



Washington State
Department of Social
& Health Services

Transforming lives

**COMPETITIVE SOLICITATION
#1623-594
REQUEST FOR QUALIFICATIONS AND QUOTATION**

Project Title: Substance Use Disorder Prevention MIS

Estimated Contract

Performance Period: August 8, 2016 through June 30, 2021

Response Due Date:

All Responses **must be received in their entirety** by June 1, 2016, 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:***

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

WEBS Commodity Codes: 920-03 Application Service Provider (ASP)
(Web Based Hosted)

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- Attachment A: Sample Contract
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- Attachment E: Contractor Intake Form
- Attachment F: Washington Prevention Model Template

SECTION A CONTRACT REQUIREMENTS

1. Purpose

This competitive solicitation is issued in order to assist the Division of Behavioral Health and Recovery (DBHR) of the Washington State Department of Social and Health Services (DSHS) in seeking qualified vendors who could license, implement, host, support, and maintain a configurable Commercial Off-The-Shelf (COTS) Management Information System (MIS). The vendor's solution will replace DBHR's existing system, which is sun-setting June 30, 2016. DSHS hopes to procure a hosted, commercially-available software product from the original software system developer. The Management Information System 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

CONTEXT: The Washington State Department of Social and Health Services (DSHS) Division of Behavioral Health and Recovery (DBHR) receives federal funding through the Substance Abuse Block Grant (SABG) to contract with agencies at the county, Tribe, and community level for delivery of prevention services throughout the state. DBHR uses the Management Information System (MIS) to determine each agency's prevention plan and monitor their progress and impact. Washington state does this by abiding by an evidence-based, best-practices substance use disorder prevention structure where a data-driven needs assessment determines the appropriate prevention programs and develops strategic implementation plans. The website for Washington's prevention of substance use disorder is <http://www.theathenaforum.org>.

The MIS collects service data from each DBHR contracted prevention provider based on an approved prevention plan. Examples of prevention service entries documenting activities targeted the Substance Abuse and Mental Health Services Administration's (SAMHSA) "Primary Prevention Strategies" (<http://www.samhsa.gov/grants/block-grants/sabg>) include: 1) documentation of planning meetings for **community-based process**, 2) documentation of the number of policy change efforts for population-based **environmental strategy**, 3) media campaign responses and associated impacts for **information dissemination**, 4) participant attendance for each **educational program**, 5) documentation of **problem identification and referral** education for individuals, and 6) documentation of providing opportunities for healthy **alternative** activities.

A team of Prevention System Managers (PSMs) performs a monthly reconciliation of service delivery data from prevention contracts against approved prevention plans. When contractors submit invoices for payment to DSHS, an MIS is needed to ensure payments can be delivered based on the data entered for the month's expenditure claim. DBHR contractors enter participant data, service data, and outcome data, which includes pre- and post-tests for direct program delivery of Evidence-Based and Research-Based Prevention Programs monthly. Again, a MIS needs to generate customized outcome reports of program delivery by group for PSMs to determine positive or negative outcomes based on an established objective (i.e., reducing a risk factor, improving a protective factor) from the provider's prevention plan.

SITUATION: Washington Initiative 502 (I-502) was approved by popular vote in 2012, and was updated in the 2015 Legislative Session through 2E2SH2136, to establish a Dedicated Marijuana Account (DMA). Beginning July 1, 2015, DSHS was directed to deliver prevention programs and services with this new funding source, requiring a new set of program deliverables and outcomes and driving the need for a MIS that can track the measurable outcomes established by 2E2SH2136.

CURRENT STATE: DBHR's current Prevention MIS was implemented as a COTS solution in 2002 to collect data from direct substance use disorder prevention services. A statewide prevention system redesign in 2011 caused an evolution in business requirements, resulting in several customizations to the original COTS solution for which it was never designed. To meet all current requirements, burdensome processes have also been developed to augment the information system. Altogether, DBHR's ability to effectively respond to data requests by SAMHSA, the Washington Legislature, and DSHS Management has been largely compromised.

DBHR's MIS serves as a prevention planning system and a reporting system to reconcile each contractor's prevention plan with the contractor's data entries in the MIS. Currently DBHR Prevention System Managers run a series of reports from the MIS to reconcile with invoices submitted for payment from the contractor. This system of submitting and approving invoices for payment is external of the current MIS. DBHR would like an MIS that allows for the tracking of program delivery by fund source that includes a submittal and approval process for DBHR invoices.

