



Washington State  
Department of Social  
& Health Services

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*Transforming lives*

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**COMPETITIVE SOLICITATION  
#1556-574  
REQUEST FOR QUALIFICATIONS AND QUOTATION**

***Project Title:***            ***Client Receivable System (CRS) Replacement Project***

***Estimated Contract***

***Performance Period:***            March 1, 2016 through November 30, 2017

***Response Due Date:***            All Responses **must be received in their entirety** by December 17, 3:00 p.m. Pacific Time unless an Amendment is issued modifying the Solicitation Schedule set forth in Section C.1 of this Solicitation Document.

***Submit Response To:***            Responses must be submitted to:  
***Sarah Pendleton, Solicitation Coordinator***  
Department of Social and Health Services  
Operations Support and Services Division  
Central Contracts and Legal Services  
Email: sarah.pendleton@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/>

***WEBS Commodity Codes:***        204-47, 208-11, 208-10, 208-20, 208-53, 209-11, 946-33, and 946-49

## TABLE OF CONTENTS

Section A. Contract Requirements .....	3
Section B. Definitions.....	9
Section C. Explanation of Solicitation Process .....	11
Section D. Instructions Regarding Content, Format and Submission of Responses .....	16
Section E. Evaluation of Responses.....	19
Section F. Bidder Debriefing and Protest Procedure .....	24
Section G. Contracting Procedures .....	26

### Attachments:

- Attachment A: Sample Contract
- Attachment B: Sample Bid Submission Letter
- Attachment C: Bidder Certifications and Assurances
- Attachment D: Bidder Questionnaire
- Attachment E: Contractor Intake Form
- Attachment F: Sample Business Associates Agreement
- Attachment G: Comprehensive Requirements Document

## SECTION A CONTRACT REQUIREMENTS

### 1. Purpose

This competitive solicitation is issued in order to assist the Economic Services Administration (ESA)/Division of Finance and Financial Recovery Administration (DFFR), Office of Financial Recovery (OFR) Division of the Washington State Department of Social and Health Services (DSHS) in seeking qualified vendors in order to license, implement, host, support and maintain a configurable off the shelf (COTS) case management solution that will replace OFR's existing system. DSHS hopes to procure a hosted, commercially-available software product from the manufacturer. The case management solution procured from the Apparent Successful Bidder is expected to have private cloud hosting capability, in addition to being functionally complete and highly configurable, to eliminate or minimize software development or customization.

### 2. Background

The Washington State Department of Health Services (DSHS) Office of Financial Recovery (OFR) recovers overpayments made to individuals who have received public assistance through DSHS. OFR uses its Client Recovery System (CRS) to drive and track recovery of these overpayments. WA DSHS uses CRS to account for and track collection activities on debt owed by individuals as the result of overpayment of various social program benefits. This type of overpayment might result from a change in law, an unreported change in an individual's financial status, or fraud, to name a few.

CRS was originally implemented as a COTS solution in 1991. Customizations to the system have been implemented throughout its existence to satisfy evolving legislative and business requirements. Additional interfaces, tools, and processes have also been developed around the system to augment its capabilities.

Through all this change, the technical design of the customizations and adaptations has gone largely undocumented. OFR's ability to respond to all types of changes, from legislative mandates, to upstream accounting systems, to federal data interfaces, is limited by the lack of documentation of this aging system.

Operationally, the CRS user community has adapted its processes to make up for the limitations of CRS, and in some cases to work around significant system defects. While improved efficiency is necessary, the primary driver for system replacement, the opportunity for operational improvement in collections efficiency through a system upgrade is significant.

CRS serves as both a Case Management system and an Accounting system. A team of collections agents (RAs) work cases to drive collections. A team of Accountants manage the financial side of the accounts, including batch entry of new collections referrals, adjustments, settlements, balancing, and other accounting functions.

### 3. Project Scope

The Apparent Successful Bidder must implement a Case Management solution that meets the business and technical requirements outlined as part of this request in *Attachment G – Comprehensive Requirements Document*, including the resulting contract, and any other project documents included as part of the procurement process. *Table 1* below summarizes the information in *Attachment G – Comprehensive Requirements Document* and *Table 1* will also be included as part of *Attachment D – Bidder Response Form* for scoring.

There is a current work effort being conducted to refresh the requirements in *Attachment G – Comprehensive Requirements Document*. The result of this work will be included as part of contract negotiations and the resulting contract.

The new solution will provide, at a minimum, the following business functions (this table will also be used in Attachment D for self-certification and scoring):

Table 1: Minimum Business Functions

#	Deliverable	Description
1	User Authorizations: Role-based security	The system shall provide role-based control over user access to all of the following in any part of the system: <ol style="list-style-type: none"> <li>a. Functions (screens, actions, navigation, pre-defined reports, etc.)</li> <li>b. Data records (view/edit individual records based on specific criteria)</li> <li>c. Data elements (view/edit elements within a data record)</li> </ol>
2	Case Management	Provide full-featured collections “case-management” functionality to support the full range of collections and accounting functions.  The system’s data structure shall natively support “joint-and-several” liability, where multiple individuals may be equally liable for the same debt, and a given individual may have multiple debts.
3	Workflow	The CRS Replacement system is expected to have workflow at the core of many of its key functions.  “Workflow” in the sense intended shall be comprised of but not limited to the following: <ul style="list-style-type: none"> <li>• Work Item – The thing that moves through the workflow</li> <li>• States – The states the Work Item moves through in the workflow</li> <li>• Actors – The roles for the workflow (submitter, approver, etc.)</li> <li>• Actions – The allowable actions on the workflow</li> <li>• State Transition rules – Based on the intersections of State, Actor, Action, other data validation</li> <li>• Work Item Queue – The ‘inbox’ of every User, to show the Work Items in their queue.</li> </ul>
4	Forms	Provide robust integrated form generation capability including

