



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
PO Box 45811, Olympia WA 98504-5811

DATE: February 6, 2024

TO: RFP # 2323-833 Bidders

FROM: Nicole Kahle, Solicitation Coordinator
DSHS Central Contracts and Legal Services

SUBJECT: Amendment No. 02 – Change to the RFP Document and Complaint Response

ENCL: (1) eceptionist Complaint email dated January 29, 2024
(2) DSHS Response to eceptionist Complaint dated February 6, 2024

DSHS amends the RFP # 2323-833 to include the complaint received as well as the associated response from DSHS. These documents have been attached in their entirety to this amendment as enclosures.

As reflected in the response to the complaint received, the following changes in requirements to the solicitation have been made and are listed below for clarity:

- Updates to RFP 2323-833 Section C. 1. Solicitation Schedule; and
- Updates to RFP 2323-833 Section C. 5. Optional Pre-Bid Conference.

**Update to RFP Document
RFP 2323-833**

RFP 2323-833, Section C. 1. Solicitation Schedule is amended to reflect the following:

References to 'mandatory' in regards to the pre-bid conference are removed from the solicitation schedule.

RFP 2323-833, Section C. 5. Optional Pre-Bid Conference is amended to read:

5. Optional Pre-Bid Conference

Bidders are **invited** to attend an online Pre-Bid Conference, which shall be held via Zoom at the date and time set forth below. The Pre-Bid Conference is an opportunity for Bidders to learn more about the conditions under which a Contract will be performed. At the mandatory Pre-Bid Conference, Bidders will have an opportunity to ask questions and to hear presentations from knowledgeable DSHS personnel. If changes are required as a result of the conference, written amendments will be posted on WEBS.

All other terms and conditions in this Solicitation remain the same.



**STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES**

**VIA ELECTRONIC MAIL
AND WEBS POSTING**

February 6th, 2024

Dawniela Hightower, Sr. Director, Implementation and Customer Success
Eceptionist, Inc.
Dawniela.Hightower@eceptionist.com

**RE: Complaint re Request for Proposal #2323-833
ORIA Case Management and Database Solution**

Dear Ms. Hightower:

The Department of Social and Health Services (DSHS) received your complaint at 11:43 a.m. Pacific Time on January 29th, 2024.

The purpose of the complaint period in the competitive solicitation process is to allow bidders to raise issues with the process early enough to allow an agency to correct a problem before bids are submitted, and time is expended on evaluations. See [DES Policy #DES-170-00\(3\)](#).

There are three reasons that vendors may submit a complaint:

- a) The solicitation unnecessarily restricts competition;
- b) The solicitation evaluation or scoring process is unfair or flawed; or
- c) The solicitation requirements are inadequate or insufficient to prepare a response.

Your complaint infers that the Department's RFP #2323-833 for ORIA Case Management and Database Solution restricts competition by requiring attendance at the Mandatory Pre-Bid Conference as outlined in RFP Document Section C 6., which currently states:

5. Mandatory Pre-Bid Conference

Bidders are **required** to attend an online Pre-Bid Conference, which shall be held via Zoom at the date and time set forth below. The Pre-Bid Conference is an opportunity for Bidders to learn more about the conditions under which a Contract will be performed. At the mandatory Pre-Bid Conference, Bidders will have an opportunity to ask questions and to hear presentations from knowledgeable DSHS personnel. If changes are required as a result of the conference, written amendments will be posted on WEBS.

Your complaint further asserts that mandatory Pre-Bid Conference attendance has the potential to exclude qualified respondents based on something other than merit or qualifications, thus

Complaint re RFP #2323-833

February 6, 2024

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unnecessarily restricting competition. Your proposed solution is that attendance at the Pre-Bid Conference become an optional requirement for submitting a response to this solicitation.

DSHS has considered your complaint and is revising Section C 6. to reflect the Pre-Bid Conference as **OPTIONAL**. These changes will be reflected in Amendment #2 to this solicitation. Bidders who did not attend the Pre-Bid Conference on January 18th, 2024 are strongly encouraged to review Amendment #1 – Change to the RFP Document and Bidder's Q&A for slides, questions, and DSHS responses to content covered during the Pre-Bid Conference.

We appreciate you bringing your concerns to our attention. DSHS endeavors to select from as broad of a vendor pool as possible in order to be good stewards of public funds and to allow the program area to select the vendor they feel brings DSHS the best value.

Thank you for your interest in this solicitation.

Sincerely,

Nicole Kahle
Solicitation Coordinator, DSHS Central Contracts & Legal Services

cc: William Taplin, Chief of Contracts and Legal Services



January 29, 2024

Nicole Kahle, Coordinator Department of Social and Health Services
Washington State Department of Health Services
PO Box 45811
Olympia, WA 98504-5811

Re: 2323-833-ORIA Solicitation Complaint

Dear Ms. Kahle:

I am submitting this complaint on behalf of Eceptionist, Inc. in response to **RFP No. 2323-833 ORIA Case Management and Database Solution**. We appreciate the opportunity to protest the mandatory requirement that Bidders are required to attend an online Pre-Bid Conference. Our position is conference attendance does not improve the quality of the response, or the respondents, but rather has the potential to exclude qualified respondents on something other than merit or qualifications thus unnecessarily restricting competition. Our recommendation is that attendance at the Pre-Bid Conference become an optional requirement for submitting a response to this solicitation.

In the case of Eceptionist, we became aware of this opportunity on January 25th and are thus unable to respond under current RFP requirements. However, we undoubtedly meet the original bidder minimum qualifications listed in 4.a-4.d, including the now since removed requirement of having implemented a Case Management solution within the last 5 years. We are confident that our commercial off-the-shelf solution meets and in some cases exceeds the business needs of ORIA to acquire a comprehensive, flexible and efficient case management database system. The extended due date of February 23 provides us ample time to compile and submit a highly competitive and cost-effective response. Furthermore, we are currently doing business in Washington State.

We appreciate your consideration in this matter. Regardless of outcome, we are grateful to DSHS for allowing us to submit this complaint and we look forward to your prompt response.

Sincerely,

Dawniela Hightower
Sr. Director, Implementation and Customer Success

