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| **ATTACHMENT D: BIDDER RESPONSE FORM**  This form is broken into five sections: Section 1. Administrative Response; Section 2. Management Response; Section 3. Technical Response; Section 4. Quotation/Cost Proposal; and Section 5. EO 18-03 Response. 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 – Pass/ Fail)**  Bidder’s response to the questions in this Section 1, combined with the information provided in Bidder’s Submittal Letter and Certifications and Assurances, comprise Bidder’s Administrative Response to this Solicitation. While the Administrative Response is not given a number score, information provided as part of Bidder’s Administrative Response may cause the Bid to be disqualified and may be considered in evaluating Bidder’s qualifications and experience. | **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 sign the attached release of information and list the names and contact information for three professional references that have received services from the Bidder similar to those listed in this project. You agree these individuals may freely provide information to DSHS regarding the reference’s experience and impressions of Bidder. Include if the reference was required to sign a lessons learned or similar non-disclosure agreement where the purchaser is enjoined from disclosing the quality, timeliness or cost of the services. In providing these names, Bidder represents that it shall hold both DSHS and the organizations and individuals providing a reference harmless from and against any and all liability for seeking and providing such reference. | NOT SCORED |
|  | ANSWER: |  |
| c | Please indicate whether your Response contains any variations from the requirements of the Solicitation Document. If the answer is yes, list each variation with specificity and include the pertinent page numbers containing the variation. | NOT SCORED |
|  | ANSWER: |  |
| d | Please indicate whether you are requesting that DSHS consider any exceptions and/or revisions to the sample contract language found in Attachment A. If so, state the page of Attachment A on which text you request to change is found, and state the specific changes you are requesting. DSHS shall be under no obligation to agree to any requested changes, and will not consider changes to contract language or negotiate any new language that are not identified in response to this question. | NOT SCORED |
|  | ANSWER: |  |
| e | If Bidder considers any information that is submitted as part of its Response to be proprietary, please identify the numbered pages of Bidder’s Response containing such information and place the word “Proprietary” in the lower right hand corner of each of these identified pages. | NOT SCORED |
|  | ANSWER: |  |
| f | Please indicate whether you have had a contract terminated for cause or default within the past five (5) years. If so, please provide the terminating party’s name, address and telephone number and provide a summary describing the alleged deficiencies in Bidder’s performance, whether and how these alleged deficiencies were remedied and any other information pertinent to Bidder’s position on the matter. “Termination for Cause” refers to any notice to Bidder to stop performance due to Bidder’s asserted nonperformance or poor performance and the issue was either (a) not litigated; (b) litigated with a resulting determination in favor of the other party; or (c) is the subject of pending litigation | NOT SCORED |
|  | ANSWER: |  |
| g | Please identify any prior contracts Bidder has entered into with the State of Washington within the past ten (10) years and identify the dates and nature of the contract and primary agency contact for each. | NOT SCORED |
|  | ANSWER: |  |
| h | Please indicate whether Bidder has been the subject of a lawsuit or administrative proceeding alleging a failure to comply with laws relating to the types of services Bidder proposes to provide pursuant to this Competitive Solicitation. If the answer is yes, please list the nature of the allegations, docket number, disposition and date (if applicable) and Bidder’s explanation of how it has changed its practices or operations relative to any alleged deficiencies since that proceeding was filed. | NOT SCORED |
|  | ANSWER: |  |
| i | Please describe your proposed plans for the use of Subcontractors in performing this contract, listing each Subcontractor, its proposed role and the estimated percentage of the Contract that will be performed by each Subcontractor. Please indicate whether each subcontractor self-identifies or is certified as a small business, a minority-owned business, a woman-owned business, a disadvantaged business enterprise, or a veteran-owned business. If the answer is yes, please identify the type of organization(s) and provide details of any certifications. Note that all Subcontractors must be approved by DSHS. | NOT SCORED |
|  | ANSWER: |  |
| J | Please describe any programs, policies or activities of your organization that support human health and environmental sustainability in your business practices. If a program, policy or activity is specifically applicable to this Contract, please so indicate. | NOT SCORED |
|  | ANSWER: |  |

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| **2** | **BIDDER QUALIFICATIONS AND EXPERIENCE (MANAGEMENT RESPONSE) – Total Possible Points 200-** | MAXIMUM TOTAL POINTS |
|  | **MANDATORY EXPERIENCE AND QUALIFICATIONS** |  |
| A | Please provide at least two (2) letters of reference stemming from successful similar projects where the project was completed on-time and within budget. One (1) of the letters of reference must have been done for a government agency with a scope similar to this project. Please include within or attached to the letter:   * The name of company or agency you provided this service for, * A contact person with a telephone number for each company, * Whether the reference is subject to a non-disclosure agreement. | 50 |