#	Deliverable	Description
		<p>but not limited to:</p> <ul style="list-style-type: none"> <li>• Gather existing data and pre-populate Form</li> <li>• Prompt for any data the Form requires that is external to the system</li> <li>• Validate required data is present, other data validations.</li> <li>• Provide the ability to save the draft form for later</li> <li>• Trigger approval queue if needed</li> <li>• Form visible from within the case on completion</li> </ul>
5	Ticklers	<p>Provide robust integrated user alert (“tickler”) capability including but not limited to:</p> <ul style="list-style-type: none"> <li>• Ticklers are reminders to take some action</li> <li>• They can be thought of as a simplistic kind of workflow (generates a Work Item that appears in an Actor’s Queue, until they take some Action)</li> <li>• They can be event-driven (for example to notify the user of new data from a data feed), or pre-programmed by the user to remind them to take some future action after a specified period</li> </ul>
6	Assignment & Productivity Monitoring	<p>Provide productivity monitoring capability by monitoring user work item queues, and including but not limited to:</p> <ul style="list-style-type: none"> <li>• The system shall support user-specific queues AND general queues that can be worked by any authorized individual</li> <li>• Configurable rules for case assignment for dynamic task routing based on: <ul style="list-style-type: none"> <li>○ Alphabetical name ranges</li> <li>○ Obligation balances</li> </ul> </li> <li>• Management-level views of workflow queues across staff, for monitoring task assignments</li> </ul>
7	Configurability: Screens & Screen Elements	<p>Provide robust configurability of all aspects of the “off-the-shelf” system, including but not limited to:</p> <ul style="list-style-type: none"> <li>• Record selection criteria</li> <li>• User authority</li> <li>• Data Elements</li> <li>• Edit rules</li> </ul>
8	Configurability: Numeric Rule Parameters	<p>To the extent possible, any rule that has a number in it should be parameterized, so that the number value that governs the rule can change, without having to rewrite/recode the rule.</p>
9	Configurability: Event-Driven Ticklers	<p>Ability to configure Tickler-creation as a function of system events (when x happens, put something in a queue).</p>
10	Configurability: Workflows	<p>The system shall provide the ability to create new workflows without having to write code. That is, new workflows can be “configured” into the system.</p>
11	Configurability: Data Interfaces	<p>Ability to construct data interfaces without having to code or know the underlying physical data structure. Data interface configuration requires an interface that presents an abstraction</p>

#	Deliverable	Description
		layer to a non-technical individual to support mapping of from/to elements.
12	Configurability: Forms	The system shall provide authorized users the ability to submit “template” documents to the system that function as templates for Forms, with data variables specified that reference preexisting data fields and/or defined input fields to prompt the user for when generating the Form.
13	Configurability: Search	The system shall provide the ability to customize search screens, including both criteria and results, based on the data entities & attributes defined in the Business Data Definition.
14	Configurability: Table-Driven Derivations	The system shall provide the ability to maintain tables that drive business logic.
15	Configurability: Pre-Defined Reports	The system shall provide users with the ability to design, define, and save reports that become available to other users.
16	Configurability: Lines of Business	The system shall provide the ability to define different sets of configurations for different “lines of business”, so that a user who belongs to one line of business will be subject to different configurations than a different user logging in under a different line of business.
17	Reporting	<ol style="list-style-type: none"> <li>1. The system shall provide users with the ability to design, define, and save reports that become available to other users (“pre-defined” reports), or themselves in the future, to execute at their convenience.</li> <li>2. The system shall provide for automatic system-initiated generation of defined reports.</li> <li>3. The system shall provide the ability to report on all states and other data defined in the “Business Logic &amp; Data” section.</li> <li>4. The system shall employ User Authorizations logic to control access to Reports, as well as to data (records, attributes) within the reports.</li> <li>5. The system shall provide the ability to save reports locally as files in typical file formats (Excel, Word, PDF).</li> </ol>
18	Forms	<p>Provide the ability for authorized users to define and upload Form templates without having to write code (see also “Configurability” section).</p> <p>Provide the ability for users to initiate generation of Forms from within CRS, in the appropriate data context.</p> <p>Provide the ability for the system to populate Forms with Case data already stored in the system, eliminating duplicate data entry.</p> <p>Prompt the user for additional data required by the Form.</p> <p>Provide the ability to see all generated forms from the context of a given Case.</p>
19	Attachments	<p>The “to-be” system shall provide the ability to upload/download files in the context of a given Case as attachments.</p> <p>The “to-be” system shall provide the ability to control what types of files can be uploaded, based on filename extension (ideally through configuration).</p> <p>The “to-be” system shall provide the ability to limit the file size of</p>

#	Deliverable	Description
		uploaded files (ideally through configuration).
20	Search	The CRS Replacement system shall provide the ability to set up and/or configure the system to search for any of the entities defined in the Business Data Definition document, based on any of the criteria defined therein, across any of the defined relationships.
21	Data Context	Provide the ability to navigate across the Client-Obligation relationships that comprise a “Case”, allowing the user to pivot their point of view from Client to Obligation, and vice-versa.
22	Real-Time State Derivation	Support real-time state derivation for driving business logic invoked on screen load based on the latest data in the system.
23	Data Interfaces	Support ‘batch’ processing of inbound and outbound data interface files. Support real-time cross-system data access through web services. Provide the ability to modify or create web services with minimal coding.
24	Spell-Check	Provide on-demand spell-checking functionality for text entry fields.
25	Rules Engine	Provide a configurable and customizable rules engine to support the definition of state-driven business logic and allow authorized users to modify or create business logic without having to write code.
26	Collections data & processes	Support defined data structures and processes in support of collections staff, without requiring schema changes and customization to the core product.
27	Accounting data & processes	Support defined data structures and processes in support of accounting staff, without requiring schema changes and customization to the core product.
28	Accounting Principles	Natively enforce industry-standard ledger-based accounting best practices. Support the core principles of accounting as defined by the US generally accepted accounting principles (GAAP).

