

Information Technology Professional Services (ITPS)

Second-Tier Solicitation #1559-547 (Work Request)





Washington State Department of Social and Health Services

ITPS Second-Tier Solicitation (Work Request)

Solicitation Number: ITPS #1559-547

Project Name: Application Development Services for TRACKS, ARRTS & LMS

This is a second-tier solicitation pursuant to Washington State Department of Enterprise Services (DES) Information Technology Professional Services (ITPS) program.

THIS SOLICITATION REQUIRES ALL BIDDERS TO HAVE A CURRENT MASTER CONTRACT WITH DES FOR THE IT SERVICE CATEGORY SPECIFIED BELOW. SEE ELIGIBILITY. All rights and obligations of the parties are subject to and governed by the terms of the ITPS master contract with DES including any subsequent modifications incorporated herein. DES assumes no responsibility for executing master contracts with companies prior to the closing date of this or any solicitation and will not modify the evaluation schedule.

<p><u>Schedule</u></p> <p>Date Issued: 04/16/2015</p> <p>Questions Due: 04/24/2015</p> <p>Answers Published: 04/28/2015</p> <p>Complaints Due: 05/01/2015</p> <p>Proposals Due: 05/08/2015, 3PM PT</p> <p>Oral Interviews (if required): 05/18/2015-05/19/2015</p> <p><u>Estimated Performance Period</u></p> <p>From July 1, 2015 to June 30, 2016</p> <p><u>Solicitation Coordinator</u></p> <p>Name: Sarah MacLean</p> <p>Title: IT Contracts Manager</p> <p>Phone: (360) 664-6050</p> <p>Email: maclesr@dshs.wa.gov</p>	<p><u>ITPS Category Number / Title</u></p> <p><input type="checkbox"/> 04113 - IT Funding and Financial Analysis</p> <p><input type="checkbox"/> 05613 - IT Business Analysis</p> <p><input type="checkbox"/> 05813 - COOP & Disaster Recovery</p> <p><input type="checkbox"/> 3. External IT QA and IV&V</p> <p><input type="checkbox"/> 4. IT Project Management</p> <p><input type="checkbox"/> 5. Technology Architecture Planning & Dev.</p> <p><input type="checkbox"/> 6. Security Analysis</p> <p><input type="checkbox"/> 7. Enterprise Content Management</p> <p><input type="checkbox"/> 9. Systems Analysis</p> <p><input type="checkbox"/> 10. Network & System Administration</p> <p><input type="checkbox"/> 11. Software Quality Assurance & Testing</p> <p><input type="checkbox"/> 12. Desktop Applications Development & Training</p> <p><input type="checkbox"/> 13. Geographic Information Systems Application Dev.</p> <p><input type="checkbox"/> 14. Workstation Installation & Support</p> <p><input checked="" type="checkbox"/> 15. Client Server, Web & N-Tier Application Dev.</p> <p><input type="checkbox"/> 16. General Mainframe Development</p> <p><input type="checkbox"/> 17. General DB Administrator / DB Dev. / Data Analyst</p>
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1 ITPS PROGRAM DESCRIPTION

<p>Overview</p>	<p>The ITPS program is a two-tiered competitive solicitation program for different categories of IT services in which vendors are first prequalified by IT service category. Once prequalified in a category, a vendor becomes eligible to submit proposals for separately solicited project work FOR THAT CATEGORY ONLY. DES coordinates the prequalification activities.</p> <p>A competitive solicitation is defined as a documented formal process providing an equal and open opportunity to bidders and culminating in a selection based on predetermined criteria.</p> <p>There are two separate solicitations utilized in the program:</p> <ol style="list-style-type: none"> 1. <u>First-Tier: Prequalification</u>. Coordinated by DES. 2. <u>Second-Tier: Project Work</u>. Separately coordinated by state agency purchasers for the actual work. <p>Solicitation documents are posted to Washington State's enterprise vendor registration and bid notification system (currently Washington's Electronic Business Solution or WEBS). Companies must be registered in WEBS in order to compete for solicitations. View WEBS registration and search tips. Questions about the registration process may be directed to WEBSCustomerService@des.wa.gov or (360) 902-7400, 8:00 am to 5:00 pm, Monday – Friday.</p>
<p>First-Tier: Prequalification</p>	<p>DES prequalifies companies by category using the following first-tier solicitation process:</p> <ol style="list-style-type: none"> 1) DES develops mandatory requirements and evaluation criteria for prequalification in each ITPS category. 2) The requirements and criteria are then detailed in solicitations BY CATEGORY which are posted to WEBS. <p>For a first-tier prequalification schedule and status of categories, see the ITPS webpage. If a category's solicitation status is anything other than "posted", it is not currently posted in WEBS (i.e. terminated, terminating, closed, in development, to be developed).</p> <p>For posted first-tier solicitations, go to WEBS.</p> <ol style="list-style-type: none"> 3) Bidders attempt to prequalify BY CATEGORY by responding to the solicitations. 4) DES evaluates responses and negotiates master contracts BY CATEGORY with bidders who meet the requirements of the solicitations. 5) Companies with DES master contracts are then listed on the applicable prequalified lists BY CATEGORY within WEBS for state agency purchasers to use when soliciting for their project work.
<p>Second-Tier: Project Work</p>	<p>State agency purchasers separately coordinate solicitations for their projects using the following second-tier solicitation process:</p> <ol style="list-style-type: none"> 1) A purchaser determines which ITPS category is applicable to its project and develops requirements and evaluation criteria for a solicitation. 2) The solicitation is then SELECTIVELY posted to WEBS ONLY TO THE APPLICABLE CATEGORY (prequalified list in WEBS); not to individual commodity

