

## **Information Technology Professional Services (ITPS)**

Second-Tier Solicitation #1624-584 (Work Request)





**Washington State Department of Social and Health Services**

ITPS Second-Tier Solicitation (Work Request)

**Solicitation Number: ITPS #1624-584**

**Project Name: Local Funds System Developer**

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><b><u>Schedule</u></b></p> <p><b>Date Issued: 2/3/2016</b></p> <p><b>Questions Due: 2/10/2016 by 3pm PST</b></p> <p><b>Answers Published: 2/12/2016</b></p> <p><b>Complaints Due: 2/17/2016 by 3pm PST</b></p> <p><b>Proposals Due: 2/24/2016 by 3pm PST</b></p> <p><b>Oral Interviews (if required): 3/9/2016-3/10/2016</b></p> <p><b><u>Estimated Performance Period</u></b></p> <p><b>From 4/7/2016 to 12/31/2016</b></p> <p><b><u>Solicitation Coordinator</u></b></p> <p><b>Name: Sarah Pendleton</b></p> <p><b>Title: Agency IT Contracts Manager</b></p> <p><b>Phone: (360) 664-6050</b></p> <p><b>Email: sarah.pendleton@dshs.wa.gov</b></p>	<p><b><u>ITPS Category Number / Title</u></b></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 &amp; Disaster Recovery</p> <p><input type="checkbox"/> 3. External IT QA and IV&amp;V</p> <p><input type="checkbox"/> 4. IT Project Management</p> <p><input type="checkbox"/> 5. Technology Architecture Planning &amp; 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 &amp; System Administration</p> <p><input type="checkbox"/> 11. Software Quality Assurance &amp; Testing</p> <p><input type="checkbox"/> 12. Desktop Applications Development &amp; Training</p> <p><input type="checkbox"/> 13. Geographic Information Systems Application Dev.</p> <p><input type="checkbox"/> 14. Workstation Installation &amp; Support</p> <p><input checked="" type="checkbox"/> 15. Client Server, Web &amp; 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><b>Overview</b></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 <b>FOR THAT CATEGORY ONLY</b>. 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"> <li>1. <u>First-Tier: Prequalification</u>. Coordinated by DES.</li> <li>2. <u>Second-Tier: Project Work</u>. Separately coordinated by state agency purchasers for the actual work.</li> </ol> <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 <a href="#">WEBS registration and search tips</a>. Questions about the registration process may be directed to <a href="mailto:WEBSCustomerService@des.wa.gov">WEBSCustomerService@des.wa.gov</a> or (360) 902-7400, 8:00 am to 5:00 pm, Monday – Friday.</p>
<p><b>First-Tier: Prequalification</b></p>	<p>DES prequalifies companies by category using the following first-tier solicitation process:</p> <ol style="list-style-type: none"> <li>1) DES develops mandatory requirements and evaluation criteria for prequalification in each ITPS category.</li> <li>2) The requirements and criteria are then detailed in solicitations BY CATEGORY which are posted to WEBS.</li> </ol> <p>For a first-tier prequalification schedule and status of categories, see the ITPS <a href="#">webpage</a>. 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"> <li>3) Bidders attempt to prequalify BY CATEGORY by responding to the solicitations.</li> <li>4) DES evaluates responses and negotiates master contracts BY CATEGORY with bidders who meet the requirements of the solicitations.</li> <li>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.</li> </ol>
<p><b>Second-Tier: Project Work</b></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"> <li>1) A purchaser determines which ITPS category is applicable to its project and develops requirements and evaluation criteria for a solicitation.</li> <li>2) The solicitation is then SELECTIVELY posted to WEBS ONLY TO THE APPLICABLE CATEGORY (prequalified list in WEBS); not to individual commodity</li> </ol>

	<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

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### 2.1 Background

All DSHS residential facilities and hospitals (institutions) hold money in trust for the approximately 3000 clients, residents, patients in their care. To track these funds, each institution uses one of various forms of computer software, most of which are 1970's or 1980's architecture. DSHS has a fiduciary responsibility to track client, resident, and patient funds accurately and efficiently. Changing the method of tracking is required as part of continued audit findings around reconciliation and controls at 9 state institutions: Green Hill School, Echo Glen children's center, Nasalle youth Center, Rainier School, Fircrest, Special Commitment Center, Lakeland Village, Eastern State Hospital, and Western State Hospital. A well designed, functional centralized computer system will give external stakeholders confidence in DSHS's ability to manage clients funds, thereby providing a positive opinion of financial stewardship.