|  | ANSWER: |  |
| B | Please provide the names of the top five (5) key team members you will assign to this Contract, if you are the Successful Bidder, and provide their proposed roles and copies of resumes or a summary of their last five (5) years of relevant experience.  At least one (1) key team member working on the project will need three (3) years’ experience with the Adobe Experience Manager and have participated in at least one (1) successful migration involving Adobe Experience Manager within the last five (5) years.  Please ensure that your answer to this question includes all information that you wish DSHS to consider in determining whether assigned key team members meet the minimum staff qualifications set forth in the Solicitation Document. Bidder should note that if awarded a contract, DSHS expects to retain key personnel on the project for the life of the potential contract. | 25 |
|  | ANSWER: |  |
| C | Please verify you have staff willing and able to “train the trainer” in Adobe Experience Manager Forms development. | 25 |
|  | ANSWER: |  |
| D | Verify what partner level you have achieved with Adobe and your specialization in Adobe Experience Manager. Bidder must have achieved Adobe Silver partner level or higher. Bidders who have not achieved Adobe Silver partner level or higher may be disqualified as non-responsive. | 80 |
|  | ANSWER: |  |
| E | Verify that at least one key team member from question 2 B have a certification from Adobe as an Adobe Experience Manager Forms Developer. Provide the name(s) of those person(s) and attach or insert proof of their Adobe certification. | 20 |
|  | ANSWER: |  |
|  | **DESIRED EXPERIENCE AND QUALIFICATIONS – Maximum Point 455 -** |  |
| F | Please describe the experiences, skills and qualifications your organization possesses that are relevant to an evaluation of your ability to perform the Contract that is the subject of this Solicitation. Please ensure that your answer to this question includes all information that you wish DSHS to consider in determining whether you meet the minimum Bidder qualifications set forth in the Solicitation Document. Please include any relevant experience that distinguishes your organization or makes it uniquely qualified for the Contract.   * Bidder may note any lessons learned even though the examples are based on successful projects. * Identify vendor staff who were key to the projects successful completion. | 50 |
|  | ANSWER: |  |
| G | 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: |  |
| H | 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. | 20 |
|  | ANSWER: |  |
| I | Describe your experience and ability to provide training to Agency developers on the items identified in section 3.f. Identify topics you are not able to provide training for. | 40 |
|  | ANSWER: |  |
| J | Describe your knowledge and experience replacing Adobe Form Designer and Adobe Output Designer with AEM, ensuring the same or improved functionality for designing and developing forms. | 30 |
|  | ANSWER: |  |
| K | Describe your knowledge and experience developing online forms, such as an online application form for DCS services, behind a portal used by customers to access the application, the storage and transmittal of application data, and integrating into a system similar to SEMS. | 30 |
|  | ANSWER: |  |
| L | Describe your knowledge of and experience with developing and documenting architecture within the AEM environment, with a focus on forms (logical) and deployment architecture. | 30 |
|  | ANSWER: |  |
| M | Describe your knowledge of and experience with AEM Building Blocks, including the form data model, document fragments, experience fragments, and multi-channel templates. | 30 |
|  | ANSWER: |  |
| N | Describe your knowledge of and experience with developing forms schemas within the AEM environment. | 20 |
|  | ANSWER: |  |
| O | Describe your knowledge and experience configuring a data source and data model for a RESTful service. | 10 |
|  | ANSWER: |  |
| P | Describe your knowledge and experience creating Interactive Communication Document for Print and Web channels and creating an auto-synchronized Interactive Communication for both channels. | 15 |
|  | ANSWER: |  |
| Q | Describe your knowledge and experience creating forms in AEM UI and converting forms to adaptive forms design, layout, business rules, and JS coding. | 20 |
|  | ANSWER: |  |
| R | Describe your knowledge and experience creating form XDP template design and layout. | 20 |
|  | ANSWER: |  |
| S | Describe your knowledge and experience building workflows within AEM, including the following required workflows:   1. Update mainframe workflow using REST web service. 2. Certified Mail Record workflow. 3. Archiving workflow (conversion to PDF/A and store Azure/Cosmos). 4. Add Intelligent Mail Barcode (IMB) workflow. 5. Output Multiple Recipients (print, email, electronic file) workflow. 6. The search and retrieval of forms history workflow. 7. Creating multiple workflows for response of forms based on form content (packet number)   Reporting forms statistics and volumes. | 30 |
|  | ANSWER: |  |
| T | Describe your knowledge and experience setting up batch process, bundling business rules, and setting up multiple watch folders/queues to handle multiple offices and to handle overnight/batch processes. | 20 |
|  | ANSWER: |  |
| U | Describe your knowledge and experience generating an IC or Adaptive form front-end for the search and retrieval of form archives, allowing user to access, download, and view PDF/A files from Azure/Cosmos. | 30 |
