

REQUEST FOR QUALIFICATIONS AND QUOTATION RFQQ 1534-570

- Project Title:** *Project Management Services for DSHS Competency Services Expansion*
- Estimated Contract Performance Period:** October 9, 2015 through September 30, 2016
- Proposal Due Date:** All Responses **must be received in their entirety by 5:00 p.m.** Pacific Standard time on September 21, 2015 unless an Amendment is issued modifying the Solicitation Schedule set forth on Attachment H.
- Submit Proposal To:** Responses must be submitted to:
Helen Haynes, RFQQ Coordinator
Department of Social and Health Services
Operations Support and Services Division
Central Contracts and Legal Services
1115 S. Washington Street
P.O. Box 45811
Olympia, WA 98504-5811
Email: helen.haynes@dshs.wa.gov
- Solicitation and Amendments Will Be Posted on:**
DSHS Procurement Website: <http://www.dshs.wa.gov/ccs>
WEBS Website: <https://fortress.wa.gov/ga/webs/>
- Applicable WEBS Commodity Codes: 958-77**

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SECTION A. SUMMARY OF PROJECT

1. Purpose of Request for Request for qualifications and Quotations

This competitive solicitation is issued in order to assist the Behavioral Health and Service Integration Administration of the Washington State Department of Social and Health Services (DSHS) in seeking a highly qualified contractor for the provision of project management services.

2. Background

The Department of Social and Health Services (“DSHS”) of the state of Washington is responsible for the provision of certain forensic mental health services within the State of Washington. These services include the performance of court-ordered evaluations to determine an individual’s competency to stand trial (“CST Services”) as well as the provision of Competency Restoration Services (“CR Services”) (collectively, “Competency Services”).

DSHS CST Services are provided in one of the State Hospitals or at a jail or satellite location. DSHS CR Services are currently provided in one of the two state hospitals operated by DSHS (collectively, the “State Hospitals”). The State Hospitals serve both forensic and non-forensic patients. Eastern State Hospital (“ESH”) is a 287 bed inpatient psychiatric facility located in Medical Lake, Washington, about twenty miles west of Spokane. Western State Hospital (“WSH”) has approximately 837 beds and is located in Lakewood, Washington.

On April 2, 2015, the United States District Court for the Western District of Washington issued a decision and permanent injunction in the case of Trueblood, et al., vs. Washington State Department of Social and Health Services, et al., C14-1178 MJP (the “Trueblood Decision”), ordering that DSHS provide CST Services and CR services within seven (7) days of a court order requiring that they be provided.

The State Legislature has appropriated more than \$40 million in the 2015-2017 biennial budget to assist DSHS in the required expansion of services. In order to meet the court’s very short time frame for this expansion, DSHS is engaged in a significant expansion of Competency Services at the State Hospitals. DSHS is also taking steps to secure alternate facilities and services for possible use.

3. Project Scope

The Project Manager will provide overall project management for the implementation of programs and processes to achieve timely compliance with the multiple requirements of the court’s decision in *Trueblood v. WA* and related legislation. This position will be responsible for the project management of a large-scale and complex set of statewide system changes involving operational, legal, and clinical components. The work involves planning, organizing, and leading the project and project teams. This position is responsible to plan, direct, document, report, and monitor all aspects of the project. This involves project management responsibility for budget, schedule, deliverables, staffing, scope, quality assurance, reporting, risk, security, and communications strategy components of the project.

DSHS requires a highly experienced, highly qualified Project Manager to assist with the organization and coordination of all tasks that are necessary to accomplish the project.

Bidder shall identify the key personnel it shall utilize in performing this Contract, and their experience and qualifications, as part of its Response. If awarded a Contract, Bidder shall not make changes to such Key Personnel during the term of the Contract except as requested or approved by DSHS.

4. Bidder Minimum Qualifications

All Bidders must meet the following minimum qualifications:

a. Experience Requirements: Bidder's firm must possess at least ten years of project management experience, with at least five years of public sector experience, and must demonstrate that it has served as a lead project management resource for no fewer than five (5) public sector projects valued at \$10 million or more.

b. Certification/Licensure Requirements: If selected, Bidder must possess a license to do business within the State of Washington.

c. Financial Stability and Size Requirements: Bidder's firm must have a Best's rating of A or better.

d. Staff and Staff Qualification Requirements: Bidder must identify at least two key project managers, a full time principal project manager and a back-up project manager, who would be available when the principal project manager is unavailable for any reason. Bidder shall provide resume(s) for each of the proposed key project managers. Bidder should also identify those resources within Bidder's firm who would be available to assist these individuals should they require specialized expertise and additional support. Each of the two key project managers must have significant experience managing large public sector projects involving implementation of new and transitional service delivery models. The primary project manager must have the demonstrated understanding and skill set required to manage a complex statewide project with operational, legal, and clinical components. The primary and back-up project manager must have demonstrated proficiency with planning, organizing, directing, documenting, reporting and monitoring all aspects of a complex project and leading project teams. The project manager will have project management responsibility for budget, schedule, deliverables, staffing, scope, quality assurance, reporting, risk, security, and communications strategy components of the project.

e. Service Location Requirements: While the majority of services will be performed in Olympia, Washington, Bidder's key personnel must have the capability to travel throughout the State of Washington.

f. Disqualifying conditions: Neither Bidder, nor any principal in Bidder's firm, nor any person who will come into contact with information relating to the performance of a Contract, nor any member of the immediate families of any such persons, may have a financial interest in or financial or contractual relationship with any firm that provides forensic mental health or competency services or that is engaged in lobbying or advocating regarding such services.