#### 4. Bidder Minimum and Desired Qualifications

Bidders will demonstrate the minimum and desired qualifications in their response as part of Attachment D – Bidder Response Form.

A **minimum qualification** requirement is an essential DSHS need that must be met by the Bidder. Bidders failing to demonstrate in their Bids that they meet these minimum qualifications will be considered non-responsive and will therefore be disqualified from further consideration.

All Bidders must meet the following Minimum Qualifications:

- a. Experience Requirements
  - a. At least 2 large-scale implementations in the last 3 years.

- b. Implementations of similar size and scale of the proposed solution for a public sector client within the last 5 years.
- b. Staff and Staff Qualification Requirements
  - a. Bidder shall identify the key personnel (to include resumes) 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 the DSHS Project Director.

A **desired qualification** is highly desired by DSHS and will be given special attention. These items will be scored as part of the response.

- a. Bidder has experience with the Federal Food and Nutrition Services (FNS) preferably with the Treasury offset Program (TOP)

## **5. Period of Contract Performance**

DSHS intends to award one (1) Contract for the Software and Services described in this Competitive Solicitation. The period of performance under the Contract shall be March 1, 2016 through November 30, 2017. The term of the contract may be extended by amendment up to two (2) times for up to two (2) years per amendment, in 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.

## SECTION B DEFINITIONS

Additional definitions for Contract-specific terms are found in the Sample Contract set forth as Attachment A 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:

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

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

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 Solicitation 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 review and evaluation of that Bidder's Response.

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. Despite the broader meaning attributed to "procurement", for purposes of this Solicitation, the terms Solicitation, RFQQ and Procurement are interchangeable.

Project - The undertaking or work 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 and to meet the elements of responsibility. (See [RCW 39.26.160 \(2\)](#))

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 proposals, qualifications, quotations, or qualifications and quotations set forth in this Solicitation document.

Scope of Work – The Project or work 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 an 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 RFQQ is a Solicitation.

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

Statement of Work – The detailed description of 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. Subcontractors, if allowed, are subject to the advance approval of DSHS.

WEBS – Washington's Electronic Business Solution, the Bidder notification system found at <https://fortress.wa.gov/ga/webs/> and maintained by the Washington State Department of Enterprise Services.

**SECTION C  
EXPLANATION OF SOLICITATION PROCESS**

**1. Solicitation Schedule**

The Solicitation Schedule set forth below outlines the tentative schedule for important events relating to this Solicitation. Except as modified in an Amendment issued by the Coordinator, the dates and times listed through the date of Response Submission are mandatory deadlines. The remaining dates are estimates and may change without the posting of an Amendment. Failure to meet the Response deadline will result in Bidder disqualification.

<b>Item</b>	<b>Action</b>	<b>Date</b>
1.	DSHS Issues RFQQ	November 23, 2015
2.	Bidder may submit written questions and comments until 3 p.m. PST	December 1, 2015
3.	DSHS will Issue responses.	December 3, 2015
4.	Bidders may submit written complaints by 3 p.m. PST	December 10, 2015
5.	Bidder must submit Proposal by 3pm p.m.PST	December 17, 2015
6.	DSHS evaluation of Proposals	December 21-23, 2015
7.	Bidder Presentations if determined to be necessary by DSHS	January 4-5, 2016
8.	Reference Checks	January 6-8, 2016
9.	DSHS notifies Apparent Successful and Non-Successful Bidders and begins contract negotiations	January 11, 2016
10.	Bidders may request Debriefing until 3 p.m. PST	January 14, 2016
11.	DSHS holds debriefing conferences, if requested	January 20, 2016
12.	Unsuccessful Bidders may submit Protest(s) until 3 p.m. PST	January 27, 2016
13.	DSHS considers and responds to any Protests	February 3, 2016
14.	Contract Execution	March 1, 2016

**2. Posting of Solicitation Documents**

DSHS shall post this Solicitation, and all amendments and announcements relating to this Solicitation, on WEBS. WEBS can be accessed at: <https://fortress.wa.gov/ga/webscust/>. In order to inform the largest number of potential

bidders about this opportunity, DSHS shall also post documents relating to this Solicitation on the Procurements page of the DSHS website, found at: <https://www.dshs.wa.gov/fsa/central-contract-services/procurements-and-contracting>

All Bidders must register as a vendor on WEBS, using an appropriate commodities code listed on the front page of this Solicitation, and must download this Solicitation from WEBS. This should be done as soon as possible in order for Bidder to receive notifications automatically generated on WEBS, but no later than the date set forth on Section C.1., Solicitation Schedule for Announcement of the Apparent Successful Bidder(s).

### **3. Amendment, Cancellation/Rejection of Bids, Reissuance of Solicitation**

DSHS may amend or add to, retract from or cancel this Solicitation at any time, in whole or in part, and without penalty. DSHS may reject all bids and cancel or rebid this Solicitation. All amendments and notifications of cancellation shall be posted on WEBS. In the event of a conflict between amendments or between an amendment and this Solicitation Document, the document issued latest shall control.