	<p>codes.</p> <p>Note: Only companies who are prequalified for the specified category should receive the solicitation. Accordingly, the purchaser will only entertain proposals from companies who are prequalified in the specified category.</p> <p>3) The purchaser evaluates proposals and awards the work to the prequalified bidder who best meets the solicitation's requirements.</p> <p>Note: DES assumes no responsibility for prequalifying a company/individual prior to the closing date of a second-tier solicitation and will not modify the evaluation schedule.</p>
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2 PROJECT DESCRIPTION

2.1 Background

The state of Washington, Department of Social and Health Services (DSHS), is responsible for the support of the enterprise wide TRACKS system, a system which tracks over 24,000 assets and processes over \$75,000,000 in purchases in a given year. The current TRACKS system is obsolete in terms of technology and does not meet the Agency's needs with regards to compliance with procurement reform laws, necessary detail on purchase card spend, flexibility to meet changing organizational needs, and accurate purchasing data. The re-write of TRACKS e-purchasing, asset, and vehicle modules requires assistance with enterprise application design and development efforts. In addition, assistance is needed to provide support for critical production issues that may arise with the current TRACKS system until the new TRACKS re-write is implemented.

The Department of Social and Health Services (DSHS) is also responsible for supporting a variety of agency-wide applications that include back office types of functionality such as records request tracking, learning management, and enterprise user management. Enterprise application design and development assistance is also needed to support and maintain these applications.

2.2 Location

The work will be performed at Office Building II in Olympia, WA (1115 Washington Street SE, Olympia, WA 98504)

2.3 Scope of Work

DSHS anticipates executing one (1) contract for one (1) senior level developer to assist the DSHS Information Systems Services Division (ISSD) with the re-write of the enterprise wide TRACKS system, and with tier 2 maintenance for enterprise wide TRACKS, Agency Records Request Tracking System (ARRTS), and Learning Management System (LMS).

2.4 Period of Performance

The term of the resulting contract (work order) will be (1) year commencing on July 1, 2015 or upon the execution date, whichever is later, until June 30, 2016. Amendments extending the period of performance, if any, shall be at the sole discretion of DSHS. The term of the contract (work order) may be extended by amendment for an additional (3) year period.

2.5 Work Requirements

Senior-Level Client Server, Web & N-Tier Application Developer Qualifications

Mandatory Requirements:

- 1) At least 5 years of experience developing solutions that integrate with Microsoft's Active Directory and the Human Resource Management System operated by the Washington State Department of Personnel.
- 2) At least 8 years of experience with Visual Studio, .NET framework, Web Services, HTML, XHTML, HTTP/HTTPS to presentation layer, IIS, and Windows Communication Foundation.
- 3) At least 8 years of experience with SQL scripting, SQL reports, C#, ASP.NET, VB.Net, Visual Basic 6, and Classic ASP.
- 4) At least 8 years of experience programming thick or thin GUI's/clients or web based systems.
- 5) At least 5 years of experience with Microsoft Team Foundation Server.
- 6) At least 5 years of experience developing and supporting agency-level administrative systems within a state agency.

Desirable Experience:

- 1) Experience with Microsoft integrated development environments and tool sets.
- 2) Knowledge of ITL change management.
- 3) Experience designing, developing, unit testing, and implementing application and database code required for multiple tier business applications and systems in distributed multi-user environments.
- 4) Working knowledge and experience with CheckMarx security scanning development tool.
- 5) Working knowledge and experience with MVC Entity Framework 5.
- 6) Knowledge of DSHS specific business processes related to purchasing, public disclosure, and learning management.
- 7) Knowledge and experience implementing OCIO and DSHS security policy.
- 8) Experience working within an agile development framework.

2.6 Deliverables

2.6.1 Deliverable 1 – TRACKS E-Purchasing, Asset, and Vehicle Re-Write

Objective: Provide design, development, testing, and implementation of core TRACKS functionality related to purchasing, fixed assets, vehicles, and user management within an agile, iterative development lifecycle.

Contractor Tasks:

1. Deliver code that meets functional and non-functional requirements as defined and documented by the Business Analyst. Software delivered shall comply with agency policies and standards related to software development, architecture, and security.
2. Deliver technical documentation that meets requirements for accuracy, completeness, and ease of use.