In December 2013, a Lean workgroup comprised of representatives from all institutions, designed a future state enterprise system that would meet their local fund operation's needs. It was determined by the Lean workgroup that the computer system currently used at Rainier School, with a few modifications, would address the needs of most institutions on a short term basis. Rehabilitation Administration institutions; Green Hill School, Echo Glen Children's Center and Naselle Youth Camp would need to have the system modified to track their institution's restitution funds, an item not currently included. Rainier School's computer system is currently coded in MS Access.

After a thorough analysis of the Rainier MS Access system it was determined that the Access database would need to be completely rewritten. It needed to be converted into a distributed application running a SQL Server back-end, using the Microsoft .NET/IIS application framework and add RA restitution functionality for a phase one release. This will allow centralized hosting and auditing. Additionally more requirements would need to be gathered from all the stakeholders. Requirements work has been ongoing and development of functionality for the Local Funds System has been ongoing in an iterative manner.

Therefore, it is the purpose of this contract to acquire an application developer with business analyst skills who will continue to develop the new Local funds System using a SQL Server back-end, the Microsoft .Net/IIS application framework, and Microsoft MVC web application technology. The new system will be hosted in Department of Social and Health Services/Technology Services Division in Olympia, and not in the local institutions.

### 2.2 Location

The majority of work is expected to be performed on-site, at a DSHS-provided office space in Olympia, WA.

## 2.3 Scope of Work

The developer will work with the Local Funds System project team to complete the new system, perform system testing, support user acceptance testing, migrate all current data to the new system, and roll out the application to all 9 of the institutions:

- **Green Hill School**
- **Naselle Youth Center**
- **Echo Glen Children's Center**
- **Rainier School**
- **Fircrest**
- **Special Commitment Center**
- **Lake Land Village**
- **Eastern State Hospital**
- **Western State Hospital**

### **Developer Work Requirements include:**

The Contractor shall furnish the necessary personnel, equipment, material and/or services, and otherwise do all things necessary for or incidental to the performance of work as set forth below in Section 2.5 Deliverables below.

### **Developer Qualifications:**

*For definitions of Mandatory Requirements and Desired Qualifications see Section 5.1.2 below.*

#### **Mandatory Requirements:**

1. Eight years' expert level experience with the development of large scale software applications using Microsoft ASP.NET, XML, HTML, JavaScript, C#, Visual Basic.NET, Microsoft SQL Server 2008/2012, and Microsoft Visual Studio 2012/2013/2015.
2. Eight years' expert level experience with database design and development. Experience must include Microsoft SQL Server, Server Integration Services (SSIS) and SQL Server Reporting Services (SSRS).
3. Eight years' expert level experience with web application architecture design (IIS, MVC, SOA) and application security.
4. Five years' experience using Microsoft Team Foundation Server (TFS) for source control.
5. Four years' experience developing and documenting business and technical requirements for software development projects.

#### **Desired Qualifications:**

1. Three years' experience working with financial accounting systems

## 2.4 Period of Performance

The term of the resulting contract (Work Order) will be for approximately nine (9) months commencing on April 7, 2016 or upon the execution date, whichever is later, until December 31,

2016.

The term of the contract (Work Order) may be extended by amendment for two (2) additional one (1) year periods. Amendments extending the period of performance, if any, shall be at the sole discretion of DSHS.