### **4. Communications regarding Solicitation**

Upon the posting of this Solicitation, all communications concerning this Solicitation must be directed to the Coordinator listed on the cover page of this Solicitation document. With the exception of the Response, which shall be submitted as provided in Section D, Instructions Regarding Content, Format and Submission of Written Responses, communications with the Coordinator should be sent via email. DSHS may disqualify any Bidder who communicates with anyone in DSHS other than the Coordinator regarding this Solicitation.

DSHS considers all oral communications unofficial and non-binding on DSHS. Bidders should rely only on written statements issued by the Coordinator.

### **5. Questions and Answers**

Bidders may send written questions concerning this Solicitation to the Coordinator by the date and time set forth on the Solicitation Schedule in Section C.1. for submission of Questions. Questions should be sent via email and should include the number and title of this Solicitation in the subject line.

DSHS may consolidate Bidder questions and shall respond by posting one or more Amendments on WEBS and on the DSHS Procurement website on or around the date specified in the Solicitation Schedule. Only Bidders who have properly registered and downloaded the original Solicitation directly via the WEBS system: <https://fortress.wa.gov/ga/webs/> will receive notification of Amendments and other correspondence pertaining to this Solicitation.

### **6. Request for Change in Minimum Requirements**

If Bidder believes that this Solicitation contains requirements which would unreasonably prohibit or restrict Bidder's participation, or believes that different requirements would provide better value to the State, Bidder shall submit a written explanation of the issue together with proposed alternative requirements to the Coordinator no later than the

deadline for Bidder Questions as stated in the Solicitation Schedule set forth in Section C.1. The Coordinator shall not be required to consider requests for changes after this date. If any changes are made to the Solicitation requirements, an Amendment setting forth those changes will be posted on WEBS.

## **7. Complaints**

In the event a Bidder believes that this Solicitation either: (a) unnecessarily restricts competition; (b) contains an unfair or flawed evaluation or scoring process; or (c) contains inadequate or insufficient information to permit preparation of a Response, the Bidder shall submit a written complaint to the Coordinator. The Coordinator will forward the complaint to the DSHS Chief of Central Contracts and Legal Services for review. The complaint shall include a proposed remedy and shall be submitted no later than five (5) business days prior to the date when Responses are due. DSHS shall post its response to the Complaint on WEBS and on the DSHS procurement web page.

Should a Bidder's complaint identify a change that would be in the best interest of DSHS to make, DSHS may issue an Amendment modifying this Solicitation. The DSHS decision regarding a complaint is final and no further administrative appeal is available. If no complaint is filed, a Bidder cannot later file a protest based on any of the above complaint criteria.

## **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-Owned and Women-Owned Business Enterprises (MWBE), either self-identified or certified by, respectively, the Department of Veterans Affairs or the Office of Minority and 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 Solicitation 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 and 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 subcontracting 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. Auxiliary Aids and Services**

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

If an individual believes that the Department has discriminated on the basis of a disability, please contact the DSHS Investigations Unit for the Nondiscrimination Policy Brochure and complaint process. The brochure can be found at <http://www.dshs.wa.gov/pdf/Publications/22-171.pdf>.

#### **10. Cost to Prepare Response**

DSHS will not be liable for any costs incurred by the Bidder in preparing, conducting a site assessment, or submitting a Response to this Solicitation.

#### **11. Acceptance of Solicitation Terms**

In submitting a Response, Bidder must include a signed Bid Submission Letter in the form set forth on Attachment B, as well as signed Bidder Certifications in the form set forth on Attachment C. Bidder must acknowledge that in submitting a Response, it accepts all terms of this Solicitation Document, including all of its Attachments, and that Bidder's Response constitutes a binding offer

#### **12. Joint Proposals**

If Bidders submit a joint Response with one or more other persons or entities, these persons or entities must designate a prime Bidder. The prime Bidder will be DSHS sole point of contact through the Procurement process. If selected as the Apparent Successful Bidder, the prime Bidder shall sign the contract and any amendments and will be liable and responsible to DSHS for all performance under the contract.

#### **13. Withdrawal of Responses**

After a Response has been submitted, Bidders may withdraw their Response at any time up to the Response due date and time as specified in Section C.1, Solicitation Schedule. A written request to withdraw the Response, signed by an authorized representative of the Bidder, must be submitted to the Coordinator. After withdrawing a Response, the Bidder may submit another Response at any time up to the Response submission date and time.

#### **14. Ownership of Responses**

All materials submitted in response to this Solicitation become the property of DSHS, unless received after the deadline in which case the Response shall be returned to the sender. DSHS shall have the right to use any of the ideas presented as part of the process in any manner as it deems appropriate or beneficial, regardless of whether it is contained in a Response that results in selection for a Contract.

#### **15. DSHS Award Options; Improvement of Bid Offers**

After Responses are received and written evaluations are completed, DSHS may (but shall not be required to) request best and final offers from one or more Responsible and Responsive Bidders. The written Responses of Bidders invited to provide a best and final offer may be re-evaluated and the point values may be adjusted based upon changes to pricing or proposed services, deliverables or methodologies that are included in a best and final offer, prior to DSHS' determination of the Apparent Successful Bidder.

Alternatively, after reviewing all Responses, DSHS may enter into negotiations with the highest ranked Responsive and Responsible Bidder in order to determine if the Bid may be improved before identification of the Apparent Successful Bidder.

