



Transforming lives

REQUEST FOR QUALIFICATIONS AND QUOTATION RFQQ#1524-552

- Project Title:** *Enterprise Service Network Architecture Project*
- Estimated Contract Period:** October 1, 2015 through, June 30, 2016. Amendments extending the period of performance, if any, shall be at the sole discretion of DSHS.
- Proposal Due Date:** All Proposals must arrive **by 2:00pm Pacific Standard time on, July 30, 2015.**
- Submit Proposal To:** **Proposals delivered Electronically:**
Andrea Goff, RFQQ Coordinator
goffas@dshs.wa.gov
- WEBS:** *WEBS Website:*
<https://fortress.wa.gov/ga/webs/>, under *WEBS*
Codes: #918-71 IT Consulting; #838-33
Communications: Networking, Linking, Fiber
Modems, Power over Ethernet, Wireless;
#918-90 Strategic Technology Planning and
Consulting Services and #952-43 Human
Services.
- Procurement Website:** *DSHS Procurement Website:*
<http://www.dshs.wa.gov/CCS/>

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SECTION A. SUMMARY OF PROJECT

1. Purpose of Request for Qualifications and Quotation

The purpose of this Request for Qualifications and Quotation (RFQQ) is to acquire the services of a network architect/consultant to mentor and provide technical leadership to the Enterprise Technology Services (ETS) technical staff. This position will provide technical requirements, design, and support for several highly visible DSHS network related project and assignments.

2. Project Scope

The vendor shall furnish the necessary personnel and/or service(s) and otherwise do all things necessary for or incidental to the performance of the work described in this section. The project scope of work and knowledge transfer will assist in defining strategic plans for implementing network solution architectural vision and design. Key areas include technical design & engineering, planning, building, and supporting the DSHS network as part of the overall State network managed by Consolidated Technical Services (CTS). The vendor selected will be expected to:

- a. Provide technical vision, leadership, and mentoring to ETS technical staff for the design and support of the Multiprotocol Label Switching (MPLS) network, State Metropolitan Optical Network (SMON), Intergovernmental Network (IGN), State Governmental Network (SGN), Internet connectivity, Public Governmental Network (PGN), and special outside vendor network connectivity.
- b. Possess an expert working knowledge of the existing State network and DSHS network. This knowledge is required to ensure a successful agency network with minimum disruptions and downtime. Ensures network optimization and load balancing requirements are addressed and met for DSHS. Addresses new technology opportunities identified by the State Office of the Chief Information Officer (OCIO).
- c. Lead network technical roadmap (Enterprise Agency Wide), working with DSHS customers and CTS to build long term strategic designs and plans for the DSHS network including current business data network traffic, voice (VoIP) and video traffic sharing the same converged network circuits.
- d. Complete the follow up work from the SDC migration working with CTS, DES, and DSHS staff to build an equipment room in the Human Services Building (OB2).
- e. Design network traffic policies (Enterprise Agency Wide) Including QoS, traffic shaping, multicasting, and other network policies to ensure delivery of real time traffic and business data traffic meeting DSHS requirements while matching CTS statewide standards and policies.
- f. Redesign the DSHS portion of the IGN. Technical staff will represent DSHS

in Statewide meetings with CTS, counties, and cities to determine the best cost model for the IGN network.

- g. Redesign the DSHS network to implement network segmentation to improve the security posture for DSHS while ensuring performance and network communications are properly designed.
- h. Design and implement the necessary network and network related security requirements to implement Electronic Medical Records project.
- i. Review DSHS Technical Enterprise Procurements for network impacts and required changes. Ensure proper planning and cost estimates are included in technical projects having impacts on the DSHS WAN. Mentor staff in the State and agency procurement processes.
- j. Provide technical direction for performance requirements while including cost models that are in line with DSHS budgets. Negotiate with CTS to ensure adequate costs, responsiveness, and technical performance measures are included in the DSHS WAN SLA with CTS.
- k. Maintain network related maintenance and operation plans, governance plans, and proposed changes to operational procedures. Review and recommends these documents to Information System Services Division ETS management for approval.
- l. Mentor, train and provide visionary guidance to network technical staff as well as completed staff work. Additional projects and assignments may be added to workload such as Citrix upgrades, PST Ingestion, Disaster Recovery designs, and Citrix multi-factor security. Status reports and briefings must be provided.
- m. Develop fiscal spending plans to address network end of life equipment, maintenance and support contract changes and issues, and new or changing business requirements. Negotiate these proposed spending plans with DSHS administrations and present proposed spending plans to management for fiscal planning and approval.