3. Meet or exceed delivery dates as established within the formal project plan.
4. Migrate data from existing system into the new system with minimal loss of productivity and data.
5. Maintain source code and technical documentation in TFS.
6. Provide a detailed monthly invoice that describes time spent on work items, using categories specific to AAWS. This invoice is due on the first day of the following month.
7. Provide monthly totals of work items in Time Tracker.

Outcomes: The contractor develops a functional system that meets business and technical needs.

2.6.2 Deliverable 2 – TRACKS Application Support and Maintenance

Objective: Provide application support and maintenance for the enterprise wide TRACKS system. The current TRACKS system is built upon outdated technologies such as Classic ASP and VB 6.

Contractor Tasks:

1. Provide tier 2 technical support for TRACKS production incidents.
2. Resolve TRACKS service and incident requests as assigned from the IM Administrative Application Queue and notify customer of expected completion date. Utilize the change management process within IM for configuration management changes related to TRACKS.
3. Maintain source code and updates to technical documentation in TFS.
4. Provide a detailed monthly invoice that describes time spent on work items, using categories specific to AAWS. This invoice is due on the first day of the following month.
5. Provide monthly totals of work items in Time Tracker.

Outcomes: The contractor provides adequate application support to ensure that business operations are not adversely impacted. Urgent application support requests are responded to in a timely manner. Other application support requests are worked based on priority.

2.6.3 Deliverable 3 – ARRTS Application Support and Maintenance

Objective: Provide application support and maintenance for the agency wide ARRTS system.

Contractor Tasks:

1. Provide tier 2 technical support for TRACKS production incidents.
2. Transfer Subject Matter Expert (SME) knowledge of ARRTS to members of the AAWS Technical Team.
3. Resolve ARRTS service and incident requests as assigned from the IM Administrative Application Queue and notify customer of expected completion date. Utilize the change management process within IM for configuration management changes related to ARRTS.

4. Maintain source code and updates to technical documentation in TFS.
5. Provide a detailed monthly invoice that describes time spent on work items, using categories specific to AAWS. This invoice is due on the first day of the following month.
6. Provide monthly totals of work items in Time Tracker.

Outcomes: The contractor provides adequate application support to ensure that business operations are not adversely impacted. Urgent application support requests are responded to in a timely manner. Other application support requests are worked based on priority.

2.6.4 Deliverable 4 – LMS User Management Portal Application Support and Maintenance

Objective: Provide application support and maintenance for the agency wide LMS User Management Portal.

Contractor Tasks:

1. Provide tier 2 technical support for LMS production issues.
2. Transfer Subject Matter Expert (SME) knowledge of LMS User Management Portal to members of the AAWS Technical Team.
3. Maintain HRMS database views of Gap 09 and 10 data which integrates with agency wide LMS and other internal applications such as EIMS, CMDB, and billing.
4. Resolve LMS service and incident requests as assigned from the IM Administrative Application Queue and notify customer of expected completion date. Utilize the change management process within IM for configuration management changes related to LMS.
5. Maintain source code and updates to technical documentation in TFS.
6. Provide a detailed monthly invoice that describes time spent on work items, using categories specific to AAWS. This invoice is due on the first day of the following month.
7. Provide monthly totals of work items in Time Tracker.

Outcomes: The contractor provides adequate application support to ensure that business operations are not adversely impacted. Urgent application support requests are responded to in a timely manner. Other application support requests are worked based on priority..

2.7 Acceptance Criteria

2.7.1 Deliverable 1

- Functional code that is developed by the contractor must test with zero to minimal defects and meet the functional requirements of the system as documented. This will be measured through internal testing by a dedicated Software Test Engineer.
- Project delivery dates for deliverables as defined by the PM and Technical Lead are met or exceeded. This will be tracked and measured through a formal project plan and agile burn down chart.
- Functional code will meet agency specific security requirements as outlined in the DSHS Security Policy and agency IT Standards. This will be measured by peer code reviews with the Technical Lead.

- All security vulnerabilities will be addressed and mitigated through the use of security scanning tools. This will be measured by the results of the scans.
- On the first day of each month, the contractor will submit the hours worked on the project into Time Tracker and provide corresponding invoice for review.

2.7.2 Deliverables 2 - 4

- Code releases for incidents and enhancements that are developed by the contractor must test with zero to minimal defects and meet the functional requirements of the system as documented. This will be measured through internal testing by a dedicated Software Test Engineer.
- Code releases for incidents and enhancements that are developed by the contractor will meet agency specific security requirements as outlined in the DSHS Security Policy. This will be measured by peer code reviews with the Technical Lead.
- All security vulnerabilities present in a code release will be addressed and mitigated through the use of security scanning tools. This will be measured by the results of the scans.
- Contractor must follow change management process for changes to code that involve configuration management. This will be measured by reviews of code by the Service and Release Manager.
- On the first day of each month, the contractor will submit the hours worked on the project into Time Tracker and provide corresponding invoice for review.