DSHS shall not be required to request best and final offers or to enter into negotiations and reserves the right to make a Contract award without further discussion of the Response. Therefore the Response should be submitted on the most favorable terms that Bidder intends to offer.

#### **16. Oral Interviews or Presentations**

After bids are received and written evaluations are completed, DSHS **may** request that one or more Responsible and Responsive bidders participate in an oral interview and/or presentation or demonstration. If this option is elected, additional points shall be awarded as set forth in Section E.3, Evaluation Criteria and Scoring of Responses.

#### **17. Announcement of Successful Bidder(s)**

DSHS shall announce the Apparent Successful Bidder(s) on WEBS on or around the date indicated in Section C.1., Solicitation Schedule. All announcements of Apparent Successful Bidders are subject to the negotiation of a Contract satisfactory to DSHS.

Bidders who are not announced as an Apparent Successful Bidder may request a debriefing conference with the Coordinator concerning the evaluation of their bid and may, under certain circumstances, file a formal protest requesting that DSHS provide an identified remedy if Bidder believes certain types of errors occurred. A more detailed description of these processes is set forth in Section F, Debriefing and Protest Procedure.

#### **18. Ethics, Policies and Law**

This Solicitation, the evaluation of Responses, and any resulting contract will be made in conformance with applicable Washington State laws and Policies.

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 Response. Bidders must include, in their Letter of Submittal, information regarding any current or former state employees who are employed by, or subcontracted with, Bidder.

**SECTION D**  
**INSTRUCTIONS REGARDING CONTENT, FORMAT AND SUBMISSION OF**  
**WRITTEN RESPONSES**

Bidders shall submit their Responses utilizing the forms set forth on Attachments B, C, D and E to this Competitive Solicitation. Each Attachment represents a separate section of the Response. Failure to complete and submit all required Attachments, and to sign them, if applicable, may result in Bidder disqualification. Responses should be neatly typed in 12 point font, using proper grammar, spelling and punctuation and should be submitted in the following order with each section of the Response clearly labeled.

Bidder's completed and signed Attachments B and C, together with any documents that are required to be attached, and Bidder's answers to administrative questions set forth on Attachment D, Bidder Questionnaire, comprise the Administrative component of the Response.

**1. Attachment B: Bid Submission Letter (Required, not scored)**

All Bidders must submit a completed bid submission letter in the form and with the minimum contents set forth on Attachment B, which must include all of the required acknowledgments and information. The Bid Submission Letter must be signed by an individual authorized to bind the Bidder contractually.

**2. Attachment C: Bidder Certifications and Assurances (Required, not scored)**

All Bidders must submit the Bidder certifications and assurances form set forth on Attachment C, signed by an individual authorized to bind the Bidder contractually.

**3. Attachment D: Bidder Response Form (Required; Portions Scored)**

Using Attachment D, Bidders must provide answers to the questions set forth on the Bidder Response Form to demonstrate satisfaction of administrative requirements and, as applicable to this Solicitation, their qualifications, approach and proposed pricing to provide the services as outlined in this Competitive Solicitation, including the Sample Contract set forth in Attachment A and the Sample Business Associates Agreement set forth in Attachment F. The number of points allocated to each answer is indicated next to the question.

The Bidder Response Form is posted separately from this Solicitation document in Microsoft Word format. Except for limits that are noted on the Bidder Response Form, Bidders may utilize as much space as is reasonably required to respond to each question, provided all questions are repeated and remain numbered and ordered as set forth in Attachment D. If additional pages are needed, they should be attached to the page containing the initial portion of the response to a question and should be marked clearly to indicate that they provide a continuation of Bidder's answer to a specific numbered question. Bidders should not submit product brochures, white papers, customer testimonials, cut sheets, or other pre-prepared materials in response to any of the questions.

Bidders must submit complete, well-organized explanatory answers that address all of the specific questions asked in the Bidder Response Form. Bidders should not assume that evaluators will be familiar with their businesses before conducting the evaluation. Use of Attachment D assures that Bidder responds to specific questions in space immediately below those questions and helps to avoid confusion among evaluators about the question that is being responded to. In awarding points, evaluators shall not be obligated to search through the Bidder's answers to questions other than the one being reviewed in order to locate text that is responsive to the question being reviewed. Failure to use the form set forth on Attachment D (with the applicable questions set forth immediately above Bidder's answers), failure to respond to all questions and/or failure to submit any documents requested in the Bidder Response Form may result in Bidder disqualification.

If Bidder is awarded a Contract, DSHS may require that Bidder's Response to the Bidder Response Form be incorporated, in whole or in part, into the Contract.

#### **4. Attachment E: Contractor Intake Form (Required, Not Scored)**

All Bidders must complete and sign the Contractor Intake Form (Form 27-043) attached to this competitive Solicitation as Attachment E. This form can be downloaded in Microsoft Word format for ease of completion at <https://www.dshs.wa.gov/fsa/forms>. Any copy of any business license is acceptable. However, unless Bidder is not required to have a business license, the successful Bidder will need to have a Washington Business License before the contract begins. Prior to performing any work, Bidder will need to obtain a business license, if one is required, through the Washington Department of Licensing. Their web address is: <http://www.dol.wa.gov/> Bidder can provide its Washington business license, if required, after award.

#### **5. Proprietary Information/Public Disclosure**

Materials submitted in response to this Solicitation shall be deemed public records as defined by RCW 42.56. All Responses and accompanying documentation shall become the property of DSHS upon receipt, and will not be returned.