## 2.5 Deliverables

### SYSTEM DEVELOPMENT

Deliverable:	Developed Local Funds System that meets the functional specifications.
Description:	The objectives of the System Development/Testing Stage are to develop, configure and install the Local Funds System to perform unit, system/sub-system, and integration testing to ensure all Local Funds requirements are satisfied. The Contractor must revise the Detailed System/Software Design to reflect changes identified during the testing process. The Contractor must provide updated pages to the Department for review and acceptance.
Services that are Required	
Contractor Tasks:	<ol style="list-style-type: none"><li>1. Develop System Software.</li><li>2. Develop, implement and document rigorous and professionally sound unit, system, integration and regression test procedures.</li><li>3. Update the Detailed System/Software Design Document.</li></ol>
Agency Tasks:	<ol style="list-style-type: none"><li>1. Review and accept the Revised System/Software Modification Design.</li><li>2. Identify the application reports and system queries for the contractor.</li><li>3. Review and accept the application reports and system queries.</li></ol>
Outcomes:	An installed Local Funds System that has been unit, system/sub-system, and integration tested in the development environment.
Acceptance Criteria:	Meet general acceptance criteria for documentation. Design complies with Department technology and architecture standards. Reports and queries contain all of the required data elements and correct search criteria.

### SYSTEM TESTING

Deliverable:	A Local Funds System that passes all System and Integration requirements and operates with no serious defects.
Description:	System and Integration Testing will demonstrate that the Local Funds System, the Contractor's staff and Department staff are prepared for full production. System and Integration Testing will also ensure that all business areas are ready for production. This includes testing of new processes and procedures in concert with the new system.  System and Integration Testing must include a test of actual data in a full operational environment. An additional component of the System and Integration Testing is the demonstration and verification of data security.
Services that are Required	
Contractor Tasks:	<ol style="list-style-type: none"><li>1. Develop System Test Plan.</li><li>2. Develop System Test Plan for each Institution.</li><li>3. Develop System Test Criteria (Department and Contractor joint effort).</li><li>4. Create System Test Report of the test results.</li></ol>

	<ol style="list-style-type: none"> <li>5. Create System backup, fail over, and recovery test plans.</li> <li>6. A Local Funds System that passes all System and Integration requirements and operates with no serious defects.</li> </ol>
Agency Tasks:	<ol style="list-style-type: none"> <li>1. Review and accept the System Test Plan.</li> <li>2. Review and accept the System Test Plans for each Institution.</li> <li>3. Activate the System backup, fail over, and recovery test.</li> <li>4. Review and accept the System Test Criteria (Department and Contractor joint effort).</li> <li>5. Review and accept the System Test Report</li> <li>6. Review and accept a Local Funds system that passes all System and Integration test requirements.</li> </ol>
Outcomes:	A Local Funds system that meets all business reporting and query requirements in the QA/Test environment.
Acceptance Criteria:	The Contractor will certify to the Department that the Local Funds System has passed all System/Integration Tests, having met all functional requirements and specifications with no non-cosmetic deficiencies.

USER ACCEPTANCE TESTING (UAT)

Deliverable:	User Acceptance Test Criteria and Results Document (Department and Contractor joint effort) that is based upon User Acceptance Test Plan (Department Responsibility).
Description:	<p>This task will ensure that all Local Funds System functions are tested by users including but not limited to; proper functioning of edits, audits, and business rules, the accuracy of data, revenue reconciliation, file maintenance, and the format and content of all system outputs, including outputs from reporting functions and printing. UAT also offers the opportunity to test User Manuals, forms, procedures and business processes. UAT will be conducted in a controlled and stable environment in the Department Test (QA) environment.</p> <p>The Department will be responsible for developing the UAT Plan and UAT Scripts. The Department will also identify the schedule for user acceptance test cycles and delivery of output. The Department will be responsible for the maintenance and operation of the UAT environment, ensuring that a current, thoroughly tested UAT environment is available at all times, and preparing acceptance test data. The Department will develop the UAT Results Document and User Acceptance Criteria. The Department will identify the schedule for user acceptance test cycles and delivery of output which will include any special month end, year end and biennium process. The Department will develop the test scripts and conduct both function oriented tests and technical oriented tests, as required by DSHS. The Department will perform these test scripts to verify operation of the upgraded system.</p> <p>Testing should be developed to test each aspect of system operations including but not limited to:</p> <ul style="list-style-type: none"> <li>• User and security access</li> <li>• Auditing capabilities</li> <li>• Restitution Funds</li> <li>• Client management</li> <li>• Client Payroll import</li> <li>• Payee management</li> <li>• Accounts management</li> <li>• Basic deposits</li> </ul>