2.8 Additional Expectations

A security badge is required and will be provided to the Contractor for access into the work area where he or she will be stationed. The Contractor will be required to complete a non-disclosure agreement and annual Security Awareness training. The Contractor will be provided a DSHS owned computer for the duration of the contract. Regular business hours are Monday thru Friday 8:00am to 5:00pm. Contractor hours shall not exceed 176 hrs per month.

3 REQUIRED SUBMITTALS

The proposal must include the signature of an authorized bidder representative on all documents requiring a signature.

Proposals which do not include any of the following required submittals will be rejected for non-responsiveness.

3.1 Administrative Requirements (Not Scored)

The Bidder must respond to each item in the same order in which they appear.

3.1.1. Letter of Submittal

Bidders must include a signed Letter of Submittal on Bidder's official business letterhead stationery as the first page of the proposal. Signing the Letter of Submittal indicates that the Bidder accepts the terms and conditions of this Work Request.

The Bidder's Letter of Submittal must include the following:

- (1) Name, address, principal place of business, telephone number, fax number, and e-mail address of legal entity or individual with whom contract (work order) would be written;
- (2) The name of the contact person for this Work Request;
- (3) A detailed list of all materials and enclosures included in the Proposal;
- (4) A list of all work request amendments downloaded by the Bidder from the DSHS Procurements Web site and/or WEBS, if applicable, and listed in order by amendment number and date. If there are no work request amendments, the Bidder must include a statement to that effect;
- (5) A statement substantiating that the person who signs the letter is authorized to contractually bind the Bidder's firm;
- (6) Identification of the page numbers on the Bidder's Proposal that are marked "Proprietary or Confidential" Information;
- (7) A list identifying any current or former state employees who are employed by, or subcontracted with, Bidder. The list must include the name of the employee or subcontractor, the individual's employment history with the State of Washington, and a statement of the individual's involvement with the response to, or their proposed role in providing services under a contract resulting from this solicitation.

If the Bidder has no employees or subcontractors that are current or former employees of the state of Washington, then the Letter of Submittal must so state; and

- (8) Any statements describing variations between the Bidder's Proposal and the requirements of this Work Request;
- (9) Prior Contract Performance

Bidders must submit full details of all Terminations for Default that have been experienced by the Bidder in the past five (5) years, including the other party's name, address, and telephone number.

"Termination for Default" is defined as notice to Bidder to stop performance due to the Bidder's non-performance or poor performance and the issue was either: (a) not litigated; or (b) litigated and such litigation determined the Bidder to be in default.

Bidders must describe the deficiencies in performance, and describe whether and how the deficiencies were remedied. Bidders must present any other information pertinent to its position on the matter. Bidders must present any such information in its completion of the Bidder's Letter of Submittal.

DSHS will evaluate the information and may, at its sole discretion, reject the Bidder's proposal if the information indicates that completion of a Contract or Work Order resulting from this Work Request may be jeopardized by selection of the Bidder. If the Bidder has experienced no such Terminations for Default in the past five years, the Bidder must so declare in the Bidder's Letter of Submittal.

3.1.2 Bidder Certification and Assurances Form

Bidder must submit a completed Bidder Certification and Assurances Form, Exhibit A. Please sign and include any other attachments that are necessary.

3.1.3 Exceptions and/or Proposed Revisions Section

Bidders are required to include any and all exceptions and/or revisions to the sample contract (work order) language as part of their response. DSHS will not consider changes to contract language or negotiate any new language that is submitted after the Bidder’s response.

3.1.4 Reference Section

The Bidder must provide a list of at least three (3) references of entities for which the Bidder has performed similar services. The references should include the names, telephone numbers, dates of services, and a brief description of the similar services the Bidder provided them in the past. If DSHS chooses to check references, references they will only be contacted for finalist(s).

3.2 Price Worksheet (30 points possible)

Submit your hourly rate in the following format. Keep in mind that the hours worked per month may not exceed 176 hours.

Name of proposed contractor	Most competitive hourly rate

- Expectation: One separate, scanned email attachment labeled in accordance with the file naming convention specified below.
- Required Format: MS Word
- File naming convention: BidderName_PRICE_WORKSHEET.docx.

3.3 Non-Cost Submittals (SCORED)

3.3.1 Executive Summary (5 points possible)

The executive summary should describe the Bidder’s response at a high level in terms of engagement approach, perspective, skill levels, and overall work description. It should demonstrate that the Bidder understands the scope and objectives of the engagement.

3.3.2 Experience and Qualifications (100 TOTAL points possible)

3.3.2.1 Mandatory Requirements and Desired Experience and Qualifications

Provide a resume for the proposed developer/staff, which includes information on the individual’s particular skills and qualifications related to this engagement, education, mandatory and desired experience, significant accomplishments and other pertinent information.

3.3.2.1.1 Mandatory Requirements and Qualifications (60 points possible/10 points possible per qualification)

Provide examples and detailed explanation of the how each of the mandatory experience and qualification requirements are met as laid out in Section 2.5.