The Bidder's Response must include, on Attachment D, a statement identifying the pages of its Response, 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 Response proprietary. Doing so cannot be honored and will disqualify your Response from further consideration.**

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

**Bidders may not include any DSHS client information in their Responses. Doing so will result in disqualification of the Response from further consideration.** If you wish to include examples of any forms or processes, use a blank form or ensure that all client information is completely redacted.

## 8. Submission of Responses

Bid Responses must be stored in an acceptable electronic format and, if applicable, hard copy format, as set forth in Section 9, below. Bid Responses must be emailed directly to the Coordinator at the email address provided on the cover sheet of this Solicitation Document. Bid Responses must be received by the Coordinator in their entirety on or before the due date and time set forth in Section C.1., Solicitation Schedule, unless a posted Amendment to this Competitive Solicitation changes this due date and time. Bidder's completed version of each of the Attachments B, C, D and E to this Competitive Solicitation shall be included as a separate attachment to the Bidder's email(s).

Bidders assume all risks for the timely submission of the Response. Bidders are responsible for allowing sufficient time to ensure timely electronic receipt of their Response by the Coordinator and, in Solicitations that also require that hard copies of the Response be submitted, to ensure timely receipt via other delivery methods. DSHS does not assume responsibility for problems with the Bidder's email, network or problems with the mail, parking, traffic or the services of any third party courier. However, if DSHS email is not working properly, appropriate allowances will be made.

DSHS will not accept late Responses, nor grant time extensions for individual Bidders. DSHS will disqualify any Response and withdraw it from consideration if it is received after the Response submission due date and time.

The "receive date/time" shown on the DSHS email system will be used as the official time stamp.

## 9. Acceptable Electronic Formats for Submission of Responses

Attachment D, Bidder Response Form, should be submitted in Microsoft Word. Other Response documents must be formatted in Portable Document Format (Adobe Acrobat PDF) or Microsoft Word, Excel, or PowerPoint. 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. When scanning documents to be submitted in PDF format, scanner resolution should be set to at least 200 dots per inch.

**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 Responses. If your Response approaches or exceeds 30MB, you must break it up and send it by more than one email so that no single email exceeds 30MB.**

## 10. Alternative Submission Methods

Bidders wishing to request an alternative method for submitting their Response must contact the Coordinator at least ten (10) days before the Response Submission Date. No alternative submission method will be accepted unless agreed to by the Coordinator in writing prior to the Response deadline.

## SECTION E EVALUATION OF RESPONSES

### 1. Bid Responsiveness; Administrative Review

All Responses will be reviewed by the Solicitation Coordinator to determine compliance with administrative and minimum qualification requirements and instructions specified in this Solicitation. DSHS may disqualify a Response as nonresponsive at any time for any of the following reasons:

- Incomplete Response (including administrative requirements)
- Submission of a Response that proposes services that deviate from the scope and technical requirements set forth in this document and Attachment A, Sample Contract, except as permitted in an Amendment to this Solicitation
- Failure to meet the minimum Bidder qualifications or to comply with any requirement set forth in this Solicitation Document, including Attachments
- Submission of incorrect, misleading, or false information
- History of prior unsatisfactory contractual performance

If a Response is deemed non-responsive, it shall be removed from further consideration. DSHS shall notify non-responsive Bidder(s) of this determination and the supporting reasons. Bidders whose Responses are found to be non-responsive shall be disqualified from further evaluation and shall be notified in writing. Within three business days following such notification, Bidder may request a Debriefing Conference that shall be limited to the reasons Bidder was found to be non-responsive.

If a Response meets all administrative and Bidder qualification requirements and submittal instructions, DSHS shall continue with the Written Evaluation.

### 2. Errors in Bidder Response

Bidders are responsible for all errors or omissions contained in their Responses. Bidders will not be allowed to alter Response documents after the deadline for Response submissions.

DSHS reserves the right to contact any Bidder for clarification of Response contents. In those cases where it is unclear to what extent a requirement has been addressed, the evaluation panel may, in their discretion and acting through the Coordinator, contact a Bidder to clarify specific matters in the submitted Response.

DSHS reserves the right to waive minor administrative irregularities contained in any Bidder Response.

### 3. Evaluation Criteria and Scoring of Responses

Following the administrative review, Responses shall be evaluated and points shall be awarded for the management, technical, and cost proposal components of the Response, as applicable, based upon Bidder’s responses to the questions set forth in Attachment D, Bidder Response Form. Additional evaluation points may be awarded for specific criteria not included in Attachment D, Bidder Response Form only if set forth in this Section.

The evaluation of the bids will be based only upon the response and not on the external experience with, or perception of the Bidder.

The maximum number of points available for each Bidder is three hundred thirty five (335). The maximum number of points that may be assigned with respect to specific questions is set forth on Attachment D, Bidder Response form. The overall breakdown for assignment of points in evaluating Responses to this Solicitation is as follows:

<b>Management (Qualifications) Response</b> .....	90 max points
<b>Technical Response</b> .....	150 max points
<b>Cost (Quotations) Proposal</b> .....	45 max points
<b>(*Optional) Oral Interview/Presentation</b> .....	50 max points
<b>Total Possible Points: 335</b>	

#### a. Cost Proposal Evaluation Criteria

The Solicitation Coordinator shall perform and record the numerical calculations to be considered in the evaluation of Quotations. The Quotation evaluation shall be based upon a calculation that rates each quotation in relation to the lowest cost bid. The maximum point value (100% of possible points) shall be granted to the lowest cost (lowest numerical) bid for any given category of pricing that is solicited. The remaining bids in that category shall receive a percentage of the maximum number of points based upon a comparison of their value to that of the lowest cost bid. In other words, the Bidder who offers the lowest rate for each question shall receive the maximum number of points, with each successive Bidder receiving fewer points in proportion to the best quotation.

