



Transforming lives

REQUEST FOR PROCUREMENT RFP 1534-554

Project Title: **Repairing Trust Workshops**

Estimated Contract Period: October 1st, 2015 through September 30th, 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 5 PM Pacific Standard time on August 5th, 2015.

Submit Proposal To: **Proposal delivered Electronically:**
Anita Ahumada, RFQQ Coordinador
AhumaAE@dshs.wa.gov

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

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SECTION A. SUMMARY OF PROJECT

1. Purpose of Request for proposals

The Washington State Department of Social and Health Services (DSHS) , Economic Services Administration (ESA), Division of Disability Determination (DDS) invites proposals from qualified organizations to provide comprehensive workshops for Disability Determination Services (DDS) employees on trust in the workplace to promote better communication between staff members and teams and improved morale throughout the organization.

2. Background

The Disability Determination Services – DDS, under the State of Washington Department of Social and Health Services' Economic Services Administration, is contracted to the Social Security Administration – SSA – to adjudicate medical eligibility for disability benefits under Social Security Disability Insurance and Supplemental Security Income rules and regulations. Additionally, the DDS processes claims for DSHS Non-Grant Medical Assistance. DDS has offices in Olympia, Seattle and Spokane and employs 364 people.

The employee satisfaction survey, indicated dissatisfaction with communication between offices, within offices and between line staff, supervisors and management. We have also had staff attrition and other indications of decreased morale.

A group of employees attended the Governor's Lean Conference in October in search of ideas, solutions that would help improve communication, and morale and came back with a recommendation that we bring in a trained facilitator to conduct workshops on trust repair.

3. Project Scope

This project will involve multiple training workshops in all three DDS offices, in Seattle, Spokane and Olympia.

The successful bidder will:

- Analyze teams to determine the best method to improve communication, repair trust, and tailor the workshop to the needs of the group and organization.
- Tailor a plan to implement and sustain better communication and repair trust.
- Facilitate workgroups of employees to increase understanding about the basis of trust and how to repair broken or violated trust within our teams and organization in order to serve the public more efficiently.

- Facilitate a series of check in and additional workshops throughout the year to assist employees and teams in sustaining improved communication and trust. Measure employee's awareness of the alignment of communication and trust with daily work performance, with the agency's objectives as well as the employee's personal objectives. Address measures of success, growth and personal development improvement.
- Assess how well the employee(s) met the goals and objectives of the tailored plan
- Identify and recognize appropriate performance (trust, communication) modifications achieved either collectively or individually
- Submit a comparative report every 6 months outlining achievements or improved employees' perception of communication and/or trust or improved performance since communication and trust directly influence performance.

4. Minimum Qualifications

The successful bidder shall have

- A Ph.D. in Organizational development or equivalent.
- Ten years consulting experience within organizations
- Three or more years' experience conducting workshops for large organizations on the subject of trust repair and leadership and employee development.
- Published research on trust repair and sustaining trust in the workplace.
- Willingness and ability to travel to all three of the DDS offices in Olympia, Spokane and Seattle so staff members receive consistent instruction and coaching and follow up.

5. Funding

DSHS has budgeted an amount not to exceed \$30,000 for this project. DSHS may reject any Proposal in excess of that amount. Any contract awarded is contingent upon availability of funding.

6. Auxiliary Aids and Services

DSHS will provide access to this RFQQ # 1534-554 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. 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.

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 - 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 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. Contractor – Individual or Company whose Proposal has been accepted by the Agency and is awarded a fully executed, written contract.
- e. Issue - To mail, post, or otherwise release this RFQQ as a public document to interested parties.
- f. Key Personnel - Staff being proposed to do the work under this Proposal.

- g. Proposal - All material prepared and assembled by a Bidder, and which the Bidder submits in response to this RFQQ.
- h. Protest - An objection by the Bidder, in writing, protesting the results of this RFQQ, and which complies with all requirements of this RFQQ.
- i. RCW - Revised Code of Washington. (All references to RCW chapters or sections shall include any successor, amended, or replacement statute.)
- j. RFQQ- Request for Proposals; i.e., this RFQQ document.
- k. 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.
- l. 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.
- m. Submit - To deliver to the DSHS RFQQ Coordinator any of several documents described in this RFQQ and in the manner specified in this RFQQ.
- n. WAC - Washington Administrative Code. (All references to WAC chapters or sections shall include any successor, amended, or replacement regulation.)
- o. 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: Anita Ahumada, RFQQ Coordinator
Department of Social & Health Services
Operations Support & Services Division
Central Contract Services