3.3.2.1.2 Desired Experience and Qualifications (40 points possible/5 points possible per qualification)

Provide examples and detailed explanation of how each of the desired qualification requirements are met as laid out in Section 2.5

4 DELIVERY OF PROPOSALS

4.1 Delivery Method

4.1.1 Submission of Proposal

Proposals must be prepared and submitted in their entirety no later than the proposal submission date and time specified in the Schedule, on the first page of this Work Request. The Proposal must be sent to the Solicitation Coordinator electronically as an attachment to an email using the email address specified on the first page of this Work Request.

The email subject line must identify the email as "Response to Work Request # 1559-547."

All Proposals and any accompanying documentation and material become the property of DSHS and will not be returned.

Acceptable Electronic Formats (Software) for Submission of Offers

(1) Files must be formatted in Portable Document Format (Adobe Acrobat PDF) or Microsoft Office XP and lower versions of Microsoft Word, Excel, or PowerPoint.

(2) Spreadsheet documents must be submitted in Microsoft Excel and in a live, unprotected file that includes all formulas, macros, and computations that are relied on or used to calculate any rates or values presented therein.

(3) When scanning documents to be submitted in PDF format, scanner resolution should be set to at least 200 dots per inch.

(4) Other electronic format. If you wish to submit an offer using any format other than described here, e-mail the Solicitation 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.

4.1.2 Format of Proposal

(1) The Bidder must use a font size of 12 or larger.

(2) Proposals must address the sections of this Work Request in the same order as presented here, with the same headings.

4.2 Due Date and Time

Proposals in their entirety must be received by the solicitation coordinator by the due date and time as indicated on the first page of this Work Request. Late proposals will be rejected as non-responsive.

- The "receive date/time" posted by the purchaser's email system will be used as the official time stamp.
- Bidders should allow sufficient time to ensure timely receipt.
- Purchaser assumes no responsibility for delays and or errors caused by bidder's e-mail, purchaser's email, network events or any other party.

5 EVALUATION AND AWARD

To aid in the evaluation process, after the due date and time, purchaser may require individual bidders to appear at a date, time and place determined by purchaser for the purpose of conducting discussions to determine whether both parties have a full and complete understanding of the nature and scope of contractual requirements. In no manner shall such action be construed as negotiations or an indication of purchaser's intention to award.

During evaluation, purchaser reserves the right to make reasonable inquiry to determine the responsibility of any bidder. Requests may include, but are not limited to, financial statements, credit ratings, references, record of past performance, clarification of Bidder's offer, and on-site inspection of bidder's or bidder's subcontractor's facilities. Failure to respond to said request(s) may result in a proposal being rejected as non-responsive.

Bidders whose proposals are determined to be non-responsive will be rejected and will be notified of the reasons for such rejection.

5.1 Award Criteria

Award will be based on the following criteria and will be in accordance with provisions identified in [RCW 39.26.160](#) and other criteria identified in the solicitation.

Purchaser reserves the right to use references to confirm satisfactory customer service, performance, satisfaction with service/product, knowledge of products/service/industry and timeliness; any negative or unsatisfactory response may be an adequate reason for rejecting a bidder as non-responsible and unable to suit the needs of the state. Purchaser reserves the right to waive a reference check. Bidders deemed non-responsible may be rejected.

5.1.2 Mandatory and Desired Qualification Scoring Requirements

5.1.1.1 Mandatory Requirements

A mandatory requirement is an essential DSHS need that must be met by the Bidder.

Mandatory requirements are scored as pass or fail based on the presence of the required experience.

Mandatory requirements will also be scored with a numeric score (from 0-10) based on the quality of the staff experience and the duration of the experience.

DSHS may eliminate from the evaluation process any Bidder/Staff not fulfilling ALL mandatory requirements.

5.1.1.2 Desired Qualifications

A desired qualification is a desired skill or ability that DSHS would like to see met by the Bidder.

Bidders are required to respond to all scored requirements.

Scored/desired requirements will also be scored with a numeric score (from 0-5) based on the quality of the staff experience and the duration of the experience.

It is in the Bidder’s best interest to be thorough and fully responsive in preparing responses. Failure of the Bidder to respond to any one scored requirement will result in the Bidder receiving a score of zero (0) or no score for that unanswered item.

5.2 Evaluation Points for Non-Cost Submittals

- 5.2.2 The evaluation for the non-cost submittals will be based only upon the response and not on external experience with, or perception of, the Bidder.
- 5.2.3 Scored items will be awarded points by each evaluator (see listing below). Points will be assigned based upon the evaluator’s interpretation of the Bidder’s response to each requirement.
- 5.2.4 The evaluation teams will score independently of other teams. Upon completion, the scores will be given to the Solicitation Coordinator. Scoring will be based upon a scale of zero (0) to ten (10) for the **Executive Summary**, and the **Mandatory Requirements**, 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.

- 5.2.5 The evaluation teams will score independently of other teams. Upon completion the scores will be given to the Solicitation Coordinator. Scoring will be based upon a scale of zero (0) to five (5) for the **Desired Qualifications**, 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.

5.2.6 Score weighting for each section out of the total possible points are as follows:
The maximum TOTAL point possible for this solicitation is: **170** (if no oral interviews are conducted, the total will drop to **135**).