REASON FOR THIS SOLICITATION: The primary driver for a system replacement is the software vendor's planned sun-setting provisions for the current system. The desired solution will provide an opportunity for operational improvements and refinement, will collect data for new funding sources (DMA, Partnership for Success, and other future sources), and will improve overall process efficiency.

3. Project Scope

The Apparent Successful Bidder must provide a configurable COTS Management Information System solution that operates as a prevention planning and reporting system to serve at least two-hundred (200) DSHS contract organization accounts and sub organization accounts containing 5-10 authorized users within each account, for up to 2,000 unique user logins. Bidder will support service use rates at a rate of 100 concurrent users during peak use times from 7am to 6pm PST (*e.g. DSHS contractor reporting is due on the 15th of each month*). Bidder will provide services to account for multiple fund sources with the possibility of expansion if other funds become available.

4. Mandatory Bidder Requirements and Desired Bidder Qualifications:

Bidders must demonstrate the Mandatory Bidder Requirements, Desired Bidder Qualifications, and Mandatory Solution Requirements, in their response as part of Attachment D – Bidder Response form. Failure to meet any of the Mandatory Bidder Requirements, or Mandatory Solution Requirements may result in the Bidder's Response being disqualified. Mandatory Bidder Requirements and Mandatory Solution Requirements carry more weight (points) than Desired Bidder Qualifications in the evaluation scoring.

- a. **Mandatory Bidder Requirements**, Section D-2 Management Responses (identified as "REQUIRED") in Attachment D-Bidder Response Form:
- (1) Bidder has successfully implemented at least one (1) large-scale public or private sector client system in the last three (3) years that covers a minimum of two hundred (200) contractors and their subcontractors collecting 15,000 unduplicated participants annually.
 - (2) Bidder has successfully implemented at least one (1) system of similar size and scale as the proposed solution for a public sector client within the last five (5) years.
 - (3) Bidder is able to demonstrate knowledge and experience with the Substance Abuse and Mental Health Services Administration (SAMHSA) Substance Abuse Block Grant (SABG) reporting requirements and deliverables; including Center for Substance Abuse and Prevention (CSAP) Codes and Strategies, and Institute of Medicine (IOM) Categories.
 - (4) Bidder is able to demonstrate knowledge and experience using the Strategic Prevention Framework (SPF) <http://www.samhsa.gov/spf> planning model for program planning, implementation, and outcome evaluation, linking long term consequences and behavioral health problems to a connecting intervening variable, with an identified program and/or strategies, and evaluating for short term outcomes.
 - (5) Bidder is able to demonstrate the ability to create an initial set of planning documents specifically for the configuration and implementation of the proposed solution which integrates with the existing infrastructure of Washington's Prevention Logic Model.
 - (6) Bidder can demonstrate how its quality standards result in the immediate correction of solution deficiencies including services and deliverables.
 - (7) Bidder can provide a description of its proposed hosting services, including QA/Test and production environments during the implementation, maintenance and support phases.
 - (8) Bidder can provide description of its proposed maintenance and support services plan during the during implementation, maintenance and support phases.
- b. **Mandatory Staff Requirements**, Section D-2 Management Responses (identified as "REQUIRED") in Attachment D-Bidder Response Form:
- (9) Bidder must identify the key personnel (including resumes) it plans to utilize in performing this Contract, and their experience and qualifications, as part of its Response. If awarded a Contract, Bidder may not make changes to such Key Personnel during the term of the Contract except as requested or approved by the DSHS contract manager.

- c. **Desired Bidder Qualifications.** Section D-2 Management Responses (identified as “DESIRED”) in Attachment D-Bidder Response Form:
- (10) Bidder has familiarity with Washington’s approved list of Evidence-Based, Research-Based, and Promising Programs, sourced from various National EBP lists, and reviewed for Washington’s standards of rigor and cost benefit requirements.
 - (11) Bidder has experience working with American Indian / Alaskan Native populations.
 - (12) Bidder has familiarity with the following research that contributes to Washington’s enhancement of the Strategic Prevention Framework Planning Model:
 - (a) Communities that Care Social Development Strategy
 - (b) Collective Impact, Governance of Collective Impact, and Backbone Organizations
 - (c) Risk and Protective Factors

5. Mandatory Solution Requirements

Bidders must demonstrate the **Mandatory Solution Requirements** (which includes both the business response and the technical/functional response) in their response as part of *Attachment D – Bidder Response Form*. Failure to meet any of the Mandatory Solution Requirements may result in the Bidder’s Response being disqualified.