3. Minimum Qualifications

All Bidders shall have the following minimum qualifications in order to bid on this RFQQ:

- Minimum of 10 years working knowledge performing design and engineering functionality in both State Government and DSHS enterprise technologies.

Bidders who do not meet these minimum qualifications shall be deemed non-responsive and will not receive further consideration.

4. 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>.

5. **Minority & Women's Business Enterprises (MWBE) 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 Minority- & Women-Owned Business Enterprises (MWBE), 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 MWBE 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 MWBE 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-MWBE firms or non-veteran-owned businesses.

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

- a. Apparent Successful Bidder - 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 "Apparent" Successful Bidder until a contract is finalized and executed.
- b. Agency – The Department of Social and Health Services is the agency of the State of Washington that is issuing this RFQQ.
- c. Bidder - An individual, organization, public or private agency, or other entity submitting a Proposal in response to this RFQQ.

- d. CTS – Consolidated Technology Services is Washington’s utility technology provider for state agencies, and tribal and local governments.
- e. Contractor – Individual or Company whose Proposal has been accepted by the Agency and is awarded a fully executed, written contract.
- f. IGN – The Inter-Governmental Network provides connectivity among state agencies, counties, and local government entities.
- g. Issue - To mail, post, or otherwise release this RFQQ as a public document to interested parties.
- h. Key Personnel - Staff being proposed to do the work under this Proposal.
- i. MPLS - Multiprotocol Label Switching is a mechanism in high-performance telecommunications networks that directs data from one node to the next based on short path labels.
- j. PGN – Public Government Network provides secure and unsecured Internet Access.
- k. Proposal - All material prepared and assembled by a Bidder, and which the Bidder submits in response to this RFQQ.
- l. Protest - An objection by the Bidder, in writing, protesting the results of this RFQQ, and which complies with all requirements of this RFQQ.
- m. RCW - Revised Code of Washington. (All references to RCW chapters or sections shall include any successor, amended, or replacement statute.)
- n. RFQQ - Request for Qualifications and Quotes; i.e., this RFQQ document.
- o. 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.
- p. SDC State Data Center is the physical location of state shared IT facilities and services.
- q. SGN – The State Government Network is the state’s enterprise network that provides connectivity between participating agencies to support their mission and objectives.
- r. SMON - State Metropolitan Optical Network. Consolidated Technical Services manages this network that provides high-speed fiber optic backbone service connecting voice, video, and data communications for customers located in the Thurston County area.
- s. 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.

- t. Submit - To deliver to the DSHS RFQQ Coordinator any of several documents described in this RFQQ and in the manner specified in this RFQQ.
- u. WAC - Washington Administrative Code. (All references to WAC chapters or sections shall include any successor, amended, or replacement regulation.)
- v. WEBS – Washington’s Electronic Business Solution. DSHS encourages all bidders to register with WEBS at <https://fortress.wa.gov/ga/webs/>.

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: Andrea Goff
Procurement Coordinator
Central Contract & Legal Services
Operations Support & Services Division
Department of Social & Health Services

Telephone: (360) 664-6034

E-mail Address: goffas@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

Action	Date
Bidders may submit written Questions and Comments by 2:00pm	July 10, 2015
DSHS will Issue Answers to Bidders' Questions via an Addendum	July 17, 2015
Bidders Responses to this Request for Qualifications and Quotes are Due <u>via email</u> by 2:00pm	July 30, 2015
DSHS Evaluates Qualifications and Quotes	August 3-4, 2015
DSHS Finalizes Evaluation	August 5-13, 2015
Anticipated Notification of Award Date - Notification of Award will be made through WEBS and announced on the DSHS Procurement websites.	August 14, 2015
DSHS notifies unsuccessful Bidders	August 14, 2015
Bidders may request Debriefing until 2:00 p.m. Pacific Time	August 18, 2015
If requested, Debriefing Conference(s) with unsuccessful Bidders	August 19, 2015
Unsuccessful Bidders may submit Protest(s) up until 2:00pm	August 26, 2015
Anticipated Contract Execution	October 1, 2015

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: #918-71 IT Consulting; #838-33 Communications: Networking, Linking, Fiber Modems, Power Over Ethernet, Wireless; #918-90 Strategic Technology Planning and Consulting Services and #952-43 Human Services and then download this RFQQ document and any subsequent Addenda.

5. Contract

DSHS intends to award **one** Contract to provide the services described in this RFQQ.

The term of the Contract will be 9 months and will commence on or around October 1, 2015, or execution date of the Contract, whichever is later. Any amendment extending the period of performance, if any, shall be at the sole discretion of DSHS. The term of the contract may be extended up to a maximum of two (2) years, in (1) or two (2) years increments.

