit Proposal To:*** **Proposal delivered Electronically:**  
Angie Williams, RFQQ Coordinator  
[williah@dshs.wa.gov](mailto:williah@dshs.wa.gov)
- WEBS:** WEBS Website: <https://fortress.wa.gov/ga/webs/>,  
under WEBS Codes: #952-43 Family & Social Services; #209-13 Application Software, Minicomputer; #918-29 Computer Software Consulting
- Procurement Website:** <http://www.dshs.wa.gov/CCS/>

RFQQ TABLE OF CONTENTS

Section A. Summary of Project ..... 3

Section B. Procurement Process ..... 14

Section C. Proposal Contents ..... 24

Section D. Evaluation..... 30

  

Bidder Certification and Assurances Form ..... Exhibit A

Sample Contract ..... Exhibit B

Contractor Intake.....Exhibit C

# SECTION A. SUMMARY OF PROJECT

## 1. Purpose of Request for Qualifications & Quotations

The purpose of this Request for Qualifications & Quotations (RFQQ) is to solicit proposals from qualified bidders and establish a contract between the State of Washington, Department of Social and Health Services (DSHS) and Children's Administration Technology Services (CATS) Division, and to seek a contractor who is capable of:

- a. Developing two Mobile Applications (Apps): a Child Welfare Caseworker App and a Foster Parent App.
- b. Collaborating with CATS staff to develop Application Programming Interface(s) for the Child Welfare Caseworker and Foster Parent Mobile Apps.
- c. Coach state staff in a best practice Agile development methodology.

## 2. Background

Children's Administration (CA) is the public child welfare agency in the state of Washington, responsible for protecting child victims and those at risk of abuse and neglect, and assisting families. CA has approximately 3,000 workers; approximately 2,000 of these workers are social service specialists (field workers and supervisors) directly responsible for the day-to-day work with children, families, and service providers. These workers currently provide services to approximately 11,000 children and their families, as well as manage approximately 4,500 licensed and relative/suitable care providers.

CA understands that a mobile workforce is a more productive workforce, and increased productivity leads to improved outcomes for children. CA is committed to the goal of modernizing the 21<sup>st</sup> century social service specialist by providing technological solutions that allow staff to work efficiently from the field. CA seeks to contract for the development of Mobile Apps targeting efficiency for social service specialists in the field, and to provide new efficient ways for Foster Parents and Relative Caregivers to interact with CA regarding the children in their care.

## 3. Project Scope

The scope of this project for both the state and contractor is to produce two Mobile Applications, one for our CA social service specialist to use in the field and another for CA Foster Parents.

During the development period the state expects the successful contractor to work with state staff using a best practice Agile Methodology. An outcome of this procurement is coaching of this methodology for state staff so they can learn and implement these best practices.

Also during the development period the contractor is expected to work alongside state staff to develop the Application Programming Interfaces (API) between the Mobile Application(s) and the state's existing Case Management System, FamLink.

CATS is seeking a contractor, to procure the source code and custom API integration of a native Mobile App for child welfare case management on the iOS platform. The mobile development platform used in the development of the Apps shall allow the Agency to share code base modules with multiple mobile operating systems by utilizing the cross-platform mobile development tool Xamarin. Devices currently in use by CA mobile workers include tablets, running the Windows 10 operating system, and iPhones. CA reserves the right to upgrade devices as technology deems necessary.

**a. Functional Considerations in Scope**

**(1) Compatibility**

The Mobile Child Welfare Caseworker App shall be compatible with IOS 9.x and Android 5.x. The Mobile Foster Parent App shall be compatible with both IOS 9.x and Android 5.x.

**(2) General – Both Apps**

- (a) The solutions shall upload items of work, such as audio and video recordings as well as photos and allow them to be attached to a particular piece of work such as a case note, investigation, or home study.
- (b) The solutions shall geocode, date, and time stamp all uploaded items work including required index information and send the objects, such as audio and video recordings as well as photos from Apps to the Enterprise Content Management System, EMC Application Extender using a Simple Object Access Protocol (SOAP) web service API.
- (c) The Apps shall have a modern design aesthetic with crisp typography, intuitive usability such as alphabetical browsing of cases, contrasting colors and for accessibility, and evoke a high production value. Contractors shall provide conceptual designs in response to this solicitation.
- (d) The Apps shall have an intuitive user interface and a user friendly organization of content so that a user is not overwhelmed at login.
- (e) The Apps shall support finger swipes from one page to another.
- (f) The Apps shall enable a user to work in offline and online modes.
- (g) The App shall integrate with device dictation function to allow a user to convert speech to text and enable a user to speak commands instead of typing.
- (h) The App shall provide smart location based alerts such as providers in the area.
- (i) The solutions shall provide a quick tutorial on how to use the Apps.

- (j) The solution shall allow a user to take a picture, annotate, write comments, and send the picture to an authenticated user or predefined user group.
- (k) Pictures, audio and video recordings shall be tagged with relevant case meta data and the purpose of the documents and/or recordings, for example investigation.
- (l) Provide an asynchronous collaboration tool, such as threaded discussion or white board and the ability to moderate.
- (m) Enable real time collaboration between two different users working on the same case/client by allowing users to share information while interviewing, for example, a subject of a report alleging child abuse and/or neglect and the alleged victim from separate rooms.
- (n) Synchronous communication, (voice, video, text, and image) private messaging that destroys itself (snap chat style) after a period of time to be defined by the Agency's policy.

**b. Considerations Specific to Child Welfare Caseworker App**

The Child Welfare Caseworker App is to provide workers with tools to work away from their desks, including some key components of Washington's **Statewide Automated Child Welfare Information System (SACWIS)**, **FamLink**. Currently, the FamLink Case Management System has approximately 3,700 users (including users external to CA) and CA anticipates that approximately 50 percent will be active users of the Mobile App from the field.

**(1) Caseload**

The solution shall allow users to see their assigned case load with person and demographic information (to include but not limited to case participants, dates of birth, addresses, and other case and person specific information currently available in the FamLink database such as allergies to certain foods or medications).

**(2) Case Notes**

- (a) The solution shall allow users to document case notes during field visits and upload the notes to the Famlink Case Management System.
- (b) The solution shall allow users to select attributes of the case note from drop down fields, for example: category and activity.
- (c) The solution shall allow the user to add participants and collaterals to the case notes.
- (d) The solution shall integrate with the devices audio function to allow for audio/dictated case notes.

**(3) Home Study**

- (a) The solution shall allow users to enter data related to the Home Study
- (b) Application and upload the information to the FamLink Case Management System. Date and Time Stamp is required.