- (1) Business Response, Section D-3, Attachment D-Bidder Response Form (included in Table 1 below) summarized the minimum business functions expected of the new solution included in Section D-4 of *Attachment D – Bidder Response Form* for self-certification and scoring.
- (2) Technical/Functional Response, D-4, Attachment D-Bidder Response Form (included in Table 2 below) summarizes the minimum technical functions expected of the new solution included in Section D-4 of *Attachment D – Bidder Response Form* for self-certification and scoring.

Table 1 Minimum Business Requirements included in D-3, Bidder Response Form

Category	Description
Substance Abuse and Mental Health Services Administration’s	1. Ability to gather data and build reports for prevention planning of priority substances (examples include but are not limited to alcohol, tobacco, marijuana etc.).

Category	Description
(SAMHSA) Substance Abuse Prevention and Treatment Block Grant (SABG)	<ol style="list-style-type: none"> 2. Ability to gather data and build reports for the Center for Substance Abuse and Prevention (CSAP) types of prevention strategies (prevention education, problem identification and referral, information dissemination, environmental approaches, community based process, & alternative activities.). 3. Ability to gather data and build reports for the Prevention interventions classified by the Institute of Medicine (IOM) (Universal Direct, Universal Indirect, Selective & Indicated). 4. Ability to track Charitable Choice (42 CFR Part 54), Notice to Beneficiaries, and referrals to alternative services. 5. Ability to analyze performance measures of prevention plans and strategies delivered based on individuals' demographics (examples include gender, ethnicity, military service, etc.) 6. Ability to analyze performance measures of prevention plans and strategies based on subpopulations' demographics (examples include socioeconomic status, literacy, etc.). 7. Ability to track the total number of evidence-based programs that fall in the IOM Categories (Universal Direct, Universal Indirect, Selective & Indicated).
Washington's Prevention Logic Model Template (see Attachment F)	<ol style="list-style-type: none"> 8. Ability to organize all data into a relationship that mimics Washington's Prevention Logic Model template (see Attachment F). 9. Ability to maintain several Washington Prevention Logic Models (each DSHS Prevention Contractor completes their own). 10. Ability for users to update their prevention logic model with appropriate options per area (example: entering intervening variables to each corresponding identified prevention strategy from an established list of approved strategies by fund source.). 11. Ability to track and display implementation fidelity of prevention programs (i.e. reconciling service entry with planned prevention program activity). 12. Ability to accommodate the tracking of survey instruments assigned to measurable objectives for each intervening variable linked to a program in Washington's Prevention Logic Model. 13. Ability to collect details of contractor and/or subcontractor hours for program service planning and delivery. (Examples include number of direct, indirect or training hours per step of action plan). 14. Ability to analyze qualitative and quantitative data across the different DSHS Prevention Contractor's Logic Models. 15. Ability to analyze any part of the prevention logic model in relation to any other part that was originally planned (example; analyze all survey outcomes for a specific intervening variable).
Mentoring Programs	<ol style="list-style-type: none"> 16. Ability to collect mentor/mentee matches. 17. Ability to collect mentoring program information (attendance). 18. Ability to collect mentoring evaluations (pre/post outcomes).
Community Coalitions	<ol style="list-style-type: none"> 19. Ability to track community coalition progress and development (example; determining if an organization has formal, written policies in place to address cultural competence).
Individual Data	<ol style="list-style-type: none"> 20. Ability to document recurring and single services per participant. 21. First and last name 22. Job title (if part of 12 sector community coalition). 23. Lead or not (if part of 12 sector community coalition). 24. Date of birth 25. City 26. Zip code or nearest elementary school 27. Race

Category	Description
	28. Ethnicity 29. Gender 30. Ability to speak English (very well, well, not well, not at all, unknown) 31. Ability to speak Spanish 32. Ability to speak languages other than English or Spanish 33. Military service (individual) 34. Military service of family members
Funds Tracking	35. Ability to budget multiple funding sources having different begin/end dates. 36. Ability to track funds allocated from each funding source to the type of prevention program or service (training is considered a type of service). 37. Ability to budget funds from each funding source based on planned services vs. delivered services for each contractor.