Bidder	Low-Cost Calculation <i>EXAMPLE</i>			Calculated Quotation Score
	Quotation Quest. #1	Low Cost %	Possible Points	Max 50 Points
Bidder A	\$40.00	1.00	45	45
Bidder B	\$50.00	0.80	45	36
Bidder C	\$80.00	0.50	45	22.5

b. Management (Qualifications) Response and Technical Response Evaluation Criteria

Scoring will be based upon a scale of zero (0) to ten (10) for the Management (Qualifications) Response Section, with those scores being defined as follows:

Score	Description	Discussion
9-10	Exceptional	Feature or capability is clearly superior to that which is average.
7-8	Above Average	Feature or capability is better than that which is average.
5-6	Average	This is the baseline score for each item with adjustments based upon the evaluator's interpretation of the Bidder's response.
3-4	Below Average	Feature or capability is substandard to that which is average.
1-2	Failing	Feature or capability is non-responsive or clearly inadequate to that which is average.
0	No Experience	Response shows no experience in this skill or capability.

Scoring will be based upon a scale of zero (0) to five (5) for the Technical Response Section, with those scores being defined as follows:

Score	Description	Discussion
5	Exceptional	Feature or capability is clearly superior to that which is average.
4	Above Average	Feature or capability is better than that which is average.
3	Average	This is the baseline score for each item with adjustments based upon the evaluator's interpretation of the Bidder's response.
2	Below Average	Feature or capability is substandard to that which is average.
1	Failing	Feature or capability is non-responsive or clearly inadequate to that which is average.
0	No Experience	Response shows no experience in this skill or capability.

**4. Written Bid Evaluation Process**

DSHS shall designate an evaluation team of at least three (3) evaluators to review, evaluate, and score the written question responses. These evaluators will be selected based on their qualifications, experience, capability and background. If oral interviews or presentations are conducted, additional evaluators may supplement or replace some or all of the individuals performing the written evaluation.

Evaluators shall assign scores up to the maximum points available. Individual evaluator points will be totaled and the average points for each Bidder will be calculated. The Bidder's average points earned for each question will be added together to determine the Bidder's total written evaluation points.

**5. Bidder's References**

Once the written evaluations are completed, DSHS may contact the references provided by the top-ranked Bidder(s) in order to investigate past performance and validate information in Bidder Responses. In submitting a Response, Bidder agrees that it shall hold harmless DSHS and any individuals identified as references from and against liability resulting from the provision of information or the receipt and use of that information in evaluating Bidder's Response.

While additional points may be awarded for superior performance and reliability as demonstrated through references (see paragraph 3, above), references are generally evaluated on a pass/fail basis. DSHS may reject a bid if a reference provides negative information about a Bidder's past performance.

DSHS may, at any time, require additional or substitute references to determine the Bidder's experience and level of responsibility. If the reference check process reveals information that should properly be considered in evaluating Bidder's responses, DSHS may, in its sole discretion, reconvene the evaluation panel to reconsider the evaluation scoring in light of the information obtained.

**6. Oral Interview/Evaluation**

In addition to evaluating the written response, DSHS may invite one or more of the highest scoring Bidders to make an oral presentation which shall be separately evaluated.

**7. Selection of Apparent Successful Bidder**

The Bidder that receives the highest total number of possible points will be considered the Apparent Successful Bidder and presented to DSHS management for consideration. In the event multiple Contracts will be awarded, the applicable number of top-scoring Bidders will be considered.

	Cost Factor Points	Non-Cost Factor Points	Oral Interview (Optional)	Total
Bidder A	45	120	45	210
<b>Bidder B</b>	36	150	50	236

The selection process shall determine which Bidder provides the best value in meeting the needs of DSHS. Selection of the Apparent Successful Bidder(s) depends upon DSHS' assessment of multiple factors, including Bidders' qualifications, capabilities, efficiency, experience, reliability, responsibility, integrity, quality of proposed services and deliverables, timeliness, cost and potential impact on DSHS' needs. DSHS may consider whether the Response encourages diverse contractor participation; whether the Bid provides competitive pricing, economies and efficiencies; whether the Bidder considers human health and environmental impacts; whether the Response appropriately weighs cost and non-cost considerations; and life cycle cost, as applicable. DSHS may also consider a Bidder's performance on prior State or other contracts and may reject Responses of any Bidder who has failed to perform satisfactorily under any previous contract with the state or another party. DSHS reserves the right to select a Bidder whose Response is deemed to offer the best overall value and that is in the best interests of DSHS and the State of Washington.

DSHS management shall make the final determination as to which Bidder(s), initially designated as finalist(s), shall be officially selected and announced on WEBS as the Apparent Successful Bidder(s) on or about the date and time set forth in Section C.1., Solicitation Schedule. DSHS may also notify the Apparent Successful Bidder(s) and the unsuccessful Bidder(s) of its determination via email on or about the date and time specified in Section C.1., Solicitation Schedule.

DSHS' decision will be subject to the execution of a Contract satisfactory to DSHS within a reasonable period of time following the announcement of the Apparent Successful Bidder on WEBS. In the event the parties are unable to reach agreement on the final details of a Contract, consistent with Attachment A, Sample Contract, DSHS shall have the option of negotiating with the next highest ranked Bidder and of revising the announcement of the Apparent Successful Bidder.