(4) Pictures

The solution shall allow a user to take a picture and send it to another person via email or SMS, as well as allow for upload to the FamLink Case Management System or Application Extender. Pictures shall be tagged with relevant case Meta Data, for example: Case ID# or Referral ID #, and the purpose, for example: Investigation.

(5) Collaboration

- (a) The solution shall allow a user to take a picture, annotate, write comments, and send the picture to an authenticated user or predefined user group.
- (b) Pictures shall be tagged with relevant case meta data and the purpose of the case for example investigation.
- (c) Provide an asynchronous collaboration tool, such as threaded discussion or white board and the ability to moderate.
- (d) Enable real time collaboration between two different users working on the same case/client by allowing users to share information while interviewing, for example, a subject of a report alleging child abuse and/or neglect and the alleged victim from separate rooms.
- (e) Synchronous communication, (voice, video, text, and image) private messaging that destroys itself (snap chat style) after a period of time to be defined by the Agency's policy.

(6) Dashboard/Alerts

Provide notifications to users (e.g. such as when initial contacts, assessments, and visits are due).

(7) Audio Recording

The solution shall integrate with the devices audio recording function to allow for audio recording of interviews and storing of relevant case data (e.g. Case ID#, Referral ID#, Participant Name and ID#), as well as relevant Meta Data (e.g. date, time, length of recording, as well as device information, and person logged on to the device/creating the audio recording/record)

(8) Calendar

The App shall allow a user to see or sync Outlook calendar of activities into the calendar of the device.

(9) Map

- (a) The App shall integrate with Google Maps to allow a user to activate voice guided turn by turn navigation by selecting an address from a case file or calendar.
- (b) The solution shall allow users to see an address on a map with the ability to zoom in and out by pinching expanding views for additional information.

(10) Assessment Tool

The solution shall have assessment tools with the ability to email documents. For example, the ability to create a safety assessment and a safety plan.

(11) Electronic Capturing of Signatures

The Apps should integrate with the devices touch screen and allow for a user to sign documents/information on the screen (e.g. using a stylus and signing a safety plan or a placement agreement).

(12) Secure/Encrypted Emailing

The solution shall have the ability to integrate with the Mobile Device Management secure email client on the device to send secure/encrypted email/documents from the application (e.g. a child safety plan)

**c. Considerations Specific to Foster Parent App**

Foster Parent App is to give our Foster Parent and Relative Care providers a tool to receive and provide critical information on the children placed in their care (e.g. information related to visits, health, placement, etc.) and to communicate with the assigned social service specialist.

- (1) The solution shall provide the Foster Parent/Relative caregiver a list of the children in their care.
- (2) The solution shall allow a Foster Parent/Relative caregiver access to information related to a child placed in their care such as allergy, medication or in case of emergency details, upcoming court activities and other key events related to the child's health, safety and permanency as allowed per agency policy.
- (3) The solution shall allow Foster Parent/Relative caregiver to enter information related to a child placed in their care such as sibling visits details, parent/child visit details and medical appointment dates.
- (4) The solutions shall provide access to their household member, license and licensing requirement information (such as license renewal dates, etc.).
- (5) The solutions shall provide access to frequently used contacts, such as the assigned social service specialist, their supervisor and other relevant information.

**d. Technical Considerations in Scope**

**(1) Integration**

- (a) The solution shall integrate with the Case Management System of record, FamLink, to allow write back of client visit/case notes from the field.
- (b) The App shall leverage preexisting data in the FamLink database to minimize data entry by social service specialists. Additional information on the architecture of FamLink is provided below:

**e. Security**

- (1) The Apps shall require user login and integration with a single sign-on through the Lightweight Directory Access Protocol (LDAP) using a SSL-VPN client.
- (2) The Apps shall have role based access and customization to present only relevant content to specific user groups. For example, social service specialists restricted to a specific case load should only see those cases.
- (3) The Apps shall write back to the case management system audit log and session history.
- (4) The Apps shall be HIPAA compliant.
- (5) The Apps shall protect private and sensitive information through a minimum 256bit encryption using the agency SSL-VPN solution.
- (6) The Apps shall comply with WA Office of the Chief Information Officer policy [141.10](#).

**f. Application Programming Interface**

It is expected that the successful contractor will work with the state staff to design and develop the APIs for the mobile App(s). CA will be responsible to collaborate on the requirements, design, development and documentation of a Representational State Transfer (RESTful) web service API. The contractor is responsible to do custom development based upon collaborated requirements for interfacing of the FamLink data repository with the mobile apps.

**g. Documentation**

The contractor shall provide system documentation including architecture diagrams, integration points, and workflows for the app.

**h. Agile Coaching**

The contractor shall work side-by-side with CA Technology Services (CATS) Division staff to customize and develop these mobile applications, Web APIs and App Store using a best practice Agile development methodology. The contractor shall provide an Agile “playbook” type document based upon modeled behavior and corrections to current process that covers change management through full application lifecycle



management. The outcome of this requirement is the installation of a best practice agile methodology staff can use in subsequent development efforts and to transfer knowledge of the source code developed for the mobile apps and API.

**i. Training**

The contractor shall provide end users with interactive tutorials/instructions and training materials on how to use the Apps. These tutorials/instructions and training materials shall be located in the App. The App shall require a first time user to go through the training before being able to use the app.

The solution shall provide users with online access to technical assistance.

**j. Implementation**

- (1) The contractor shall be responsible for all activities to get the App reviewed, approved, and available for download from the Apple/play store for the Foster Parent App; and for implementing, deploying and updating the Case Worker App.
- (2) The contractor shall provide weekly status briefing to the CA Technology Services Division Director or designee.

**k. Delivery**

Time is of the essence. The solution shall be delivered by June 30, 2016; however, this term could be extended in accordance with the terms of the contract.

**l. CA Responsibilities**

- (1) Collaborate with the contractor on the design, develop, and documentation of the web services, WSDL where applicable, and or open API for integration.
- (2) Work with contractor on the APIs for the Social Service Specialist and Foster Parent/Relative Caregiver Apps.
- (3) Act as Product Owners for the Apps.
- (4) Provide access to FamLink architecture, table structure, application logic, as necessary to drive the Mobile Apps implementations to success.
- (5) CA will review all services and deliverables to determine acceptability. If neither the services nor deliverables conform to the contract requirements.
- (6) Washington State standards. CA may require the Contractor to repeat these services at no increase in the contract amount.

**4. Minimum Qualifications**

Bidders must have:

- a. Three (3) years' experience with developing mobile applications for a Health and Human Services governmental entity, specifically for Child Welfare entities with both

Apple and Android platforms.

- b. Must provide documentation that the contractor is in good standing with state and national child welfare organizations.
- c. Must provide proof of being licensed to do business in the state of Washington or provide a commitment that successful contractor become licensed in the state of Washington within thirty (30) calendar days of being awarded the Apparent Successful Bidder.