	<ul style="list-style-type: none"> <li>• Basic expenses</li> <li>• Batch expenses</li> <li>• Batch receipts</li> <li>• End of day reconciliation</li> <li>• End of month reconciliation</li> <li>• Voiding transactions</li> <li>• Transfer of funds across institutions</li> <li>• Petty Cash tracking</li> <li>• Reporting, Report Forms and Queries</li> <li>• Check Writing/Printing</li> <li>• Printing</li> </ul>
<b>Services that are Required</b>	
<b>Contractor Tasks:</b>	<ol style="list-style-type: none"> <li>1. Provide general test support and advice.</li> <li>2. Department and Contractor, in a joint effort, will develop the User Acceptance Criteria.</li> <li>3. Department and Contractor, in a joint effort, will develop the User Acceptance Test Results Document.</li> <li>4. Identify and correct any production issues.</li> <li>5. The Contractor will assist the Department in the organization, planning and development of the test scripts.</li> </ol>
<b>Agency Tasks:</b>	<ol style="list-style-type: none"> <li>1. Develop the User Acceptance Test Plan and User Acceptance Test Scripts.</li> <li>2. Collect representative test data required to validate the system.</li> <li>3. Prepare test plan, test cases and checklist.</li> <li>4. Identify the schedule for user acceptance test cycles and delivery of output.</li> <li>5. Provide maintenance and operation of the User Acceptance Test environment, ensuring that a current, thoroughly tested User Acceptance Test environment is available at all times.</li> <li>6. Department and Contractor, in a joint effort, will develop the User Acceptance Test Criteria and Results Document.</li> <li>7. Preparing acceptance test data.</li> <li>8. Execute the acceptance test data and validate the test results.</li> <li>9. Retest any corrected deficiencies.</li> <li>10. Acceptance of system and approval to Go Live.</li> </ol>
<b>Outcomes:</b>	Local Funds System has passed UAT and is ready for implementation.
<b>Acceptance Criteria:</b>	The Local Funds System will have passed the User Acceptance Tests meeting functional, technology, and performance requirements for the system with no deficiencies.

APPLICATION AND TECHNICAL TRAINING (KNOWLEDGE TRANSFER)

Deliverable:	Application and Technical Training Plan and associated training.
Description:	<p>It is anticipated that the Department training staff will train the users on the system during implementation. Specific areas where the Contractor training for the Department project staff must be addressed include but are not limited to:</p> <p>Technical</p> <ul style="list-style-type: none"> <li>• Application operation</li> <li>• System administration and application functionality</li> <li>• System configuration</li> <li>• Security Administration</li> <li>• Trouble Shooting</li> </ul> <p>Functional</p> <ul style="list-style-type: none"> <li>• All features of the system tool set, i.e., security access, printing, reporting and query, revenue collection, distribution and reconciliation.</li> </ul> <p>Application and technical training includes knowledge transfer of the Local Funds system from the Contractor to the Department staff.</p>
Services that are Required	
Contractor Tasks:	<ol style="list-style-type: none"> <li>1. Develop Application and Technical Training Plan</li> <li>2. Provide Application and Technical Training including Knowledge Transfer</li> </ol>
Agency Tasks:	<ol style="list-style-type: none"> <li>1. Review and Accept the Application and Technical Training Plan</li> <li>2. Assign staff for Application and Technical Training</li> <li>3. Assign staff to participate in Application and Technical Training/Knowledge Transfer</li> <li>4. Assign staff to provide training to end users</li> </ol>
Outcomes:	Department staff has received the required Local Funds System technical and functional training.
Acceptance Criteria:	Meet general acceptance criteria for documentation. Department staff received training per plan.