Mailing Address: P.O. Box 45811
(Optional) Olympia, WA 98504-5811

Physical Address: 1115 S. Washington Street
(Optional) Olympia, WA 98504

Telephone: 360/664.6076

E-mail Address: AhumaAE@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	July 8, 2015
2.	Bidder may submit written questions and comments until 1 p.m. Pacific Time	July 15, 2015
3.	DSHS will Issue responses.	July 22, 2015
4.	Bidders may submit written complaints by 3 p.m. Pacific Time. (NOTE: This date must be 5 days prior to Proposal due date)	July 27, 2015
5.	Bidder must submit Proposal by 3pm p.m. Pacific Time	August 5 th , 2015
6.	DSHS evaluation of Proposals	August 11-13, 2015
7.	Bidder Oral Presentations if determined to be necessary by DSHS	N/A
8.	DSHS notifies Apparent Successful Bidder and begins contract negotiations	August 24, 2015
9.	DSHS notifies unsuccessful Bidders	August 24, 2015
10.	Bidders may request Debriefing until 3 p.m. Pacific Time	August 31, 2015
11.	DSHS holds debriefing conferences, if requested	September 2&3, 2015
12.	Unsuccessful Bidders may submit Protest(s) until 3 p.m. Pacific Time	September 11, 2015
13.	DSHS considers and responds to any Protests	September 18, 2015
14.	Contract Execution	September 30, 2015

4. Contract

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

The term of the Contract will be twelve (12) months commencing upon the start date or execution date, 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 contingent upon availability of funds.

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.

5. 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.

6. Insurance

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

7. 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.

8. 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.

9. 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.

10. 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).

11. 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.

12. 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.

13. Retraction of this RFQQ

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

14. Submission and Contents of Proposals

a. Submission of Proposal

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 # 1534-554."

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

15. 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
- d. Submission of incorrect, misleading, or false information

16. Minor Irregularities

DSHS may waive minor administrative irregularities related to any Proposal.

17. 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.

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 (to be completed)

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 Apparently 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.

22. 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 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 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 RFWW 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 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.

If at contract award or anytime thereafter any specifically named individual(s) identified in the Proposal to work on this engagement are not available, DSHS has the right to approve or reject any change in Contractor personnel.

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 1534-554.

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 of the contact person for this RFQQ;
- (3) A detailed list of all materials and enclosures included in the Proposal;
- (4) A list of all RFQQ amendments downloaded by the Bidder from the DSHS Procurements Web site and/or WEBS, if applicable, and listed in order by amendment number and date. If there are no RFQQ amendments, the Bidder must include a statement to that effect;
- (5) A statement substantiating that the person who signs the letter is authorized to contractually bind the Bidder's firm;
- (6) Identification of the page numbers on the Bidder's Proposal that are marked "Proprietary or Confidential" Information;
- (7) 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

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

(9) 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. Contractor Intake

Bidders must submit a completed Contractor Intake package, Exhibit C. Please sign and include any attachments that may be necessary

d. Exceptions and/or Proposed Revisions Section

Bidders are required to include any and all exceptions and/or revisions to the language contained in Exhibit B, Sample Contract 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.

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 40

Workshop approach (Not to exceed 5 pages)

- a. Explain how your agency would analyze the trust issues and conflicts within the organization and then develop workshops, launch the workshops and evaluate and help sustain positive change over time. **(20 points)**
- b. Provide a sample timeline for analyzing, developing, launching, and evaluating the workshops. **(20 points)**

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 DDS acceptance. The contract will also provide that DDS may request that Bidder remove selected staff on one (1) day's 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 identified 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 40

a. Description of Experience

- (1) Based upon your experience with planning and facilitating trust workshops for large groups, provide a resume for any staff that will be involved in planning and facilitation or coaching the workshops. Resumes must detail experience with the required skills needed to demonstrate ability to successfully meet the Minimum Qualifications of this RFQQ. **(10 points)**
- (2) Provide information about your agency, including an organizational chart, mission and philosophy – and how this contract would match its mission. (Not to exceed 5 pages) **(10 points)**
- (3) Provide information on experience in the past 5 years developing, implementing, delivering, facilitating and coordinating organization development workshops and training programs emphasizing trust repair. **(20 points)**

b. References

Attach a list of 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. This section will be evaluated on a Pass/Fail basis for the three highest scoring finalists.

4. **Cost Proposal (Section 4 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 20.

Proposed Budget (20 points)

Provide a **one-year itemized** program budget which outlines the costs of the services and materials to be provided. I.e. for analysis of organizational and conflict issues, preparation of materials tailored to suit the needs of the DDS, workshop planning and organization, facilitation of workshops and group sessions at all three DDS offices, and follow up after workshops to assist with sustaining positive change within the organization.

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 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:

WRITTEN PROPOSAL

Technical Proposal – 40% 40 Points

Experience and Qualifications – 40% 40 Points

Cost Proposal – 20% 20 Points

References Pass/Fail

Sub-Total (for Written Proposal) 100 Points

Total Points 100 Points

4. Evaluation of Oral Presentations (Optional)

DSHS may, after evaluating the written Proposals, elect to schedule oral presentations. The RFQQ Coordinator will notify finalists of the date, time, and location of the oral presentations.

DSHS will select evaluators for the oral presentations 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(s). Evaluators will score the oral presentations in accordance with RFQQ requirements and evaluation criteria.

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 Economic Services Administration DDS.

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.