## **5. Funding**

DSHS has a budgeted an amount not to exceed \$1,000,000.00 for the period of the contract to be awarded as result of the RFQQ. DSHS may reject any Proposal in excess of that amount. Any contract awarded is contingent upon the availability of funding.

## **6. Auxiliary Aids and Services**

DSHS will provide access to this RFQQ document to individuals with disabilities. Please contact the RFQQ Coordinator to request auxiliary aids and services for this RFQQ.

If an individual believes that the department has discriminated on the basis of a disability, please contact the DSHS Investigations Unit (IU) for the Nondiscrimination Policy Brochure and complaint process. The brochure can be found at:

<http://www.dshs.wa.gov/sites/default/files/SESA/publications/documents/22-171.pdf>.

## **7. Office of Minority & Women Owned Business Enterprises (OMWBE) and Veteran-Owned Business Enterprises**

In accordance with the legislative findings and policies set forth in RCW [39.19](#), [43.60A.200](#), and [39.29.052](#), the State of Washington encourages participation by veteran-owned business enterprises and Office of Minority & Women Business Enterprises (OMWBE), either self-identified or certified by, respectively, the Department of Veterans Affairs or the Office of Minority & Women's Business Enterprises (OMWBE). While the State does not give preferential treatment, it does seek equitable representation from the veterans, minority and women's business communities.

Participation by veteran-owned and OMWBE contractors may be either on a direct basis in response to this RFQQ or as a subcontractor to a contractor. However, no preference will be given in the evaluation of Bids, no minimum level of OMWBE or veteran-owned business participation shall be required, and Bids will not be evaluated, rejected, or considered non-responsive on that basis.

Bidders may contact the Office of Minority & Women's Business Enterprises (OMWBE) at <http://www.omwbe.wa.gov/index.shtml> and/or the Department of Veterans Affairs at <http://www.dva.wa.gov/BusinessRegistry/default.aspx> to obtain information on certified firms for potential sub-contracting arrangements or for information on how to become certified.

Nothing in this section is intended to prevent or discourage participation from non-

OMWBE firms or non-veteran-owned businesses.

**8. Definitions.** The following terms which appear in this RFQQ have the meaning that is defined below for the purposes of this RFQQ.

- a. Apparently Successful Bidder (ASB) - A Bidder selected as having submitted a successful Proposal, based on the final determination of DSHS management taking into consideration the Bidder's final Proposal score and which Proposal(s) best meet the needs of DSHS. The Bidder is considered an "Apparently" Successful Bidder until a contract is finalized and executed.
- b. Agency – The Department of Social and Health Services (DSHS) is the agency of the state of Washington that is issuing this RFQQ.
- c. Application Programming Interfaces (API) - a system of tools and resources in an operating system, enabling developers to create software applications.
- d. Bidder - An individual, organization, public or private agency, or other entity submitting a Proposal in response to this RFQQ.
- e. CA - Children's Administration, which is an Administration within DSHS.
- f. Children's Administration Technology Service (CATS) means a CA Division.
- g. Contractor – Individual or Company whose Proposal has been accepted by the Agency and is awarded a fully executed, written contract.
- h. EMC Application Extender - a content management solution that scans, stores, retrieves, and preserves information, while providing role-based access from nearly any device or web browser.
- i. Enterprise Content Management System (ECM) - is a formalized means of organizing and storing an organization's documents, and other content, that relate to the organization's processes. The term encompasses strategies, methods, and tools used throughout the lifecycle of the content.
- j. FamLink – is a case management system used by CA.
- k. Good Standing – The absence of disciplinary actions and/or substantiated allegation of professional misconduct/unethical behavior.
- l. HIPAA - means the Health Insurance Portability and Accountability Act of 1996, Pub. L. 104-191, as modified by the American Recovery and Reinvestment Act of 2009 ("ARRA"), Sec. 13400 – 13424, H.R. 1 (2009) (HITECH Act).
- m. HIPAA Rules - means the Privacy, Security, Breach Notification, and Enforcement Rules at 45 CFR Parts 160 and Part 164.
- n. Issue - To mail, post, or otherwise release this RFQQ as a public document to interested parties.

- o. Lightweight Directory Access Protocol (LDAP) - is a directory service protocol that runs on a layer above the TCP/IP stack. It provides a mechanism used to connect to, search, and modify Internet directories. The LDAP directory service is based on a client-server model.
- p. Key Personnel - Staff being proposed to do the work under this Proposal.
- q. Product Owners - is a scrum development role for a person who represents the business or user community and is responsible for working with the user group to determine what features will be in the product release.
- r. Proposal - All material prepared and assembled by a Bidder, and which the Bidder submits in response to this RFQQ.
- s. Protest - An objection by the Bidder, in writing, protesting the results of this RFQQ, and which complies with all requirements of this RFQQ.
- t. RCW - Revised Code of Washington. (All references to RCW chapters or sections shall include any successor, amended, or replacement statute.)
- u. Representational State Transfer (RESTful) – is an architectural style for networked hypermedia applications, it is primarily used to build Web services that are lightweight, maintainable, and scalable. A service based on REST is called a RESTful service.
- v. RFQQ - Request for Qualifications; i.e., this RFQQ document.
- w. RFQQ Coordinator - The person named in this RFQQ as the RFQQ Coordinator, or the RFQQ Coordinator's designee within Central Contract Services. The sole point of contact within DSHS regarding this RFQQ for potential Bidders and other interested parties.
- x. SACWIS - is the Statewide Automated Child Welfare Information System
- y. Simple Object Access Protocol (SOAP) - is a protocol specification for exchanging structured information in the implementation of web services in computer networks.
- z. Statement of Work - A statement of the work or services which the Contractor is to perform under any contract awarded, and which is generally in the form of an exhibit attached to the contract.
- aa. Subject – subject of a child abuse and neglect report.
- bb. Submit - To deliver to the DSHS RFQQ Coordinator any of several documents described in this RFQQ and in the manner specified in this RFQQ.
- cc. WAC - Washington Administrative Code. (All references to WAC chapters or sections shall include any successor, amended, or replacement regulation.)
- dd. WEBS – Washington's Electronic Business Solution. DSHS encourages all bidders to register with WEBS at <https://fortress.wa.gov/ga/webs/>

ee. WSDL - is an XML format for describing network services as a set of endpoints operating on messages containing either document-oriented or procedure-oriented information. The operations and messages are described abstractly, and then bound to a concrete network protocol and message format to define an endpoint.

## SECTION B. PROCUREMENT PROCESS

### 1. Procurement Contact Information

Upon release of this RFQQ, all communications concerning this RFQQ must be directed only to the RFQQ Coordinator listed below. Any communication directed to DSHS staff or consultants, other than the RFQQ Coordinator, may result in disqualification.