IMPLEMENTATION AND DEPLOYMENT

Deliverable:	Local Funds Implementation Plan (Department and Contractor joint effort) and cutover.
Description:	Development of an Implementation Plan generally will begin during design and be refined during development. The tasks in the Implementation Plan will be performed during the Implementation/Deployment stage. The Implementation Plan identifies all the activities which must be accomplished for a successful implementation. The final step in implementation is to officially accept and cutover to the new system functionality.
Services that are Required	
Contractor Tasks:	<ol style="list-style-type: none"> <li>1. Develop Local Funds Implementation Plan (Department and Contractor joint effort)</li> <li>2. Provide general support and advice.</li> <li>3. Assist users with any technical Local Funds issues or system understanding.</li> </ol>
Agency Tasks:	<ol style="list-style-type: none"> <li>1. Develop Local Funds Implementation Plan (Department and Contractor joint effort)</li> <li>2. The Department will provide and train Local Funds trainers for implementation.</li> </ol>

	<ol style="list-style-type: none"> <li>3. The Department will prepare and provide training materials.</li> <li>4. The Department will conduct Local Funds training classes to Department staff.</li> <li>5. Assume responsibility for day-to-day operations of the system.</li> <li>6. Report any Local Funds issues encountered to the Contractor.</li> </ol>
Outcomes:	Operational Local Funds System.
Acceptance Criteria:	Meet general acceptance criteria for documentation.

## DOCUMENTATION

Deliverable:	Local Funds Technical, System Administration, Security Administration and User Documentation
Description:	The Contractor is responsible for providing to the Department complete, accurate, and timely documentation of the Local Funds System. The Local Funds Systems Documentation must be provided prior to final Department acceptance of the entire system. Following Implementation, the Contractor must prepare updates to the Systems Documentation to incorporate all changes, corrections, or enhancements to the Local Funds System. Updates to the Systems Documentation must be delivered to the Department prior to Department acceptance of the change, unless otherwise agreed to by DSHS.
Services that are Required	
Contractor Tasks:	Provide Local Funds Technical, System Administration, Security Administration and User Documentation.
Agency Tasks:	Review and accept Local Funds Technical, System Administration, Security Administration and User Documentation that includes modifications (if applicable).
Outcomes:	Local Funds Technical, System Administration, Security Administration and User Documentation that has been delivered to the Department.
Acceptance Criteria:	Meet general acceptance criteria for documentation.

## FINAL SYSTEM ACCEPTANCE

Deliverable:	System Acceptance and Final Payment
Description:	The Department verifies that all deliverables have been completed and accepted and that system is functioning according to specifications without deficiencies for a minimum of fourteen business days.
Services that are Required	
Contractor Tasks:	Complete contract obligations.
Agency Tasks:	<ol style="list-style-type: none"> <li>1. Reconcile contract deliverables and payments.</li> <li>2. Process final payment.</li> </ol>
Outcomes:	Accepted Local Funds System
Acceptance Criteria:	All deliverables provided and contract obligations satisfactorily met. Meets Performance Specification and Functionality Specifications; the System will have performed defect free for a period of fourteen business days after implementation.

## 2.6 Additional Expectations

- 2.6.1 A security badge is required and will be provided to the Contractor for access into the work area and for agency computer access. The Contractor will be required to complete a non-disclosure agreement and annual Security Awareness training prior to starting work.
- 2.6.2 Regular business hours are Monday thru Friday 8:00 am to 5:00 pm Pacific Standard Time.

## 3 REQUIRED SUBMITTALS

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The Bidder 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 and disqualified from the solicitation process as “non-responsive”.

### 3.1 Administrative Requirements (Not Scored)

The Bidder must respond to **every item in the same order in which they appear below**. Proposals that do not follow the required order below, do not address all items, or is not answered in a satisfactory manner, may be rejected and disqualified from the solicitation process as “non-responsive.”

#### 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 (See Section 8.6 for more details);
- (8) Any and all exceptions and/or revisions to the attached sample contract (Work Order). *Simply replacing the entirety of DSHS’ sample contract (Work Order) language with Vendor 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 Bidder’s response.*

- (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

*DSHS reserves the right to disqualify any Bidder who has had any terminations for default of any Contract with any Washington State Agency.*

- (10) A statement confirming that the Bidder holds a valid business license, or is committed to becoming licensed within thirty (30) days of being determined the Apparent Successful Bidder, or be authorized to do business in Washington State.

*NOTE: The Apparent Successful Bidder MUST have a valid Washington state business license in order to Contract with DSHS for this project.*

### **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 Reference Section**

Either in the Letter of Submittal, or in a separate document, the Bidder must provide a list of at least three (3) references for which the Bidder has performed similar services. At least one (1) of these references must be from an engagement similar or larger in scope and complexity to this Work Order. 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 Cost Proposal (SCORED) (25 Points)

Submit your hourly rate in the following format. Bidders will be expected to provide approximately 150 hours of services per month.