	Preliminary Score Requirements/Criteria	Points Possible	Weight Assigned
1	Executive Summary	5	
2	Mandatory Requirements	60	
3	Desired Qualifications	40	
4	Oral Interview (Optional)	35	
4	Cost	30	

5.3 Evaluation Process

5.3.2 Initial Determination of Responsiveness

Proposals will be reviewed initially by the solicitation coordinator and/or authorized personnel to determine, on a pass/fail basis, whether each proposal meets all the administrative requirements specified herein.

Purchaser reserves the right to determine at its sole discretion whether a bidder's response to a mandatory requirement is sufficient to pass. However, if all responding bidders fail to meet any

single mandatory item, purchaser reserves the right, at its option, to either: (1) cancel the procurement, or (2) revise or delete the mandatory item.

5.3.3 Cost Evaluation

This cost evaluation will focus on hourly rates.

The bidder with the lowest hourly rate will receive the maximum (30) cost evaluation points. Those proposals with higher hourly rates will receive proportionately fewer cost evaluation points based upon the lowest hourly rate.

Example:

<p>Bidder A: (Lowest hourly rate)</p>	<p>\$98.00 = 30 points ⇨ <i>Winner receives all 30 available points</i></p>
<p>Bidder B: (2nd Lowest hourly rate)</p>	<p>\$150.00 $\\$98.00 / \\$150.00 = .65 * 30 = 19.5 \text{ Points}$ <small>Lowest Bid / Higher Bid = Percentage of Available Points * Available Points = Points Awarded</small></p>

5.3.4 Non-Cost Evaluation

A committee will evaluate non-cost submittals and assign scores as set forth herein.

The committee members need not award all possible points and will score the non-cost submittal consistent with their values and best professional judgment. The committee members will primarily focus on the considerations stated in the solicitation.

In addition to presiding over the evaluation committee, solicitation coordinator may review the non-cost submittals provide input, assemble evaluation aids, or perform other functions helpful to the evaluation committee. The committee may engage in a free flow of discussion with other committee members and the solicitation coordinator prior to, during, and after the evaluation.

The scoring of the questions may be performed in isolation or together as a group, or a combination of both. Each committee member will give a particular question a score utilizing the point system identified in the table above which has been established in accordance with primary stakeholder considerations.

All of the committee members' scores for a question will be added together and then divided by the number of members to arrive at a total score for that question. This process will repeat for all questions.

5.3.5 Oral Interviews

DSHS may, after evaluating the written Proposals, elect to schedule oral presentations. The Solicitation Coordinator will notify finalists of the date, time, and location of the oral presentation. A tentative date is set in the included schedule.

DSHS will select evaluators for the oral presentations based on their qualifications, experience, and background relevant to this solicitation. These evaluators may include evaluators who reviewed the written Proposals or DSHS staff who will work with the successful Bidder. Evaluators will score oral presentations in accordance with the solicitation requirements.

5.3.6 Selection of Apparent Successful Bidders

To identify an apparent successful bidder, each bidder's points earned from the cost evaluation and the non-cost evaluation will be added together as follows:

Example:

	Cost Factor Points	Non-Cost Factor Points	Oral Interview (Optional)	Total
Bidder A	30	100	30	160
Bidder B	19.5	85	10	114.5

The bidder with the highest number of total points will be declared the apparent successful bidder. Purchaser may then enter into contract negotiations with the apparent successful bidder.

Designation as an apparent successful bidder does not imply that the state will issue an award; it merely suggests that the state believes a proposal to be responsive and offer the best value to the purchaser. This designation allows the purchaser an opportunity to perform a responsibility analysis and ask for additional documentation. Purchaser is also at liberty to re-review and determine whether a proposal is responsive as initially determined. Bidder must not construe the notification of award, impending award, or attempts to negotiate, etc. as a final award decision. Any assumptions are done so at the bidder's own risk and expense.

Should Contract negotiations fail to be completed within 30 days after initiation, Purchaser may immediately cease Contract negotiations and declare the second lowest Bidder the new Apparent Successful Bidder and enter into Contract negotiations with that Bidder. This process will continue until a contract is signed or no qualified bidders remain.

5.4 Notification of Apparent Successful Bidders

All bidders responding to this solicitation will be notified when purchaser has determined the apparent successful bidder(s). The date of announcement of the apparent successful bidders will be the date of the notification from purchaser.

5.5 Award Notification

After all considerations, all bidders responding to this solicitation will be notified when the purchaser has confirmed its intent to award. An award notification will be sent out via WEBS, notifying all bidders.

The date of announcement of award will be the date of the notification from the purchaser.

An award, in part or full, is made by purchaser's signature on the purchaser's order document (second-tier contract) and accompanying award letter (if any) that is also delivered to the apparent successful bidder. In some circumstances, the purchaser may include an award letter which will accompany the signed copy of the second-tier contract; the award letter will further define the award and is included by reference.