|  | ANSWER: |  |
| V | Describe your knowledge and experience building a front-end used to generate AEM IC or Adaptive forms. | 20 |
|  | ANSWER: |  |
| W | Describe your knowledge and experience adding and working with barcodes (Interleaved 2 of 5, Code 128, QR code, POSTNET), foreign language pages, and page numbering (renumbering). | 20 |
|  | ANSWER: |  |

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| **3** | **BIDDER’s SOLUTION AND PROPOSED APPROACH (TECHNICAL RESPONSE) – Total Possible Points 245-** | MAXIMUM TOTAL POINTS |
| A | Bidder must submit a project plan that closely details the scope described, identify any potential overlooked areas or concerns in the implementation of this project, and includes an estimated project timeline. Attach the project plan to the Bidder Response Form. | 80 |
|  | ANSWER: |  |
| B | Describe what assistance you will provide to Agency staff in developing business and functional requirements needed for the implementation of the AEM software as identified in scope, deliverables, and Business Analyst Services (3.e.(2))of the RFP document. | 35 |
|  | ANSWER: |  |
| C | Describe how you develop the overall design for the implementation/configuration of AEM and what you include in the design. | 30 |
|  | ANSWER: |  |
| D | How will you integrate AEM with the Federal Office of Child Support Enforcement (OCSE), and, within the normal form-processing workflow, identify the forms that need to be delivered to employers via the eIWO process with OCSE; and extract the eIWO forms/records to build a character-delimited extract file that is used to build the outgoing file for OCSE? | 10 |
|  | ANSWER: |  |
| E | Describe the process of setting up Adobe Sign using IC or Adaptive forms and configuring Adobe Sign with customer specific brand and graphics. | 15 |
|  | ANSWER: |  |
| F | Describe how you will assist Agency staff in developing and testing workflows, templates, UIs, integrations and other implementation activities. | 15 |
|  | ANSWER: |  |
| G | Vendor must provide training to Agency staff located in Olympia. Describe the training that you have available and provide a curriculum for a Business User on AEM Sites Author and Web Experience and Business Users and developers on AEM Forms Designer & HTML Forms with Designer. | 50 |
|  | ANSWER: |  |
| H | Vendor staff will need to be onsite no less than during the initial setup installation/configuration of the product. Please describe your plan/timeline for onsite and remote staffing.  Note:   * Vendor must provide the equipment and materials necessary for vendor staff if working remotely once onsite work is completed. * Vendor may propose a solution that allows for staff to remain on site throughout the remainder of the project; DCS shall have final approval on this option. * Vendor must note all travel costs separately on the bidder response. All Travel Costs must follow rules SAM or OFM Guidelines for travel <https://ofm.wa.gov/accounting/administrative-accounting-resources/travel> | 10 |
|  | ANSWER: |  |

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| **4** | **BIDDER’S PROPOSED PRICING (QUOTATION OR COST RESPONSE) – Total Possible Points 250-** | MAXIMUM TOTAL POINTS |
| A | All bids must be in USD. Bidder should also propose a schedule of payments corresponding to its charges for successfully performing the tasks necessary to accomplish identified milestones listed below and corresponding to project objectives and performance measures within each phase. Bidders are required to collect and pay Washington State sales tax, if applicable.  Bids will be scored based upon the total cost of the implementation.   |  |  | | --- | --- | |  |  | | **Milestones** | Cost | | Design completed and approved |  | | Portal with completed online application form that is integrated into SEMS |  | | Training/documentation – 200 virtual training hours included.   * Agency staff can create a form end to end that users can use electronically and agency can get an electronic response * Documentation provided to support creating a form end to end that users can use electronically and agency can get an electronic response |  | | All current forms (approximately 300) converted from JetForms to AEM format |  | | Project complete. Agency has signed off on all deliverables and project closeout. |  | | Total Cost: |  | | 250 |
|  | ANSWER:   |  |  | | --- | --- | | **Milestones** | Cost | | Design completed and approved |  | | Portal with completed online application form that is integrated into SEMS |  | | Training/documentation – 200 virtual training hours included.   * Agency staff can create a form end to end that users can use electronically and agency can get an electronic response * Documentation provided to support creating a form end to end that users can use electronically and agency can get an electronic response |  | | All current forms (approximately 300) converted from JetForms to AEM format |  | | Project complete. Agency has signed off on all deliverables and project closeout. |  | | Total Cost: | $ | |  |
| B | Please fully describe any assumptions Bidder has made that affect its proposed total charges, if those assumptions are not explicitly addressed in Attachment A, Sample Contract. | Not Scored |
|  | ANSWER: |  |
| C | Please provide your hourly rate for additional training hours past the 200 included in your bid should DCS need to purchase additional training hours. | Not Scored |
|  | ANSWER: |  |

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| **5** | **BIDDER EO 18-03 CERTIFICATION – Total Points (**for answer NO**)** | 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. | **50** |
|  | ANSWER: |  |