Table 2, Minimum Technical/Functional Requirements included in D-4, Bidder Response Form

Category	Description
Administrative Function	<p>Permissions based on State employee, Contractor, and Subcontractor relationship in the system to include but not limited to the following functions:</p> <ol style="list-style-type: none"> 1. Maintain a minimum number of user accounts: 200 organization accounts to include sub-organization accounts that will have 5-10 authorized users accessing the system. Peak use times will reach 100 concurrent users. 2. Ability to add new users that automatically creates default user/password and prompts for assignment of state manager. 3. Ability to manually reset passwords for users. 4. Ability to manually edit user permissions, including designation of admin authorization. 5. Ability for technical access to all accounts assigned to state managers without the need to create a new user account (i.e. ability to see all data, while preventing display of participant names or edit/entry of data). 6. Ability to manually edit the assignment of state managers (i.e. allow many-to-many relationships). Also, with the ability for automatic assignment of state staff to contractor organizations based on contractor assignment 7. A forgotten/reset password function. 8. Ability to report a bug without being logged in. 9. A report of open help tickets and their status. 10. Ability to email updates on help ticket to initial poster and state. admin. 11. Ability to export of all data tables and views based user permissions.
Workflow/Status Tracking and Alerts/Notification	<ol style="list-style-type: none"> 12. Ability to track/display status (date completed and if completed on time) of program approval steps (i.e. product is requested, submitted, reviewed and outcomes of review are accepted). 13. Ability to track/display status (date completed, and if completed on time) of program action plan steps (i.e. each prevention program has different

Category	Description
	<p>prescribed steps that must be followed/reported by contractors).</p> <p>14. Ability to notify state manager or contractors when a step of the approval process or action plan is initiated updated or completed.</p> <p>15. Ability for management-level view of status trackers across state staff or contractors.</p>
Attachments	<p>16. Ability to upload/download files to/from a given user's account as attachments (related to a step of the program approval process or program action plan).</p> <p>17. Ability to control what types of files can be uploaded.</p> <p>18. Ability to limit the size of uploaded files.</p>
Form Generator	<p>Provide robust integrated form generation capability including but not limited to:</p> <p>19. Ability for authorized users to define and upload form templates without having to write code.</p> <p>20. Ability for users to initiate generation of forms from within the Prevention MIS, in the appropriate data context.</p> <p>21. Ability for the system to populate forms with identified prevention program data already stored in the system.</p> <p>22. Ability to prompt the user for additional data/attachments required with the form.</p> <p>23. Ability to prompt the user for data when required fields are left blank, before submitting.</p> <p>24. Ability for on-demand spell-checking functionality for text entry fields.</p> <p>25. Ability to support 'batch' data upload into forms.</p> <p>26. Ability for forms to be available as a pdf with specific header, body and footer.</p> <p>27. Ability to capture form properties (examples; creator of the survey instrument, copyright considerations, etc.).</p> <p>28. Ability for state to control release of forms, based on approval of the survey instrument.</p> <p>29. Ability for state to control who can administer forms (based on programs, etc.).</p> <p>30. Ability to display functional list of all generated forms, who created them, who approved them, the date they were approved/deactivated, purpose of use, status of activity, etc.</p>
Washington's Prevention Logic Model Template	<p>31. Ability to connect/organize specific groups of data elements (forms, attachments, workflow/status trackers, etc.) to support the framework created by Washington's Prevention Logic Model.</p>
Report/Query Builder	<p>32. Ability to build queries to analyze quantitative data.</p> <p>33. Ability to build queries to analyze qualitative data.</p> <p>34. Ability to build (design/define) custom reports for ad hoc requests.</p> <p>35. Ability to generate charts and graphs in reports.</p> <p>36. Ability to export reports locally in typical file formats (Excel, Word, PDF).</p> <p>37. Ability to save/share custom reports and queries.</p> <p>38. Ability to schedule automated execution of reports and queries.</p> <p>39. Ability to make reports available to other users or themselves in the future, for execution at their convenience.</p>
Configurability by the DSHS	<p>40. Ability for limited users to create/modify workflow trackers and associated alerts without the need to perform coding.</p>