6 BIDDER REQUIREMENTS

6.1 Eligibility

A bidder must have a master contract with DES for the category specified on the cover page in order to submit a proposal to this solicitation.

The DES master contract must be current and bidders may be required to provide confirmation. Failure to provide confirmation upon request will result in rejection.

Note: DES assumes no responsibility for executing master contracts with companies prior to the closing date of this or any Solicitation and will not modify its evaluation schedule.

6.2 Washington's Electronic Business Solution (WEBS)

Bidders must be registered in Washington State's enterprise vendor registration and bid notification system (currently Washington's Electronic Business Solution or WEBS). See [WEBS registration and search tips](#). Questions about the registration process may be directed to WEBSCustomerService@des.wa.gov or (360) 902-7400, 8:00 am to 5:00 pm, Monday – Friday.

To ensure receipt of all solicitation documents, the documents for this solicitation must be downloaded from WEBS. Notification of solicitation amendments will only be provided to those bidders who have registered with WEBS and have downloaded the solicitation from WEBS. Failure to do so may result in a potential bidder having incomplete, inaccurate, or otherwise inadequate information, or a bidder submitting an incomplete, inaccurate, or otherwise inadequate proposal. bidders accept full responsibility and liability for failing to receive any amendments resulting from their failure to register with WEBS and download the solicitation from WEBS, and hold purchaser harmless from all claims of injury or loss resulting from such failure.

Bidders are solely responsible for:

1. Properly registering with WEBS
2. Maintaining an accurate Bidder profile in WEBS
3. Downloading the solicitation consisting of the solicitation with all related attachments and exhibits for which you is are interested in competing for
4. Downloading all current and subsequent solicitation amendments

7 ADDITIONAL INSTRUCTIONS TO BIDDERS

7.1 Authorized Communication

All bidder communications concerning this solicitation must be directed to the solicitation coordinator. Unauthorized contact regarding this solicitation with other state employees involved with the solicitation may result in disqualification. All oral communications will be considered unofficial and non-binding on purchaser. Bidders should rely only on written statements issued by the solicitation coordinator, such as solicitation amendments.

7.2 Bidder Questions

Questions regarding this solicitation will be allowed consistent with the schedule. All questions must be submitted in writing to the solicitation coordinator.

Purchaser will provide written answers for questions received by the question and answer period's deadline. Answers will be posted to WEBS.

Verbal responses to questions will not be provided. Only written answers posted to WEBS will be considered official and binding. Bidders will not be identified in answers.

When the question and answer period is complete, additional comments will be for the purpose of informing the solicitation coordinator of an issue only. Questions and comments outside the question and answer period will not be answered or acknowledged.

If interpretations or other changes to this solicitation are required as a result of inquiries made during the question and answer period, the solicitation may be amended. Amendments are posted to WEBS.

7.3 Complaints

Issues or concerns not resolved to a bidder's satisfaction during a normal question and answer period or a pre-bid meeting may be addressed through a complaint only on the following the grounds:

1. the solicitation unnecessarily restricts competition;
2. the evaluation or scoring process is unfair or flawed; or
3. the solicitation requirements are inadequate or insufficient to prepare a proposal.

A complaint must:

1. be received by solicitation coordinator not less than five business days prior to the due date and time. Otherwise, an untimely complaint may be rejected without further consideration at the discretion of the purchaser; and
2. be in writing.

A complaint should:

1. clearly articulate the basis of the complaint consistent with the compliant criteria; and
2. include a proposed remedy.

Upon receipt of a timely complaint, the purchaser will consider all the facts available and respond in writing prior to the due date and time.

The solicitation coordinator shall promptly post the proposal to a timely complaint on WEBS.

The purchaser's response to the complaint is final and not subject to appeal although; the solicitation coordinator may issue further clarification if needed. Issues raised in a complaint may not be raised again during the protest period.

Failure to follow the complaint procedure described herein may be seen as a waiver on the part of the bidder and prevent the complaint from being honored and exercised.

7.3.2 Form and Substance

Complaints, must:

1. be in writing (e-mail is acceptable);
2. be submitted by an authorized agent of the Bidder;

3. be delivered within the time frame(s) outlined herein;
4. be sent to the solicitation coordinator identified in the solicitation;
5. include solicitation identifiers (i.e. title and number) ;
6. Be clearly labeled as a "Complaint".

Additionally, all complaints must:

1. state all facts and arguments on which the Bidder is relying as the basis for its action; and
2. include any supporting documentation.

7.4 Debriefs and Protests

7.4.2 Debriefs

A debriefing conference provides an opportunity for a bidder to meet with the solicitation coordinator to discuss the evaluation and scoring.

Only bidders who have submitted timely proposals may request debriefing conferences.

Requests for debriefing conferences must be communicated in writing (email acceptable) to the solicitation coordinator within three (3) business days of the announcement of the apparent successful bidder(s).

A debriefing conference may be conducted either in person or by telephone and may be limited to a specified period of time, as determined by the solicitation coordinator. Debriefing conferences may take place shortly following the request. Therefore, bidders should plan ahead and have alternate representatives available. The solicitation coordinator will not allow for lengthy delays nor allow debriefing conferences to be used as delay tactics.