Contact: Angie Williams, DSHS RFQQ Coordinator  
Central Contract & Legal Services  
Operations Support & Services Division  
Department of Social & Health Services

E-mail Address: [williah@dshs.wa.gov](mailto:williah@dshs.wa.gov)

### 2. Acceptance of RFQQ Terms

The Bidder acknowledges that the submission of a Proposal which includes a signed Bidder Certification and Assurances Form, attached as Exhibit A, constitutes a binding offer.

### 3. Procurement Schedule

The Procurement Schedule outlines the tentative schedule for important action dates and times. All dates after the proposal submission due date are approximate and may be adjusted as conditions indicate, without amending this document. It is the Bidder's sole responsibility to periodically check the DSHS procurement website, and/or WEBS, for amendments to this document.

**Figure 1. PROCUREMENT SCHEDULE**

Item	Action	Date
1.	DSHS Issues RFQQ	February 1, 2016
2.	Bidder may submit written questions and comments <b>until 2:00 p.m.</b> Pacific Time	February 9, 2016
3.	DSHS will Issue Answers to Bidders' Questions via an Amendment	February 17, 2016
4.	Bidders may submit written complaints <b>by 2:00 p.m.</b> Pacific Time.	February 26, 2016
5.	Bidders <b>Responses to this Request for Qualifications &amp; Quotations are Due <u>via email</u> by 2:00 p.m.</b>	March 4, 2016
6.	DSHS evaluation of Proposals	March 8-10, 2016
7.	Anticipated Notification of Award Date - Notification of Award will be made through WEBS and announced on the DSHS Procurement websites.	March 17, 2016
8.	DSHS notifies unsuccessful Bidders	March 17, 2016
9.	Unsuccessful Bidders may request Debriefing until 2:00 p.m. Pacific Time	March 21, 2016
10.	If requested, Debriefing Conference(s) with unsuccessful Bidders	March 26, 2016
11.	Unsuccessful Bidders may submit Protest(s) <b>until 2:00 p.m.</b> Pacific Time	March 30, 2016
12.	DSHS considers and responds to any Protests	March 31, 2016
13.	Anticipated Contract Execution	April 15, 2016

#### **4. Washington Electronic Business Solutions (WEBS) Registration**

Bidders must register on the Washington State Washington Electronic Business Solutions (WEBS) on-line system at <https://fortress.wa.gov/ga/webs/>. In order to receive notification of any Addenda regarding this solicitation, when registering in WEBS, the Bidders should select the following Commodity Codes: and 952-43 Family & Social Services; #209-13 Application Software, Minicomputer; #918-29 Computer Software Consulting

## 5. Contract

DSHS reserves the right to award more than **one contract** to provide the services described in this RFQQ. **Bidders may submit a response addressing the Child Welfare Caseworker Mobile App, Foster Parents Mobile App or BOTH Apps.**

The term of the Contract will be 3 **months** and will commence on or around April 15, 2016, or executed date of the Contract, whichever is later. Amendments extending the period of performance, if any, shall be at the sole discretion of DSHS. The term of the contract may be extended by amendment one time for up to one year per amendment.

Additional services that are appropriate to the scope of this RFQQ, as determined by DSHS, may be added to the resulting contract by a written amendment mutually agreed to and executed by both parties.

## 6. Ethics

Specific restrictions apply to contracting with current or former state employees pursuant to RCW [42.52](#). Bidders should familiarize themselves with the requirements prior to submitting a Proposal.

In addition, as described in Section C.1, *Administrative Requirements*, below, Bidders must include, in their Letter of Submittal, a list identifying any current or former state employees who are employed by, or subcontracted with, Bidder. The list must include the name of the employee or subcontractor, the individual's employment history with the State of Washington, and a statement of the individual's involvement with the response to, or their proposed role in providing the services under a contract resulting from this solicitation.

If the Bidder has no employees or subcontractors that are current or former employees of the state of Washington, then the Letter of Submittal should so state.

## 7. Insurance

The Apparently Successful Bidder must comply with the insurance requirements identified in the sample contract attached hereto as an exhibit.

## 8. Proprietary information/public disclosure

Materials submitted in response to this RFQQ shall become the property of DSHS and the proposals shall be deemed public records as defined by RCW [42.56](#).

The Bidder's Proposal must include a statement on the Letter of Submittal identifying the pages of its Proposal, if any, which contain information the Bidder considers proprietary. Each page claimed to be proprietary must be clearly marked by stating the word "Proprietary" on the lower right hand corner. Bidders must be reasonable in designating information as proprietary or confidential. **Bidders may not mark their entire Proposal proprietary. Doing so will not be honored and will disqualify your Proposal from further consideration.**



If DSHS receives a request to view or copy a Bidder's Proposal, DSHS will respond according to applicable law and DSHS's policy governing public disclosure. DSHS will not disclose any information marked "Proprietary" in a Proposal without giving the Bidder ten (10) days notice to seek relief in superior court per RCW 42.56.540.

**Do not include any DSHS client information in your proposal. Doing so will disqualify your proposal from further consideration.** If you wish to include examples of any forms or processes, use a blank form or ensure client information is redacted.

## **9. Communications**

All communications concerning this RFQQ must be directed only to the RFQQ Coordinator. Any communication directed to DSHS staff or consultants, other than the RFQQ Coordinator, may result in disqualification. Proposals should be based on the material contained in this RFQQ any related amendment(s), and any questions and answers directed through the RFQQ Coordinator.

## **10. Questions and Answers**

Bidders may e-mail or mail written questions to the RFQQ Coordinator. Questions will be accepted until the date set forth in the Procurement Schedule. Early submission of questions is encouraged. Questions and answers will be posted on the DSHS Procurement website. Bidders may only rely on written statements Issued by the RFQQ Coordinator. Any oral communications are unofficial and are not binding on DSHS.

## **11. Bidder Comments Invited**

Bidders are encouraged to review the mandatory requirements of this RFQQ carefully, and submit any comments and recommendations to the RFQQ Coordinator. Where mandatory requirements appear to prohibit or restrict participation by your organization or firm, an explanation of the issue with suggested alternative language should be submitted in writing to the RFQQ Coordinator by the deadline for Bidders Questions and Comments set forth in the *Procurement Schedule* (Section B.3).

## **12. Bidder Complaints Regarding Requirements**

Bidders may submit any complaints they have concerning the RFQQ requirements up to 5 business days prior to the bid response deadline. Bidders may submit specific complaints to the RFQQ Coordinator if the Bidder believes the RFQQ unduly constrains competition or contains inadequate or improper criteria. The complaint must be made in writing to the RFQQ Coordinator before the Bidder Complaints due date set forth in the *Procurement Schedule* (Section B.3) and must clearly articulate the basis for the complaint as well as include a proposed remedy. The solicitation process may continue.