Category	Description
	41. Ability for limited users to add/delete data fields for a particular part of the Prevention Logic Model without the need to perform coding. 42. Ability for limited users to edit dropdown menus, displayed checkboxes or data fields without the need to perform coding. 43. Ability for limited users to edit displayed front-end text, to include labels/titles, units, instructions without the need to perform coding. 44. Insomuch as to provide a tool for connecting data according to Washington's Prevention Logic Model template, ability for all configurations made to workflow trackers, alerts/notifications, displayed fields, content of dropdowns to be replicated across the prevention logic models (example: editing a workflow tracker for a particular prevention strategy changes the workflow tracker displayed every time that particular prevention strategy is selected by a community).
Front-End	45. Web-based front-end that works on most commonly used devices and browsers.
Back-End	46. Microsoft SQL 2012 or later used for database server.
System Security	47. Secure file transfer and storage. 48. User Authorization logic to control access. 49. Limit user access based on account type.
Data Interface	50. Support 'batch' processing of outbound data interface files for real-time cross-system data access through web services.
Funds Tracking	51. Ability to display available funds for multiple funding sources based on executed and planned expenses (i.e. delivered vs. planned prevention services) for each contractor. 52. Ability to display total funds allocated from each funding source to which type of prevention program or service those funds support (training is considered a type of service).

6. 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 for an initial period of five (5) years, expected to commence August 8, 2016 and end on or around June 30, 2021. The term of the contract may be extended by amendment for up to four (4) additional one (1) year periods at the sole discretion of DSHS. Additional services that are appropriate to the scope of this Solicitation, as determined by DSHS, may be added to the Contract in mutually agreeable amendments.

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.

Behavioral Health Administration (BHA) - The DSHS Administration governing mental health care and substance abuse services, and its employees and authorized agents.

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.

Community Prevention and Wellness Initiative or CPWI means the DSHS prevention of substance use disorder delivery system that focuses prevention services in high-need communities in Washington State as selected by Contractor and approved by DSHS.

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 a Responsive Unsuccessful Bidder may request with the Solicitation 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.

Dedicated Marijuana Account or DMA –A revenue generated by the taxation of retail marijuana as a result of the implementation of Initiative 502 (I-502) as authorized by the Washington State Legislature.

Division of Behavioral Health and Recovery (DBHR) - The DSHS-designated single state agency for mental health and substance use disorder treatment, authorized by RCW Chapters 71.05, 71.24, 71.34, 70.96a and 70.96b.

Prevention Activity Data – The information input to the Prevention MIS to record all active prevention services including outcome measures.

Prevention System Manager or PSM -The designee assigned to manage day to day responsibilities associated with this Contract.

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 qualifications and quotation.

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

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

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

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

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

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

Item	Action	Date
1.	DSHS Issues RFQQ	April 29, 2016
2.	Bidder may submit written questions and comments until 3 p.m. PST	May 13, 2016
3.	DSHS will Issue responses.	May 18, 2016
4.	Bidders may submit written Complaints by 3 p.m. PST	May 25, 2016
5.	Bidder must submit Response by 3pm p.m. PST	June 1, 2016
6.	DSHS evaluation of Written Responses	June 7 – 9, 2016
7.	Reference Checks	June 10-July 12, 2016
8.	(Optional) DSHS invites top scoring Bidders to provide a demonstration of their solution	June 10, 2016
9.	(Optional) Bidder Demonstrations, if determined to be necessary by DSHS	July 7-8, 2016
10.	DSHS notifies Apparent Successful and Non-Successful Bidders and begins contract negotiations	July 13, 2016
11.	Bidders may request Debriefing until 3 p.m. PST	July 18, 2016
12.	DSHS holds Debriefing conferences, if requested	July 21-22, 2016
13.	Unsuccessful Bidders may submit Protest(s) until 3 p.m. PST	July 29, 2016
14.	DSHS considers and responds to any Protests	August 5, 2016
15.	Contract Execution	August 8, 2016
16.	Desired "Go-Live" Date	September 30, 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/ccs>

All Bidders must register as a vendor on WEBS, using the appropriate commodity 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

All communications concerning this Solicitation must be directed to the Solicitation 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 Solicitation Coordinator should be sent via email. DSHS may disqualify any Bidder who communicates with anyone in DSHS other than the Solicitation 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 Solicitation Coordinator.

5. Questions and Answers

Bidders may send written questions concerning this Solicitation to the Solicitation 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 Solicitation Coordinator no later than the deadline for Bidder Questions as stated in the [Solicitation Schedule](#) set forth in Section C.1. The Solicitation 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 Solicitation Coordinator. The Solicitation 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 Solicitation 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 including the content set forth on Attachment B, as well as a signed Attachment C - Bidder Certifications and Assurances form. 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. 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 Solicitation Coordinator. After withdrawing a Response, the Bidder may submit another Response at any time up to the Response submission date and time.