The proposed hourly rate must not exceed the rate proposed by the Bidder and accepted by the State of Washington under DES ITPS Category 15 under which this Work Request is being released.

Name of Vendor	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)

The Bidder must respond to each item, whether or not the qualification is met, **in the same order in which they appear below**. Proposals that do not follow the required order or do not address all items below may be rejected and disqualified from the solicitation process as “non-responsive.”

#### 3.3.1 Executive Summary (5 Points)

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. Scored from zero (0) to five (5).

#### 3.3.2 Experience and Qualifications (30 Points)

##### 3.3.2.1 Mandatory Requirements and Desired Qualifications

In addition to your responses to the sections below, 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.

Please note that submitting a resume without providing examples and detailed explanation of how each requirement is met, as required below, may be considered as non-responsive.

*For definitions of Mandatory Requirements and Desired Qualifications see Section 5.1.2 below.*

3.3.2.1.1 Mandatory Requirements – Each requirement scored from zero (0) to five (5)

Separate from the submitted resume, provide examples and detailed explanation of the how each of the mandatory requirements are met as laid out in Section 2.3 Developer Qualifications. *If no experience in a requested qualification, it should be noted as such in the response.*

3.3.2.1.2 Desired Qualifications – Each qualification scored from zero (0) to five (5)

Separate from the submitted resume, provide examples and detailed explanation of how each of the desired qualification requirements are met as laid out in Section 2.3 Developer Qualifications. *If no experience in a requested qualification, it should be noted as such in the response.*

## 4 DELIVERY OF PROPOSALS

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### 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 # 1624-584.”

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 in this Work Request, 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 and will be disqualified.

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

## 5 EVALUATION AND AWARD

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To aid in the evaluation process, after the due date and time, DSHS may require individual bidders to appear at a date, time and place determined by DSHS 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 DSHS' intention to award.

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 proposal being rejected as non-responsive.

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

#### 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.

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.

## 5.1.2 Mandatory and Desired Qualification Scoring Requirements

### 5.1.2.1 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 0-5) based on the quality of the staff experience and the duration of the experience.

Bidder/Staff not fulfilling ALL mandatory requirements will be disqualified from the solicitation process.

### 5.1.2.2 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, even if the proposed Vendor/Staff does not meet a particular desired qualification (in which case the Bidder should notate the lack of a desired qualification).

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 independent 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 five (5) for the **Executive Summary**, the **Mandatory Requirements**, and 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.

The maximum number of evaluation points available is 160. The Administrative Requirements are evaluated on a pass/fail basis.

The Written Proposal section scores will be determined by adding up the points given by each evaluator for each question and dividing that number by the number of evaluators.

The following weighting and points will be assigned to the Proposal for evaluation purposes:

**WRITTEN PROPOSAL**

Executive Summary 5%	5 Points
Experience and Qualifications 75%	30 Points
Cost Proposal 20%	25 Points

**Sub-Total (for Written Proposal)                      60 Points**

Oral Presentations 100% (for finalists/optional) 100 Points

References (not scored)

**TOTAL 160 Points**

The written proposal will be evaluated first. The weight assigned for the written evaluation of the proposals equals 100%.

After the completion of the written evaluations, DSHS may choose to conduct oral presentations. If DSHS chooses to exercise that right, the top two finalists will be selected for oral presentations based on the written evaluation of the proposals. The weight assigned for the oral presentation equals 100%. (See Section 5.3.5 Oral Presentations)

References are not scored. 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-responsible and unable to suit the needs of the state. DSHS reserves the right to waive a reference check. Bidders deemed non-responsible may be rejected.

### 5.3 Evaluation Process

#### 5.3.2 Initial Determination of Responsiveness

Proposals will be reviewed initially by the solicitation coordinator and/or project manager to determine, on a pass/fail basis, whether each proposal meets all the administrative and mandatory requirements specified herein. If any of the Required Submittals 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 requirement is sufficient to pass (see Section 5.1 Award Criteria). However, if all responding bidders fail to meet any single mandatory item, DSHS 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 25 cost evaluation points. Those proposals with higher hourly rates will receive proportionately fewer cost evaluation points based upon the lowest hourly rate.