These complaints will **not** be handled through the protest procedures outlined in Section B.21 *Protest*; however, the RFQQ Coordinator will forward a copy of the complaint to the DSHS Contracts Administrator. Should a Bidder complaint identify a change that would be in the best interest of the DSHS to make, DSHS may modify this RFQQ accordingly. The DSHS decision is final; no further administrative appeal is available.

### 13. RFQQ Amendments

DSHS reserves the right, at any time before execution of a contract, to amend all, or a portion, of this RFQQ. Amendments will be posted on the DSHS Procurements Web site and/or WEBS. If there is any conflict between amendments or between an amendment and this document, whichever document was issued last in time shall be controlling.

### 14. Retraction of this RFQQ

DSHS reserves the right to retract this RFQQ in whole, or in part, at any time without penalty.

### 15. Submission and Contents of Proposals

#### a. Submission of Qualifications

Proposals must be prepared and submitted in their entirety no later than the proposal submission date and time specified in the Procurement Schedule. The Proposal must be sent to the RFQQ Coordinator electronically as an attachment to an email using the email address specified in Section B.1, Procurement Contact Information.

The email subject line must identify the email as "Response to RFQQ # 1623-583.

The "receive date/time" shown on the DSHS email system will be used as the official time stamp but may not reflect the actual time received.

Bidders should allow sufficient time to ensure timely receipt by the RFQQ Coordinator. DSHS will disqualify any Proposal and withdraw it from consideration if it is received after the proposal submission due date and time.

DSHS assumes no responsibility for delays caused by Bidder's e-mail, network problems, or any other party.

Please contact the RFQQ Coordinator if you wish to arrange an alternative submission method. **No other submission methods will be accepted unless agreed to by the RFQQ Coordinator in writing prior to the Proposal deadline.**

All Proposals and any accompanying documentation and material become the property of DSHS and will not be returned.

#### **Acceptable Electronic Formats (Software) for Submission of Offers**

- (1) Files must be formatted in Portable Document Format (Adobe Acrobat PDF) or Microsoft Office XP and lower versions of Microsoft Word, Excel, or PowerPoint.
- (2) **Spreadsheet documents must** be submitted in Microsoft Excel and in a live, **unprotected** file that includes all formulas, macros, and computations that are relied on or used to calculate any rates or values presented therein.

- (3) When scanning documents to be submitted in PDF format, scanner resolution should be set to at least 200 dots per inch.
- (4) Other electronic format. If you wish to submit an offer using any format other than described here, e-mail the RFQQ Coordinator who issued the solicitation. Please submit your request at least ten (10) calendar days before the scheduled closing date of the solicitation. Request a decision as to the format acceptability and make sure you receive approval of the alternate format **before** using it to send your proposal.
- (5) Please note that we cannot accept compressed or “.zip” files due to security concerns.

**NOTE: DSHS cannot receive emails that are larger than 30MB. To keep file sizes to a minimum, Bidders are cautioned not to use unnecessary graphics in their proposal. If your Proposal approaches or exceeds 30MB, you must break it up and send it by more than one email so that no single email exceeds 30MB.**

b. Format of Proposal

- (1) The Bidder must use a font size of 12 or larger.
- (2) Proposals must address the sections of this RFQQ in the same order as presented here, with the same headings.
  - (a) Table of Contents
  - (b) Section 1: Administrative Requirements
  - (c) Section 2: Technical Proposal
  - (d) Section 3: Management/Experience and Qualifications Proposal
  - (e) Section 4: Cost Proposal

**16. Non-responsive Proposals**

All Proposals will be reviewed by the RFQQ Coordinator to determine compliance with administrative requirements and instructions specified in this RFQQ. DSHS may reject or withdraw a Proposal at any time as nonresponsive for any of the following reasons:

- a. Incomplete Proposal
- b. Submission of a proposal that proposes services that deviate from the technical requirements set forth in this document
- c. Failure to comply with any part of this RFQQ or any exhibit to this RFQQ Submission of incorrect, misleading, or false information

**17. Minor Irregularities**

DSHS may waive minor administrative irregularities related to any Proposal.

## **18. Joint Proposals**

If Bidders submitted a joint Proposal, with one or more other Bidders, the Bidders must designate the prime Bidder. The prime Bidder will be DSHS sole point of contact, will sign the contract and any amendments, and will bear sole responsibility for performance under the contract.

## **19. Exhibits**

Exhibits to this RFQQ are:

- Exhibit A - Bidder Certification and Assurances Form
- Exhibit B - Sample Contract
- Exhibit C – Contractor Intake Form

Bidders should download a complete copy of this RFQQ and all attached exhibits, as listed above. The procurement documents can be accessed at:

<http://www.dshs.wa.gov/CCS/> or WEBS at: <https://fortress.wa.gov/ga/webs/>.

Bidders who experience difficulty downloading the documents should contact the RFQQ Coordinator.

## **20. Withdrawal of Proposals**

After a Proposal has been submitted, a Bidder may withdraw its Proposal at any time up to the proposal submission date and time specified in the Procurement Schedule. A written request to withdraw the Proposal, signed by an authorized representative of the Bidder, must be submitted to the RFQQ Coordinator. After withdrawing a Proposal, the Bidder may submit another Proposal at any time up to the proposal submission date and time.

## **21. Notify Bidders**

DSHS will notify the ASB in writing of its selection on or about the date and time specified in the Procurement Schedule, via mail or e-mail. DSHS will also notify unsuccessful Bidders on or about the date and time specified in the Procurement Schedule.

## **22. Bidder Debriefing Conference**

Only Bidders who have submitted timely proposals, and who have not be disqualified or designated as non-responsive during the solicitation process, may request a debriefing conference by submitting a request in writing to the RFQQ Coordinator by email by the date and time specified in the Procurement Schedule.

Debriefing conferences will be held in accordance with the Procurement Schedule. A debriefing conference may, at DSHS's option, be conducted either in person or by telephone and is limited to a maximum of one hour in length.

Discussion at the debriefing conference will be limited to the following:

- Critique of Proposal based on evaluators' comments; and
- Review of final score in comparison with other Bidders' final scores without identifying the other Bidders.

*DSHS will not identify the other Bidders or allow review of their Proposals or evaluations during debriefing.*

## **23. Protest**

In order to Submit a Protest under this RFQQ, a Bidder must have submitted a Proposal for this v and must have requested and participated in a debriefing conference.