13. 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.

14. 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, contract terms, 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 reserves the right to make a Contract award without requesting a best and final offer or entering into negotiations or further discussions with the Apparent Successful Bidder. Therefore the Response should be submitted on the most favorable terms that Bidder intends to offer.

15. Solution Demonstrations (Optional)

After bids are received and written evaluations are completed, DSHS **may** request one or more top scoring Bidders to demonstrate their solution, in person or via web-based communications. DSHS will provide a script/scenario of functionality they wish demonstrated prior to the demonstrations. If DSHS elects to exercise this option, the finalists, who are invited to solution demonstrations, will not carry forward their Written Response scores. **The finalists' scores will reset to zero (0) and the Solution Demonstration scores will determine the final top scoring Bidder.**

16. Announcement of Successful Bidder

DSHS shall announce the Apparent Successful Bidder on WEBS on or around the date indicated in Section C.1., [Solicitation Schedule](#). The announcement of Apparent Successful Bidder is subject to the negotiation of a Contract satisfactory to DSHS.

Responsive Bidders who are not announced as an Apparent Successful Bidder may request a debriefing conference with the Solicitation 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, Bidder Debriefing and Protest Procedure.

17. 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
RESPONSES

Bidders shall submit their responses utilizing the forms set forth on the provided Attachments as discussed below. Each of the “Required” Attachments represents a separate section of the response. (Note: some Attachments are for your reference and do not need to be returned.)

Failure to complete and submit **all required** attachments, including all sections within an attachment and required additional documents, and to sign them, if applicable, may result in Bidder disqualification. All Responses should be clear, complete and concise. The attachments should be submitted in separate email documents or files with each section of the Response clearly labeled:

1. Attachment A - Sample Contract (Required, not scored)

The Sample Contract contains the General Terms and Conditions, Special Terms and Conditions, and Data Security Requirement contract language that the Apparent Successful Bidder will be expected to sign (or terms that are substantially the same).

Bidders must, in Attachment D – Bidder Response Form (Section D-6 – Request for Contract Changes), provide DSHS with any and all exceptions and/or revisions to Attachment A - Sample Contract (including all Exhibits or Attachments). Bidders must clearly note what language they are requesting a change to, and provide DSHS with its requested language changes. DSHS is under no obligation to agree to any modifications or requests.

Simply replacing the entirety of DSHS’ Sample Contract language with Bidder contract language will not suffice and will be considered non-responsive. DSHS will not consider changes to contract language or negotiate any new language that is submitted after the Response deadline.

2. Attachment B - Bid Submission Letter (Required, not scored)

All Bidders must submit a completed bid submission letter on *Bidder’s letterhead* in the form and with the minimum contents as 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.

3. Attachment C - Bidder Certifications and Assurances (Required, not scored)

All Bidders must submit Attachment C – Bidder Certifications and Assurances, signed by an individual authorized to bind the Bidder contractually. DSHS will evaluate the information and may, at its sole discretion, reject the Bidder’s Response if the information indicates that completion of a Contract resulting from this RFQQ may be jeopardized by selection of the Bidder.

4. Attachment D - Bidder Response Form (Required; Portions Scored)

Using Attachment D, Bidders must respond to the questions in each of the nine (9) Sections 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 requested changes to the Sample Contract set forth in Attachment A.

Attachment D – Bidder Response has been provided separately from this Solicitation document in Microsoft Word format as “Attachment D - Bidder Response **“Form”**”. 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. Extraneous attachments will be removed and will not be evaluated.*

Bidders must submit complete, concise, 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.

Only responses entered in Attachment D – Bidder Response Form will be accepted. Failure to use the Form, or 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 will require that Bidder’s Responses submitted in Attachment D be incorporated, in whole or in part, into the Contract.

Respond as directed to each of the following Sections:

- D-1 Administrative Response
- D-2 Management Response (Mandatory Bidder Requirements and Desired Bidder Qualifications)
- D-3 Business Response (Mandatory Solution Requirements)
- D-4 Technical/Functional Response (Mandatory Solution Requirements)
- D-5 Quotation/Price Proposal
- D-6 Request for Contract Changes (to Attachment A – Sample Contract)
- D-7 Bidder’s Software Usage License Language
- D-8 Bidder’s Maintenance and Support Agreement Language

- D-9 Bidder's References

5. Attachment E: Contractor Intake Form (Required to be submitted by the Apparent Successful Bidder Only, Not Scored)

The Apparent Successful Bidder 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.