The following table serves ONLY as an example:

<b>Bidder A:</b> (Lowest hourly rate)	<b>\$50.00 = 25 Points</b> ⇨ Winner receives all 25 available points
<b>Bidder B:</b> (2nd Lowest hourly rate)	\$56.00 $\$50.00 / \$56.00 = .89 * 25 = 22 \text{ Points}$ <small>Lowest Bid / Higher Bid = Percentage of Available Points * Available Points = Points Awarded</small>

#### 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 Presentations

As provided in Section 5.2 Evaluation Points for Non-Cost Submittals, DSHS may, after evaluating the written Proposals, elect to schedule oral presentations either in person or online via WebEx. 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 Apparent 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:

The following tables serve ONLY as an example:

	Question 1			Question 2			Total
	Score 1	Score 2	Q1 Score	Score 1	Score 2	Q2 Score	
<b>Bidder A</b>	<b>3</b>	<b>4</b>	<b>3.5</b>	<b>5</b>	<b>2</b>	<b>3.5</b>	<b>7</b>
Bidder B	2	1	1.5	4	5	4.5	6

Scores from the examples of the Cost and Non cost evaluations:

	Cost Factor Points	Non-Cost Factor Points	Oral Interview (for finalists)	Total
<b>Bidder A</b>	<b>25</b>	<b>30</b>	<b>80</b>	<b>135</b>
Bidder B	20	24	0	44

The Bidder with the highest number of total points will be declared the Apparent Successful Bidder. DSHS 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 DSHS. This designation allows DSHS an opportunity to perform a responsibility analysis and ask for additional documentation. DSHS 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, DSHS 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 DSHS has determined the Apparent Successful Bidder(s). The estimated date of announcement of the Apparent Successful Bidder will be the date of the notification as noted in the solicitation schedule.

#### **5.5 Award Notification**

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

The estimated date of announcement of award will be the date of the notification as noted in the solicitation schedule.

An award, in part or full, is made by DSHS' signature on the DSHS' order document (second-tier contract) and accompanying award letter (if any) that is also delivered to the Apparent Successful Bidder. In some circumstances, DSHS 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**

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### **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](mailto: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 DSHS 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 are interested in competing for
4. Downloading all current and subsequent solicitation amendments

## **7 ADDITIONAL INSTRUCTIONS TO BIDDERS**

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### **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 DSHS. 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.

DSHS 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**

#### **7.3.1 Complaints Generally**

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 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 DSHS; 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, DSHS 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.

DSHS' 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, and who have not been disqualified or designated as non-responsive during the solicitation process, 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. DSHS 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 DSHS' action; or
- Find only technical or innocuous errors in the acquisition process and determine the DSHS 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 DSHS 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

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### 8.3 DSHS’ Option to Extend

DSHS reserves the right to extend the second-tier contract (order document) issued under this solicitation for a two (2) year period via Amendment at DSHS’ option.

### 8.4 Right to Cancel

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

### 8.5 Information Availability

In accordance with [RCW 39.26.030\(2\)](#), Proposal contents (including pricing information) and evaluations are exempt from disclosure until DSHS announces an Apparent Successful Bidder.

### 8.6 Proprietary or Confidential Information

All proposals submitted become the property of DSHS and a matter of public record after DSHS 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. DSHS will not honor designations by the bidder where pricing is marked proprietary or confidential.

#### **8.7 Order Documents / Second-Tier Contracts**

A proposal submitted to this solicitation is an offer to contract with DSHS. 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.

#### **8.8 Solicitation Amendments**

DSHS 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.

#### **8.9 Incorporation of Documents into Contract**

This solicitation document, any subsequent amendments and the bidder's proposal will be incorporated into the final DSHS contract (Work Order) order 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 DSHS. In the event of any conflict, the terms of the second-tier contract shall prevail.

## **9 EXHIBITS**

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**Exhibit A – Bidder Certification and Assurances**

**Exhibit B – Sample Work Order (Contract)**

**Exhibit C – Contractor Intake Form**