This protest process is the sole administrative remedy available within DSHS. The following is the process for filing a Protest:

a. Grounds for Protest. A Protest may be made based on these grounds only:

- (1) Mathematical errors were made by DSHS in computing the score;
- (2) DSHS failed to follow the procedures established in this RFQQ document, or to follow applicable State or federal laws or regulations; or
- (3) Bias, discrimination, or conflict of interest on the part of an evaluator.

b. Protest Form and Content

A Protest must state all of the facts and arguments upon which the Protest is based, and the grounds for the Protest. It must be in writing and signed by a person authorized to bind the Bidder to a contractual relationship. At a minimum, the Protest must include:

- (1) The name of the protesting Bidder, mailing address and phone number, and the name of the individual responsible for submission of the Protest;
- (2) The RFQQ number and title;
- (3) A detailed and complete statement of the specific action(s) by DSHS under protest;
- (4) The grounds for the Protest;
- (5) Description of the relief or corrective action requested.

Bidders may attach to their Protest any documentation they have to offer in support.

c. Submitting a Protest

Protests must be in writing and must be signed. Bidders must mail or hand-deliver their Protest to the RFQQ Coordinator. Protests may not be submitted by fax or email. DSHS must receive the written Protest within five (5) business days after the debriefing conference.

d. Protest Process

The RFQQ Coordinator will forward the Protest to the DSHS designated Protest Coordinator with copies of the following:

- (1) this RFQQ and any amendments,
- (2) the protesting Bidder's Proposal,
- (3) the evaluators' scoring sheets, and
- (4) any other documents showing evaluation and scoring of the Proposal in question.

DSHS will follow these procedures in reviewing a Protest:

- (1) DSHS will conduct an objective review of the Protest, based on the contents of the written Protest and the above materials provided by the RFQQ Coordinator.
- (2) DSHS will send the Protestor a written decision within five (5) business days after DSHS receives the Protest, unless more time is required to review the Protest and make a determination. The protesting Bidder will be notified by the RFQQ Coordinator if additional time is necessary.

DSHS will make a final determination of the Protest and will either:

- (1) Find that the Protest lacks merit and uphold DSHS's actions;
- (2) Find that any errors in the RFQQ process or in DSHS's conduct did not influence the outcome of the RFQQ ,and uphold DSHS's actions; or
- (3) Find merit in the Protest and provide options for corrective action by DSHS which may include:
  - (a) That DSHS correct any errors and re-evaluate all Proposals affected by its determination of the Protest;
  - (b) That DSHS reissue the RF RFQQ document; or
  - (c) That DSHS make other findings and take such other action as may be appropriate.

**24. Execution of the Contract**

The Apparently Successful Bidder is expected to sign a contract with DSHS and any subsequent amendments that may be required to address specific work or services as

needed. A sample contract is attached as Exhibit B.

DSHS reserves the right to negotiate the specific wording of the Statement of Work, based on the requirements of this RFQQ and the terms of the winning Proposal.

If the Apparently Successful Bidder fails or refuses to sign the contract or any subsequent amendment within ten (10) business days of delivery, DSHS may elect to cancel the award and may award the contract to the next-highest ranked finalist.

Any subcontracts necessary to perform the contract shall be subject to the prior written approval of DSHS.

## SECTION C. PROPOSAL CONTENTS

The Bidder must answer all questions and must include all items requested in the order requested for the Proposal to be considered responsive. The Bidder must address every section of the RFQQ, even though certain items may not be scored.

### 1. **Administrative Requirements (Section 1 of Proposal).**

The Bidder must respond to each item in the same order in which they appear.

#### a. Letter of Submittal.

Bidders must include a signed Letter of Submittal on Bidder's official business letterhead stationery as the First Page of Section 1. Signing the Letter of Submittal indicates that the Bidder accepts the terms and conditions of RFQQ 1623-583.

The Bidder's Letter of Submittal must include the following:

- (1) Name, address, principal place of business, telephone number, fax number, and e-mail address of legal entity or individual with whom contract would be written;
- (2) The name and signature of the contact person for this RFQQ. The person who submits the emailed Proposal must be authorized to contractually bind the Bidder's firm.
- (3) Federal Tax Identifier Number.
- (4) WA State Uniform Business Identifier (UBI), if available.
- (5) A detailed list of all materials and enclosures included in the Proposal;
- (6) If applicable, a list of all RFQQ amendments downloaded by the Bidder from WEBS and/or the DSHS Procurement websites, listed in order by amendment number and date. If there are no RFQQ amendments, the Bidder must include a statement to that effect.
- (7) **Bidders must indicate whether they are submitting for the Child Welfare Caseworker Mobile App, Foster Parents Mobile App or BOTH Apps.**
- (8) A statement substantiating that the person who signs the letter is authorized to contractually bind the Bidder's firm;
- (9) Identification of the page numbers on the Bidder's Proposal that are marked "Proprietary or Confidential" Information;
- (10) A list identifying any current or former state employees who are employed by, or subcontracted with, Bidder. The list must include the name of the employee or subcontractor, the individual's employment history with the State of Washington, and a statement of the individual's involvement with the response to, or their proposed role in providing services under a contract resulting from this



solicitation. If the Bidder has no employees or subcontractors that are current or former employees of the State of Washington, then the Letter of Submittal must so state; and

(11) Any statements describing variations between the Bidder's Proposal and the requirements of this RFQQ.

(12) Prior Contract Performance.

Bidders must submit full details of all Terminations for Default that have been experienced by the Bidder in the past five (5) years, including the other party's name, address, and telephone number.

"Termination for Default" is defined as notice to Bidder to stop performance due to the Bidder's non-performance or poor performance and the issue was either: (a) not litigated; or (b) litigated and such litigation determined the Bidder to be in default.

Bidders must describe the deficiencies in performance, and describe whether and how the deficiencies were remedied. Bidders must present any other information pertinent to its position on the matter. Bidders must present any such information in its completion of the Bidder's Letter of Submittal.

DSHS will evaluate the information and may, at its sole discretion, reject the Bidder's proposal if the information indicates that completion of a Contract or Work Order resulting from this RFQQ may be jeopardized by selection of the Bidder. If the Bidder has experienced no such Terminations for Default in the past five years, the Bidder must so declare in the Bidder's Letter of Submittal.

(13)

b. Bidder Certification and Assurances Form.

Bidders must submit a completed Bidder Certification and Assurances Form, Exhibit A. Please sign and include any attachments that are necessary.

c. Exceptions and/or Proposed Revisions Section.

Bidders are required to include any and all exceptions and/or revisions to the sample contract language as part of their response. DSHS will not consider changes to contract language or negotiate any new language that is submitted after the Bidder's response.

d. Assumptions.