**SECTION F  
BIDDER DEBRIEFING  
AND PROTEST PROCEDURE**

**1. Debriefing Conferences**

No later than 3:00 p.m. PST on the third business day following the posted announcement of Successful Bidder(s) on WEBS, Bidders who have submitted timely proposals and who have not been disqualified or designated as non-responsive during the solicitation process may send an email to the Coordinator requesting a Debriefing Conference. Unless a different date is agreed upon by the Coordinator, the Debriefing Conference will be held on a date designated in Section C.1., Solicitation Schedule. Discussion at the debriefing conference will be limited to the following:

- Evaluation and scoring of the Bidder's Response
- Critique of the Response based on the evaluation
- Review of Bidder's final score in comparison with the other final scores

No comparisons between Bids will be allowed during the Debriefing Conference, which shall be conducted by telephone, unless the Coordinator agrees to an in-person meeting, and shall last for a maximum period of thirty (30) minutes.

**2. Grounds and Filing of Protests**

A Bidder who has participated in a Debriefing Conference may file a formal Protest if the Bidder asserts that there are facts that indicate error in the evaluation of Bids on one or more of the following grounds:

- Bias, discrimination or conflict of interest on the part of the evaluator or in the process
- Mathematical errors in computing the score
- Non-compliance with procedures described in the Solicitation document or in DES policy

Protests must be emailed to the Solicitation Coordinator and must be received no later than 3:00 p.m. PST on the fifth (5th) business day following the day of the Bidder's Debriefing Conference. The Protest must adhere to the requirements set forth in this Section or it will not be considered. This Protest procedure constitutes the sole administrative remedy available to Bidders from DSHS under this Solicitation.

Protests must include the protestor's mailing address and phone number and the name of the individual responsible for filing the Protest. The Protest must state the Solicitation number and title, the grounds for the Protest, specific facts to support these grounds, and a description of the relief or corrective action being requested.

Protests not based on one of the grounds set forth in this Section will be rejected. It is not grounds for a protest to question an evaluator's professional judgment on the quality of a Response or DSHS' assessment of its own needs or requirements.

#### **4. DSHS Protest Review Process**

The Coordinator will immediately forward any Protest to the Chief of Central Contracts and Legal Services to assign to a Protest Coordinator for review. The Protest Coordinator, an individual who was not involved in the Solicitation, will consider the record and all available facts and will endeavor to issue a decision within ten (10) business days following receipt of the Protest. If additional time is required, the protesting party will be notified of the delay.

In the event a Protest may involve the conduct of or information submitted by another Bidder that also submitted a Response, such Bidder will be given an opportunity to submit its views and any relevant information on the issue(s) raised by the protest to the Solicitation Coordinator.

#### **5. Determination of Protests**

The Protest Coordinator shall issue a written determination regarding the Protest. This written determination shall include one or more of the following determinations:

- Upholding DSHS determination of the Apparent Successful Bidder(s) on the basis that there are insufficient facts to establish the alleged error; or
- Upholding DSHS' determination of the Apparent Successful Bidder(s) on the basis that there are only technical or harmless errors in DSHS' evaluation process; or
- Finding errors and identifying actions which may be taken by DSHS, such as:
  - Correction of errors and reevaluation of all bids,
  - Cancellation and reissuance of the Solicitation (in which case all the Bidders will be notified), or
  - Other corrective actions as may be appropriate

There is no further administrative process or remedy available within DSHS to appeal the determination that resulted in a Protest. If the protesting party does not accept DSHS' determination, the protesting party can seek relief from Superior Court in Thurston County, WA.

**SECTION G**  
**CONTRACTING PROCEDURES**

**1. Contract Execution**

The Apparent Successful Bidder(s) is expected to sign a contract with DSHS that is substantially the same as Attachment A, Sample Contract and Attachment F, Sample Business Associates Agreement, included with this Solicitation, and to enter into any subsequent Contract amendments that may be required to address specific work or services.

There is a current work effort being conducted to refresh the requirements in *Attachment G – Comprehensive Requirements Document*. The result of this work will be included as part of contract negotiations and the resulting contract.

DSHS reserves the right to require that some or all of Bidder's Response be incorporated into the Contract, and to negotiate the specific wording of the Statement of Work, based on the requirements of this Solicitation and the terms of the Response submitted by the Apparent Successful Bidder. If changes are requested as part of the Bid Response, DSHS may consider, but shall be under no obligation to agree to, modifications to the General Terms and Conditions of Attachment A, Sample Contract.

If the Apparent Successful Bidder fails or refuses to sign a Contract within ten (10) business days of delivery by DSHS, DSHS may elect to designate the next highest-ranked finalist as the Apparent Successful Bidder.

**2. Insurance**

The Apparent Successful Bidder shall provide evidence of its compliance with the insurance requirements included in Attachment A, Sample Contract.

**3. Non-Endorsement**

The award of a Contract is not an endorsement by the State or DSHS of the Bidder or Bidder's Services and shall not be represented as such by Bidder in any advertising or other publicity materials.

By submitting a Response to this Solicitation, the Bidder agrees to make no reference to DSHS in any literature, promotional materials, brochures, sales presentations or the like without the prior written consent of DSHS.

**4. Background Checks**

Individuals who will be performing the Contract on behalf of the Apparent Successful Bidder may be required to undergo background checks. Individuals who have disqualifying results (showing crimes and/or negative actions) may not be permitted to provide Services under the Contract.

**5. Electronic Payment**

The State prefers to utilize electronic payment in its transactions. The successful Bidder

will be required to register in the Statewide Vendor Payment system, <http://www.des.wa.gov/services/ContractingPurchasing/Business/VendorPay/Pages/default.aspx>, prior to submitting a request for payment under their Contract. No payment shall be made until the registration is completed.