6. Attachment F – Washington Prevention Model Template (For Reference Only)

This template is provided for Bidders' information and reference only.

7. 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.

As required by Attachment B – Bid Submission Letter Content, Bidders must provide 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.

8. Submission of Responses

Bid Responses must be stored in an acceptable electronic format as set forth below... Bid Responses must be emailed directly to the Solicitation Coordinator at the email address provided on the cover sheet of this Solicitation Document. Bid Responses must be received by the Solicitation 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).

Do not “imbed” documents within other documents to ensure their visibility to the Solicitation Coordinator and the evaluation members.

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 Solicitation 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.

Acceptable Electronic Formats for Submission of Responses: *Attachment D, Bidder Response Form*, must 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.

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.

Email Subject Line: Bidders should include this information in their email Subject Line: **Solicitation #1623-594 Prevention MIS – Bidder Name**, and if multiple emails are necessary, include “1 of #”, “2 of #” etc. to assist DSHS in identifying your Bid emails.

SECTION E EVALUATION OF RESPONSES

1. Bid Responsiveness; Administrative Review

All Responses will initially be reviewed by the Solicitation Coordinator to determine compliance with Administrative Responses Section D-1 of *Attachment D – Bidder Response Form* and all mandatory requirements as provided in Section D of this Solicitation. DSHS may disqualify a Response as nonresponsive at any time for any of the following reasons:

- Incomplete Response. Failure to include all information and attachments required by Attachment D—Bidder Response Form.
- Failure to meet the Mandatory Bidder Requirements or to comply with any requirement set forth in this Solicitation Document, including Attachments.
- Submission of incorrect, misleading, or false information.

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.

If a Response meets all Administrative Responses and the Mandatory Bidder Requirements, and submittal instructions, DSHS shall put the Bidder forward to the Written Evaluation phase.

If any of the Mandatory Bidder Requirements are not met, DSHS reserves the right to deem the Bidder “non-responsive” and disqualify the Bidder from the solicitation process. DSHS reserves the right to determine at its sole discretion whether a bidder’s response to a Mandatory Bidder Requirement is sufficient to pass. However, if all responding bidders fail to meet any single mandatory item, DSHS reserves the right to either:

- (1) Cancel the procurement, or
- (2) Revise or delete the mandatory item.

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 Solicitation 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. Reasonable Inquiry

During evaluation, DSHS 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 Response being rejected as non-responsive.

4. Evaluators

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

The evaluation for the non-cost related submittals will be based only upon the response and not on external experience with, or perception of, the Bidder. Evaluators shall assign scores for each question up to the maximum points available. The Solicitation Coordinator will compile the individual evaluator scores awarded to each Bidder and then average the evaluators' scores to calculate the Bidder's average point score to determine the Bidder's total written evaluation points.

5. Phase 1 - Written Evaluation

Following the administrative review, Responses shall be evaluated and points shall be awarded based upon Bidder's responses to the questions set forth in *Attachment D - Bidder Response Form*.

a. Non-Cost Scoring Criteria

Bidder's Responses to the questions in Attachment D – **Section D-2 Management Response** will be evaluated based upon criteria as follows:

Description	Criteria
Exceptional	Qualification is clearly superior to that which is asked.
Above Average	Qualification is better than that which is asked.
Average	Qualification matches that which is asked.
Below Average	Qualification is substandard to that which is asked.
Failing	Qualification is inadequate to that which is asked.
No Experience	No experience in this skill or capability.

Bidders will self-certify in response to the Mandatory Solution Requirements in Attachment D - Bidder Response Form, **Sections D-3 Business Response** and **D-4 Technical/Functional Response**. Bidder's Responses will be evaluated based upon the following criteria:

Description	Criteria
Core	Bidder currently meets full requirement as this is a core aspect of the product.
Current Third Party	Bidder currently meets full requirement by contracting with a third party.
Minor Customization	Bidder does not currently meet full requirement, but could by performing minor actions (i.e. adding name of prevention program).
Module	Bidder currently meets full requirement, but users must purchase a separate module from Bidder to receive these functions.
Future Third Party	Bidder does not currently meet full requirement, but could by contracting with a third party.
Planned Release	Bidder does not currently meet full requirement, but could by completing development of an update/module (i.e. design documents or coding started).
Unplanned Release	Bidder does not currently meet full requirement and has not considered this requirement before (i.e. no draft design documents).
Not Available	Bidder does not currently, and cannot ever, meet full requirement.