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 Apparent 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 Qualifications and Quotes 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. Qualifications and Quotes 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 Qualifications and Quotes

a. Submission of Proposal

Qualifications and Quotes 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 # 1524-552."

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 Qualifications and Quotes 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) Qualifications and Quotes 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: Written Proposal
 - (d) Section 3: Cost Proposal

16. Non-responsive Qualifications and Quotes

All Qualifications and Quotes 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
- d. Submission of incorrect, misleading, or false information

17. Minor Irregularities

DSHS may waive minor administrative irregularities related to any Proposal.

18. Cost to Prepare Proposal

DSHS will not be liable for any costs incurred by the Bidder in preparing, submitting, or presenting a Proposal for this RFQQ.

19. Joint Qualifications and Quotes

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.

20. 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/fsa/central-contract-services/procurements-and-contracting> or WEBS at <https://fortress.wa.gov/ga/webs/>. Bidders who experience difficulty downloading the documents should contact the RFQQ Coordinator.

21. Withdrawal of Qualifications and Quotes

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.

22. Notify Bidders

DSHS will notify the Apparent Successful Bidder 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.

23. Bidder Debriefing Conference

All Bidders may request a debriefing conference by submitting a request in writing to the RFQQ Coordinator by mail or 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 Qualifications and Quotes or evaluations during debriefing.

24. Protest

In order to Submit a Protest under this RFQQ, a Bidder must have submitted a Proposal for this RFQQ, 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:

- (5) 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.
- (6) 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 Qualifications and Quotes affected by its determination of the Protest;
 - (b) That DSHS reissue the RFQQ document; or
 - (c) That DSHS make other findings and take such other action as may be appropriate.

25. Execution of the Contract

The Apparent 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 Apparent 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)** (Pass/Fail – Not Scored)

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 RFQQ1524-552.

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 Addenda downloaded by the Bidder from the WEBS and/or the DSHS Procurement websites, listed in order by addendum date. If there are no RFQQ Addenda, the Bidder must include a statement to that effect.
- (7) A statement substantiating that the person who signs the letter is authorized to contractually bind the Bidder's firm;
- (8) Identification of the page numbers on the Bidder's Proposal that are marked "Proprietary or Confidential" Information;
- (9) 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

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

(11) 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.

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. 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. Written Proposal (Section 2 of Proposal)

a. Technical 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. 60

- (1) **Describe** how you would provide technical vision, leadership, and mentoring to ETS technical staff in producing deliverable proposals to share with leadership and peers describing architectural enhancements to the network; including MPLS, SMON, IGN, SGN, Internet connectivity, PGN, special outside network connectivity, and any additional vendor external network connectivity. The Internet connectivity is a continuation of the MPLS, SMON, IGN and SGN. **(15 points possible)**
- (2) **Describe** how you would provide technical direction for the planning and implementation of QoS, traffic shaping, multicasting and other network polices to ensure delivery of real time traffic and business data traffic meets DSHS requirements while matching CTS statewide standards and policies. **(5 points possible)**
- (3) **Describe** your working knowledge of the existing State Government Network and the DSHS Network. Include your working knowledge of the technology opportunities recently addressed by the OCIO. **(10 points possible)**
- (4) **Describe** how you would provide network technical roadmap (Enterprise Agency Wide), working with DSHS customers and CTS to build long term strategic designs and plans for the DSHS network including current business data network traffic, voice (VoIP) and video traffic sharing the same converged network circuits. **(5 points possible)**

- (5) **Describe** how you would redesign the DSHS portion of the IGN. Technical staff will represent DSHS in Statewide meetings with CTS, counties, and cities to determine the best cost model for the IGN network. **(5 points possible)**
- (6) **Describe** what approach and information you would need in assessing a change to a network when robust application traffic is introduced; example would be statewide traffic routing electronic medical records data between private and state government locations. **(5 points possible)**
- (7) **Define** what components or categories you would use in mentoring staff in procurement processes. Based on current DSHS procurement guidelines and Washington state RCW 39.26 Procurement of Goods and Services: <http://apps.leg.wa.gov/RCW/default.aspx?cite=39.26&full=true> **(10 points possible)**
- (8) **Describe** how you would provide technical direction in mentoring staff in monitoring DSHS Service Level Agreements and Vendor Contractual requirements related to technical performance metrics. **(5 points possible)**

b. Management, Experience and Qualifications 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.

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 30.