The failure of a bidder to submit a timely request for and attend a debriefing conference shall constitute a waiver of the right to protest.

7.4.3 Protests

Only bidders who have submitted timely proposals and have had a debriefing conference may protest.

Upon completion of a debriefing conference, a bidder is allowed five (5) business days to file a protest with the solicitation coordinator.

Protests may only be based on one or more of the following:

1. Bias, discrimination, or conflict of interest on the part of an evaluator;
2. errors were made in computing the score;
3. the purchaser failed to follow procedures established in the solicitation document.

A protest must:

1. be submitted to and received by the solicitation coordinator, within five business days of the protesting bidder's debriefing conference;
2. be in writing (e-mail is acceptable);
3. include a specific and complete statement of facts forming the basis of the protest; and

4. include a description of the relief or corrective action requested.

Upon receiving a protest, the solicitation coordinator will forward the protest and all relevant information to a neutral party which had no involvement with the solicitation process. This representative will conduct a review, and issue a written response within 10 business days of receipt of the protest, unless additional time is required. Should additional time be required, the protesting party will be notified.

The final determination of the protest will:

- Find the protest lacking in merit and uphold the purchaser’s action; or
- Find only technical or innocuous errors in the acquisition process and determine the purchaser to be in substantial compliance and reject the protest; or
- Find merit in the protest and provide options which may include:
 - Correcting the errors and re-evaluating all proposals, and/or
 - Reissuing the solicitation and beginning a new process, or
 - Making other findings and determining other courses of action as appropriate.

If the purchaser determines that the protest is without merit, they will enter into a contract with the apparent successful bidder(s). If the protest is determined to have merit, one of the alternatives noted in the preceding paragraph will be taken.

The protest decision is final and not subject to appeal. If the protesting bidder does not accept the agency protest decision, the bidder may seek relief in Superior Court.

7.4.4 *Form and Substance*

Debrief requests and protests must:

1. be in writing (e-mail is acceptable);
2. be submitted by an authorized agent of the bidder;
3. be delivered within the time frame(s) outlined herein;
4. be sent to the solicitation coordinator identified in the solicitation;
5. include solicitation identifiers (i.e. title and number) ;
6. Be clearly labeled as a “Debrief”, or “Protest”.

Additionally, all protests must:

1. state all facts and arguments on which the bidder is relying as the basis for its action; and
2. include any supporting documentation.

A bidder’s failure to follow debrief and protest procedures described herein may be seen as a waiver on the part of the bidder and prevent a debrief request or protest from being honored and exercised.

8 GENERAL INFORMATION

8.1 Purchaser's Option to Extend

The purchaser reserves the right to extend the second-tier contract (order document) issued under this solicitation for a one year period at the purchaser's option.

8.2 Right to Cancel

Purchaser reserves the right to cancel or reissue all or part of this solicitation at any time as allowed by law without obligation or liability.

8.3 Information Availability

In accordance with RCW 39.26.030(2), Proposal contents (including pricing information) and evaluations are exempt from disclosure until purchaser announces apparent successful bidders.

8.4 Proprietary or Confidential Information

All proposals submitted become the property of purchaser and a matter of public record after purchaser announces apparent successful bidder(s).

Any information contained in the proposal that is proprietary or confidential must be clearly designated. Marking of the entire proposal or entire sections thereof as proprietary or confidential will not be accepted nor honored. Purchaser will not honor designations by the bidder where pricing is marked proprietary or confidential.

8.5 Order Documents / Second-Tier Contracts

A proposal submitted to this solicitation is an offer to contract with purchaser. Order documents resulting from this solicitation will be designated as second-tier contracts. Second-tier contracts are established upon award, acceptance and signature by both parties.

8.6 Solicitation Amendments

Purchaser reserves the right to revise the schedule or other portions of this solicitation at any time. Changes or corrections will be by one or more written Amendment(s), dated, attached to or incorporated in and made a part of this Solicitation document. All changes must be authorized and issued in writing by the solicitation coordinator. If there is any conflict between amendments, or between an amendment and the solicitation, whichever document was issued last in time shall be controlling. Only bidders who have properly registered and downloaded the original solicitation directly via WEBS system will receive notification of amendments and other correspondence pertinent to the procurement. Bidders may be required to sign and return solicitation Amendments with their proposal. Bidders must carefully read each amendment to ensure they have met all requirements of the solicitation.

8.7 Incorporation of Documents into Contract

This solicitation document, any subsequent amendments and the bidder's proposal will be incorporated into the purchaser's order document or second-tier contract which is in turn, incorporated into the contractor's master or first-tier contract with DES.

Second-tier contracts may include additional or conflicting terms and conditions as determined by the purchaser. In the event of any conflict, the terms of the second-tier contract shall prevail.

9 EXHIBITS

Exhibit A – Bidder Certification and Assurances

Exhibit B – Sample Work Order (Contract)

Exhibit C – Contractor Intake Form