Bidders failing to demonstrate in their Bids that they meet these minimum qualifications will be disqualified.

5. Period of Contract Performance

DSHS intends to award one Contract for the Services described in this Competitive Solicitation. The period of performance under the Contract shall be approximately October 9, 2015 through September 30, 2016. The term of the contract may be extended by amendment for up to an additional year, at the sole discretion of DSHS. Additional services that are appropriate to the scope of this Solicitation, as determined by DSHS, may be added to the Contract in a mutually agreeable amendment. The Contract may be extended for an additional year at the option of DSHS.

6. Funding

DSHS has budgeted an amount not to exceed \$400,000 for this engagement. Bidders are encouraged to submit a Cost Proposal that provides an hourly rate for the principal project manager, and hourly rate for the back-up project manager, and a maximum weekly rate that will cover all services provided by Bidder and will apply when the billable time devoted to this engagement during any single week exceeds forty (40) hours.

Bidder should expect to provide full time services during the first part of this engagement and to provide a gradually reduced number of hours, as approved by DSHS, during the remaining months of the contract. After the first four months of this engagement, a Contractor should have the capability to provide a varying number of hours depending upon the needs of DSHS.

7. 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>.

8. 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](http://www.omwbe.wa.gov/index.shtml) (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.

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

Additional definitions for Project-specific terms are found in the Sample Contract set forth as Attachment G to this Solicitation and shall apply to those terms as they are used in this Solicitation. The following terms have the meanings set forth below:

Addendum or Amendment – A unilateral change to the Solicitation that is issued by DSHS at its sole discretion and posted on WEBS.

Agency or DSHS – The Washington State Department of Social and Health Services.

Apparent Successful Bidder (ASB) – A Bidder submitting a Response to this Solicitation that is evaluated and is identified and announced by DSHS as providing the best value to the Agency. Upon execution of a Contract, the ASB is referred to as the successful bidder or the Contractor.

Authorized Representative – An individual designated by the Bidder to act on its behalf who has the authority to legally bind the Bidder concerning the terms and conditions set forth in this Solicitation and related documents.

Bid - An offer, proposal or quote for goods or services and all related materials prepared and submitted by a Bidder in response to this Solicitation. The terms Bid, Quotation, Response and Proposal are all intended to mean the same thing.

Bidder – An individual, organization, public or private agency or other entity submitting a bid, quotation, response or proposal in response to this Solicitation.

Contract – A written agreement entered into between a successful bidder and DSHS as a result of this Solicitation.

Complaint – A process that may be followed by a Bidder prior to the deadline for bid submission to alert DSHS of certain types of asserted deficiencies in the Solicitation.

Coordinator or Procurement Coordinator or CCLS Coordinator – An individual or designee who is employed by DSHS within the DSHS Central Contracts and Legal Services Office and who is responsible for conducting this Solicitation.

Debriefing – a short meeting an Unsuccessful Bidder may request with the Coordinator following the announcement of the Apparent Successful Bidder for the purpose of receiving information regarding the evaluation of that Bidder's Response. Debriefing conferences are usually conducted by telephone and may include one or more of the evaluators or DSHS program personnel, at the option of the Coordinator.

Procurement - The broad process of identifying goods and services for purchase or acquisition, of effectuating the purchase or acquisition, and of managing the purchase or

acquisition. This Solicitation is a part of an overall Procurement process. For purposes of this Solicitation, the terms Solicitation, RF* and Procurement are interchangeable.

Project - The undertaking for which contracted Services are being requested pursuant to this Solicitation.

Protest – a process that may be followed by a Bidder after the announcement of the apparent Successful Bidder to alert DSHS to certain types of alleged errors in the evaluation of the Solicitation.

RCW – The Revised Code of Washington. All references to RCW chapters or sections shall include any successor, amended, or replacement statute.

Responsible Bidder – An individual, organization, public or private agency, or other entity that has demonstrated the capability to meet all the requirements of the Solicitation.

Responsive Bidder – An individual, organization, public or private agency, or other entity who has submitted a Bid that fully conforms in all material respects to the Solicitation and all its requirements, in both form and substance.

RFQQ – The request for qualifications and quotations set forth in this Solicitation document.

Scope of Work – The Project Scope set forth in this Solicitation Document that identifies DSHS' contractual needs and requirements.