Provide a resume for the proposed resource, which includes information on the individual's particular skills, qualifications, education, mandatory experience, significant accomplishments and any other pertinent information. At a minimum, the resume must describe how the proposed resource meets the mandatory experience and qualifications noted below.

- (1) **Demonstrate** understanding of the DSHS business and program service delivery operating environments; network, organizational, geographic locations, etc. **(4 points possible)**

- (2) **Demonstrate** knowledge and experience in understanding State Government IT organizations (Consolidated Technical Services, Department of Enterprise Services, and the Office of the Chief Information Officer) for the State of Washington and how those entities provide technical services and share technical resources with DSHS's decentralized organization. **(4 points possible)**
- (3) **Describe** systems and other technologies used to support large diverse decentralized network services delivery, including scale and complexity. Describe knowledge and experience of **(Total of 4 points possible)**
- (a) State Governmental Network (SGN) **(1 point possible)**
 - (b) Intergovernmental Network (IGN) **(1 point possible)**
 - (c) Public Governmental Network (PGN) **(1 point possible)**
 - (d) State Metropolitan Optical Network (SMON) **(1 point possible)**
- (4) **Describe** knowledge and experience of Wide Area Networks (WAN), including scale and complexity in terms of **(Total of 3 points possible)**
- (a) Multiprotocol Label Switching (MPLS) **(1 point possible)**
 - (b) T1 Frame Relay **(1 point possible)**
 - (c) Digital Signal (DS3) **(1 point possible)**
- (5) **Describe** knowledge and experience, including scale and complexity with **(Total of 7 points possible)**
- (a) Architecture and design of network systems **(1 point possible)**
 - (b) Network modeling for both DNS and IP Addressing **(1 point possible)**
 - (c) QoS and traffic shaping **(1 point possible)**
 - (d) Network security modeling **(1 point possible)**
 - (e) Network optimization and load balancing **(1 point possible)**
 - (f) Lifecycle management, including end of life equipment, maintenance and support **(1 point possible)**
 - (g) Operational support of network equipment **(1 point possible)**
- (6) **Describe** knowledge and experience of leadership skills with **(Total of 4 points possible)**
- (a) Project planning **(1 point possible)**

(b) Leading/facilitating meetings for technical and business audiences **(1 point possible)**

(c) Executive presentations (oral and written) for technical and business audiences **(2 points possible)**

(7) **Describe** general disaster recovery planning for potential network services disruptions to agency network systems. **(4 points possible)**

3. **Cost Proposal (Section 3 of Proposal)**

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 RFQQ 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 RFQQ. 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 total number of available points is 10.

Vendor shall identify Vendor's hourly rate for services under this Contract not to exceed an hourly rate of more than \$125.00. Cost savings and efficiencies are encouraged.

SECTION D. EVALUATION

1. Evaluation Procedure

DSHS shall designate an evaluation team to review, evaluate, and score Bidder Qualifications and Quotes. DSHS, at its sole discretion, will select finalists for an oral presentation, if oral presentations are held.

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 Qualifications and Quotes

The maximum number of evaluation points available is **100**. The Administrative Requirements are evaluated on a pass/fail basis. The following weighting and points will be assigned to the Proposal for evaluation purposes:

a. Written Proposal (Section 2)

Technical Proposal –60%	60	Points
Management, Experience and Qualifications Proposal - 30%	30	Points
Sub-Total (for Written Proposal)	90	Points

b. Cost Proposal (Section 3)

Cost Proposal 10%	10	Points
TOTAL	100	Points

Scoring method for **Written Proposal (Technical Proposal Section 2)**

(1) If a score is 15 points per question then 15 points = excellent, 10 points = good, 5 points = fair, 2 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.

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

Scoring method for Written Proposal (Management, Experience and Qualifications Proposal Section 3)

(4) If a score is 4 points per question then 4 points = excellent, 3 points = good, 2 points = fair, 1 points or less = partial answer to the question. 0 points = didn't answer the question.

(5) If a score is 1 points per question then 1 points = excellent, 0 points = didn't answer the question.

Scoring method for Cost Proposal (Section 4)

(1) 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.

Scores from the written evaluation of Section 2 & 3 Written Proposal will be averaged by the number of evaluators. Scores for Section 4 Cost Proposal will be added to the average.

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 Apparent 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 Apparent Successful Bidder(s).

Program staff and DSHS management shall determine which Qualifications and Quotes reviewed during this final selection process will best meet the needs of DSHS and, specifically, the needs of the ***DSHS Enterprise Technology Services***.

Any Bidder who would be an Apparent 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 #1524-552: Enterprise Service Network Architecture Project

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 #1524-552. 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>