The bidder must provide a comprehensive listing of any and all assumptions that were made in preparing the Proposal. If any assumption is unacceptable to the State, it may be cause for rejection of the Proposal.

e. Reference Section.

The Bidder must provide a list of at least three (3) references of entities for which the Bidder has performed similar services. The references should include the names, telephone numbers, dates of services, and a brief description of the similar services the Bidder provided them in the past. References will only be contacted for finalist(s).

## 2. Technical Proposal (Section 2 of Proposal)

General Requirements: In this section of the Proposal, the Bidder is to provide a description of the Proposal which is consistent with the goals and objectives of the project and demonstrates the Bidder's understanding of the skills and resources required to successfully accomplish the objectives of the project and assure timely completion of deliverables.

Numbering of Responses. Please number each response so that it corresponds to the question number. The response must begin with a restatement of the question followed by the Bidder's response to the question. A reference to another section will not suffice, each answer must stand alone.

Attachments. Attachments must be labeled and tabbed and the question number to which it responds must be indicated.

Points Awarded for Responses. The number in parentheses after each question or requirement represents the maximum number of points that may be awarded for the Bidder's response to that question or requirement.

**The total number of available points is 100.**

- a. Describe what mobile applications you have developed for a social service case management (either in whole, or in part)? What were the key functional features provided in your mobile applications? How long did it take to develop and implement them? **(30 points possible)**
- b. Describe how many mobile applications your company has built in the last five years? **(10 points possible)**
- c. Describe how many APIs your company has built in the last five years? **(10 points possible)**
- d. Describe your experience with providing mobile solutions to social service governmental entities? **(10 points possible)**
- e. Describe how your mobile applications have helped the customer to achieve their goals? **(10 points possible)**
- f. Explain how your mobile solutions improved customer productivity, efficiency and worker safety? **(10 points possible)**
- g. Describe what devices and operating systems your mobile applications are designed

for? **(10 points possible)**

- h. Describe the methods you have deployed to secure confidential and sensitive data?  
**(10 points possible)**

**3. Management, Experience and Qualifications Proposal (Section 3 of Proposal)**

General Requirements: In this section of the proposal, the Bidder is to discuss project organization and the knowledge, skills, abilities, and experience of the proposed team members. The contract resulting from this procurement will require that any change in key staff (as identified in Bidder's response to this procurement) will be subject to prior DSHS CA acceptance. The contract will also provide that the DSHS CA may request that Bidder remove selected staff on one (1) days' notice and provide replacement staff without impacting the schedule.

Numbering of Responses. Please number each response so that it corresponds to the question number. The response must begin with a restatement of the question followed by the Bidder's response to the question. A reference to another section will not suffice, each answer must stand alone.

Attachments. Attachments must be labeled and tabbed and the question number to which it responds must be indicated.

Points Awarded for Responses. The number in parentheses after each question or requirement represents the maximum number of points that may be awarded for the Bidder's response to that question or requirement.

**The total number of available points is 170**

- a. **Provide** how long your company has been in business? **(10 points possible)**
- b. **Describe** your experience with mobile applications and APIs development. Provide a detailed listing of the Key Personnel or team you propose for this engagement, including the titles of staff, team roles (if applicable), and a current resume of each person proposed. Resumes must detail experience with developing mobile applications and APIs in an agile environment. **(30 point possible)**
- c. **Demonstrate** that your proposed staff has more than 2 years' experience developing mobile app solutions for customers. **(10 points possible)**
- d. **Provide** detailed resumes for the subcontractor's management, supervisory and other key personnel that demonstrate knowledge, ability and experience relevant to that part of the work that the subcontractor is designated to perform **(30 point possible)**
- e. **Describe** your use of Agile Methodology in the development of mobile applications. **(10 points possible)**
- f. **Provide** how many years' experience with the Agile Methodology your company and the proposed staff have. **(10 points possible)**

- g. **Describe** your company's experience with Agile coaching sessions. If, yes please describe where, for who, and for what type of products. **(10 points possible)**
- h. **Describe** if your company has a local presence in the state of Washington? Have you done projects before in state of Washington? Have you performed projects for government agencies within the state of Washington? **(10 points possible)**
- i. **Describe** recent experience in mobile applications and APIs development. Provide the following as evidence: Bidders and their key team members must have conducted a minimum of three (3) successful mobile projects of similar-complexity to what is described in the scope of work. For this requirement, "conducted" means that the referenced projects have successfully completed implementation. Incomplete projects will not satisfy this requirement. The bidder and their key team members must demonstrate that they were primarily responsible for the success of the project, through the development and implementation phases.

Present an in-depth discussion and graphic presentation of your specific experience in the successful completion of mobile application development projects that are similar to the criteria described in this RFQQ. Clearly describe the scope and scale of those projects. Describe why your experience positions your firm as the best candidate for this project.

Include in this section any other experience you may consider relevant. While those responding to this RFQQ are required to have completed a minimum of three (3) projects to be qualified to respond, they may describe as many projects as they deem appropriate to adequately convey their experience and qualifications. **(50 point possible)**

#### **4. Cost Proposal (Section 4 of Proposal) (Pass/Fail – Not Scored)**

General Requirements: In this section of the proposal, the Bidder is to identify all costs including expenses to be charged for performing the tasks necessary to accomplish the objectives of the contract for each phase. The cost proposal must be based on the deliverables and scope of work. It must reflect all costs associated with meeting the requirements and services listed in the RFP and being offered by the Bidder as part of the Bidder's response. Evaluation of the cost proposal will be based upon the total fee for the project in accordance with the scoring section. Prices quoted shall remain fixed for the duration of the contract executed as a result of this RFP Bidders are required to collect and pay Washington State sales tax, if applicable.

Numbering of Responses. Please number each response so that it corresponds to the question number. The response must begin with a restatement of the question followed by the Bidder's response to the question. A reference to another section will not suffice, each answer must stand alone.

Attachments. Attachments must be labeled and tabbed and the question number to which it responds must be indicated.

Points Awarded for Responses. The number in parentheses after each question or

requirement represents the maximum number of points that may be awarded for the Bidder's response to that question or requirement.

**The Cost Proposal is evaluated as a Pass/Fail.**

Provide a detailed budget for providing this service, outlining the proposed cost and a short narrative description of how the money would be spent. The cost proposal must be inclusive of the bidder's costs for each state fiscal year with the term of the contract. The cost proposal must be submitted either as a PDF document or on one page of an Excel spreadsheet.

## SECTION D. EVALUATION

### 1. Evaluation Procedure

DSHS shall designate an evaluation team to review, evaluate, and score Bidder Proposals. DSHS, at its sole discretion, will select finalists for an oral presentation, if oral presentations are held. Evaluators will evaluate and score the oral presentations of Bidders selected as finalists.