Services – Labor, work, analysis, or similar activities provided by a contractor to accomplish a specific scope of work.

Small Business - An in-state business, including a sole proprietorship, corporation, partnership, or other legal entity, that: (a) certifies, under penalty of perjury, that it is owned and operated independently from all other businesses and has either: (i) fifty or fewer employees; or (ii) a gross revenue of less than seven million dollars annually as reported on its federal income tax return or its return filed with the department of revenue over the previous three consecutive years; or (b) Is certified with the office of women and minority business enterprises under chapter [39.19](#) RCW.

Solicitation or Competitive Solicitation – A formal process providing and equal and open opportunity for bidders culminating in a selection based upon predetermined criteria. A Competitive Solicitation requests the submission of bids, quotations or proposals for the consideration of DSHS in contracting to meet its needs. This RF* is a Solicitation.

Solicitation Document – This RF* document, including all attachments and all amendments that are issued by the Coordinator.

State – The State of Washington.

Statement of Work – The detailed description services to be performed by the Contractor and set forth in the Contract.

Subcontractor – An individual or other entity contracted by Bidder to perform part of the services or to provide goods under the Contract resulting from this Solicitation.

WEBS – Washington's Electronic Business Solution, the Bidder notification system maintained by the Washington State Department of Enterprise Services.

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: Helen Haynes, DSHS 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: 360/664.6046

E-mail Address: helen.haynes@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 set forth on Attachment H 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.

4. Contract

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

The term of the Contract will be one year 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 for up to one year in the discretion of DSHS.

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.

Please 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. Non-responsive Proposals

All Proposals will be reviewed by the RFQQ Coordinator to determine compliance with administrative requirements and instructions specified in this RF. 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 RF
- d. Submission of incorrect, misleading, or false information

15. Minor Irregularities

DSHS may waive minor administrative irregularities related to any Proposal.

16. 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.

17. 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.

18. Attachments

The following Attachments are attached to and incorporated into this RFQQ:

- Attachment A: Sample Bid Submission Letter
- Attachment B: Bidder Certifications and Assurances
- Attachment C: Bidder Questionnaire
- Attachment D: Cost Proposal Form
- Attachment E: Contractor Intake Form and Link
- Attachment F: Bidder Reference Forms
- Attachment G: Sample Contract
- Attachment H: Solicitation Schedule

Bidders should download a complete copy of this RFQQ and all attachments, 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.

19. 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.

20. 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.

21. 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 contract and its Statement of Work, based on the requirements of this RFQQ and the terms of the winning Proposal.

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

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

SECTION C. SUBMISSION AND CONTENTS OF RESPONSES

1. Submission of Proposals

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- 570".

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 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.

2. Format of Proposals

Acceptable Electronic Formats (Software) for Submission of Proposals

- (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.

3. Organization 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 and must answer all questions. Attachments A through F should be utilized by Bidders in responding to this RFQQ.
- (a) Table of Contents
- (b) Section 1: Completed and Signed Bid Submission Letter with All Required Attachments (See Attachment A) and Signed and Completed Bidder Certification and Assurance Form (See Attachment B). Signing the Letter of Submittal indicates that the Bidder accepts the terms and conditions of RFQQ. The Bidder’s Letter of Submittal and Certification and Assurance Form must be signed by a person authorized to bind the Bidder contractually and must be completed to include all information required on Attachments A and B.
- (c) Section 2: Completed Management/Experience and Qualifications Proposal (See Attachment C for Template)
- (d) Section 3: Completed Cost Proposal (See Attachment D for Template)
- (e) Section 4: Completed and Signed Contractor Intake Form with all attachments completed and signed. All required licenses described on this form must be in place prior to Contract execution. (See Attachment E)
- (f) Section 5: Completed References Form (See Attachment F for Template)

4. General Submission Information

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 if certain items are not scored.

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 continue to review the proposal and will award points as described in this Section.

3. Scoring of Proposals

The maximum number of evaluation points available is 150. 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

Experience and Qualifications	75 Points
Cost Proposal	25 Points
<hr/>	
Sub-Total (for Written Proposal)	100 Points
Oral Presentations	35 Points
References	15 Points
TOTAL	150 Points

4. Evaluation of Oral Presentations

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 Administration Leadership 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, DSHS or the State of Washington 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 Behavioral Health and Service Integration Administration.

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

SECTION E: DEBRIEFING AND PROTEST PROCEDURES

1. Bidder Debriefing Conference

Unsuccessful 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.

2. 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. Posting of Protest Bond (Optional*)

The Bidder submitting a protest must post a bond or Cashier's Check in the amount of. The bond will be used to cover the costs associated with a protest and any cost associated with the delay to the project that would result from a protest. Any remaining funds will be returned to the Protester. If the Protest is successful, the entire amount of the bond will be returned.

c. 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.

d. 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.

e. Protest Process

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

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

DSHS will follow these procedures in reviewing a Protest:

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

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

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