b. **Quotation/Price Proposal Evaluation Criteria**

The evaluation of Quotation/Price Proposals shall be based upon a calculation that compares each proposal's total price that Bidder proposes for their solution. The Bidder's Quotation must include the *total price for all Mandatory Solution Requirement services offered for the initial five (5) year period*, and must include but need not be limited to: monthly software usage and support fees; installation fees; implementation fees, additional modules or features proposed, and any other prices.

The Solicitation Coordinator shall perform and record the numerical calculations to be considered in the evaluation of Quotations presented in Section D-5 of Attachment D – Bidder Response Form. The maximum point value (100% of possible points) shall be granted to the lowest total price bid that meets all requirements. The remaining bids shall receive a percentage of the maximum number of points based upon a comparison of their value to that of the lowest price bid.

Example: If the lowest price quotation is \$150 and the Quotation/Price Proposal points available are 300 points, then the lowest price Bidder (\$150) will receive 300 points. If the next lowest price proposal is \$185, then this Bidder will receive $\$150/\$185 = 81\%$ of 300 points, or 243 points.

Prices for all on-site services must include all travel and per diem expenses. No invoices will be approved for separately submitted invoice items for any travel, living, or per diem expenses.

c. **Evaluation Weighting and Points**

The following points will be assigned to the Attachment D – Bidder Response Form Sections for evaluation purposes:

WRITTEN RESPONSE (Attachment D-Bidder Response Form)

Section D-1 Administrative Response	Pass/Fail
Section D-2 Management Response	90 Points
Section D-3 Business Response	277.5 Points
Section D-4 Technical/Functional Response	286 Points
Section D-5 Quotation/Price Proposal	275 Points
Section D-6 Request for Contract Changes	Not Scored
Section D-7 Bidder's Software Usage License Language	Not Scored
Section D-8 Bidder's Maintenance and Support Agreement Language	Not Scored
Total (for Written Response)	928.5 Points

6. Bidder's References

Once the Written Response 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 Responses from provided References must be received according to solicitation schedule. If references are not responsive within the [Solicitation Schedule](#) period for obtaining References, the reference shall not count as being submitted and Bidder's Response may be considered non-responsive.

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.

References are evaluated on a pass/fail basis. DSHS 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-responsive and unable to suit the needs of the state. DSHS reserves the right to waive a reference check. Bidders deemed non-responsive may be rejected.

7. Phase 2 – Solution Demonstrations (Optional)

After the completion of the written evaluations, DSHS may choose to request the top scoring Bidders provide a demonstration of their solution's functionality as it pertains to DSHS's solution needs. DSHS will provide to the invited Bidders functional scenarios to demonstrate. Demonstrations may be presented in person in Olympia or via web-based communications.

The finalists, who are invited to solution demonstrations, will not carry forward their Written Response scores. The finalists' scores will reset to zero (0) and the Solution Demonstration scores will determine the final top scoring Bidder.

Solution Demonstrations

120 Points

8. Selection of Apparent Successful Bidder

The Bidder that receives the highest total number of possible points in the Written Response Evaluations, or the Solution Demonstrations, will be considered the Apparent Successful Bidder and presented to DSHS management for consideration.

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, and is not required to select the lowest cost bid.

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 ten (10) business days 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 (3rd) business day following the posted announcement of Successful Bidder(s) on WEBS, Bidders who have submitted timely Responses and who have not been disqualified or designated as non-responsive during the solicitation process may send an email to the Solicitation Coordinator requesting a Debriefing Conference. Unless a different date is agreed upon by the Solicitation 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 Solicitation 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 (1) or more of the following three (3) 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.

3. DSHS Protest Review Process

The Solicitation 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.

4. 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*, included with this Solicitation, and to enter into any subsequent Contract amendments that may be required to address specific work or services.

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, including software usage license language, maintenance and support agreement language, proposed deliverables and associated pricing or other submitted Bidder language. If contract language including proposed changes to the Sample Contract language are requested as part of the Bidders Response in Attachment D, DSHS may consider, but shall be under no obligation to agree to, modifications to 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 as provided in *Attachment A - Sample Contract* prior to starting work.

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. Electronic Payment

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.