### 2. Proposal Evaluation

DSHS will initially screen each Proposal to determine if the Bidder has complied with the stated Administrative Requirements and Submittal Instructions. If a Proposal does not meet all Administrative Requirements for this RFQQ, DSHS may consider the Proposal non-responsive and may withdraw it from consideration at any time. If a Proposal meets all Administrative Requirements, evaluators will score and award points up to the maximum points available for each question.

### 3. Scoring of Proposals

The maximum number of evaluation points available is **270**. The Administrative Requirements are evaluated on a pass/fail basis. The following weighting and points will be assigned to the Proposal for evaluation purposes:

#### **WRITTEN PROPOSAL**

Technical Proposal – 40%	100 Points
--------------------------	------------

Experience and Qualifications- 60%	170 Points
------------------------------------	------------

<b>TOTAL</b>	<b>270 Points</b>
--------------	-------------------

---

Cost Proposal (Pass/Fail)

References (Pass/Fail)

## Scoring method for **Technical Proposal Section 2**

- (1) If a score is 30 points per question then 30 points = excellent, 20 points = good, 15 points = fair, 10 points or less = partial answer to the question. 0 points = didn't answer the question.
- (2) If a score is 10 points per question then 10 points = excellent, 7 points = good, 5 points = fair, 2 points or less = partial answer to the question. 0 points = didn't answer the question.

## Scoring method for **Management, Experience and Qualifications Proposal Section 3**

- (1) If a score is 50 points per question then 50 points = excellent, 35 points = good, 20 points = fair, 10 points or less = partial answer to the question. 0 points = didn't answer the question.
- (2) If a score is 30 points per question then 30 points = excellent, 20 points = good, 15 points = fair, 10 points or less = partial answer to the question. 0 points = didn't answer the question.
- (3) If a score is 10 points per question then 10 points = excellent, 5 points = good, 3 points = fair, 2 points or less = partial answer to the question. 0 points = didn't answer the question.

## **4. Oral Presentation**

DSHS may, after evaluating the written proposals, elect to schedule oral presentations.

If conducting oral presentations, DSHS will select evaluators based on their qualifications, experience, and background relevant to this RFQQ. These evaluators may include evaluators who reviewed the written proposals or DSHS staff who will work with the successful bidder.

## **5. Final Determination of Apparently Successful Bidder(s)**

DSHS program staff and/or management may conduct a final review of the evaluation and scoring of finalist(s).

In this final review, DSHS may consider past or current performance of any DSHS contracts by a finalist(s), and any experience of the program or DSHS in working with a finalist(s) under any past or current contract with DSHS.

DSHS management shall make the final determination as to which Bidder(s), initially designated as finalist(s), shall be officially selected and notified as the Apparently Successful Bidder(s).

Program staff and DSHS management shall determine which Proposals reviewed during this final selection process will best meet the needs of DSHS and, specifically, the needs of the ***Children's Administration***.

Any Bidder who would be an Apparently Successful Bidder based on the scores awarded by the evaluators, and who is not selected, shall be provided, upon request, the reasons why DSHS selected a Bidder with a lower final score.



# Exhibit A

## Bidder Certification and Assurances DSHS RFQQ # 1623-583:

***Bidders must print, sign and return both pages of Exhibit A with their Proposal.***

Under the penalties of perjury of the State of Washington, we make the following certifications and assurances as a required element of our Proposal for **RFQQ #1623-583**. We affirm the truthfulness of these facts and acknowledge our current and continued compliance with these certifications and assurances as part of our Proposal and any resulting contract award with DSHS.

1. We declare that all answers and statements made in the Proposal are true and correct.
2. We certify that the prices and/or cost data contained in our Proposal: (a) have been determined independently, without consultation, communication or agreement with others for the purpose of restricting competition, and (b) have not been and will not be knowingly disclosed by the offer or, directly or indirectly, to any other offer or competitor before contract award, except to the extent that we have joined with other individuals or organizations for the purpose of preparing and submitting a joint Proposal or unless otherwise required by law.
3. Our Proposal is a firm offer for a period of 180 days following receipt, and it may be accepted by DSHS without further negotiation (except where obviously required by lack of certainty in key terms) at any time within the 180-day period. In the case of a protest, the Bidder's Proposal will remain valid for 210 days or until the protest is resolved, whichever is later.
4. We have not been assisted by any current or former DSHS employee whose duties relate (or did relate) to this procurement and who assisted in other than his or her official, public capacity.

If there are any exceptions to these assurances or we have been assisted, we will identify on a separate page attached to this document each individual by: (a) name, (b) current address and telephone number, (c) current or former position with DSHS, (d) dates of employment with DSHS, and (e) detailed description of the assistance provided by that individual.

5. We acknowledge that DSHS will not reimburse us for any costs incurred in the preparation of our Proposal and/or to participate in the Oral Presentation/Evaluations. All Proposals become the property of DSHS and we claim no proprietary right to the ideas, writings, items or samples.
6. We acknowledge that any resulting contract award will incorporate Special Terms and Conditions, Statement of Work, and General Terms and Conditions substantially similar to the sample contract attached to the procurement document.

We will comply with these or substantially similar Special Terms and Conditions, Statement of Work, and General Terms and Conditions if awarded a contract, and will negotiate in good faith any changes or modifications.

7. We acknowledge that if awarded a contract with DSHS, we are required to comply with all applicable state and federal civil rights and other laws. Failure to comply may result in contract termination. We agree to submit additional information about our nondiscrimination policies, at any time, if requested by DSHS.
8. We certify that we have a current Washington Business License, and agree to promptly provide a copy of the license if we are awarded a contract.
9. We made no attempt, nor will make any attempt, to induce any other person or firm to submit, or not submit, a Proposal for the purpose of restricting competition.
10. We acknowledge and authorize DSHS to conduct a financial assessment and/or background check of our organization if DSHS considers such action necessary or advisable.
11. We acknowledge our obligation to notify DSHS of any changes in the certifications and assurances above.

---

Signature

---

Title

---

Organization Name

---

Date

***Again, Bidders must print, sign and return both pages of Exhibit A with their Proposal***

## **Exhibit B**

### **Sample Contract**

Bidders are required to review Exhibit B: Sample Contract in order to understand DSHS' expectations for these services as well as the Terms and Conditions they are to follow. To access the Sample Contract go to WEBS or the DSHS Procurement websites (links are listed on the cover page of the RFQQ)

## **Exhibit C**

### **Contractor Intake Form**

*Bidders must complete the Contractor Intake Form and submit it with their Proposal. To access the Contractor Intake Form, go to this link:*  
<http://www.dshs.wa.gov/sites/default/files/FSA/forms/word/27-043.doc>