

**STATE OF WASHINGTON**

**DEPARTMENT OF SOCIAL AND HEALTH SERVICES**

**PO Box 45811, Olympia WA 98504-5811**

DATE: August 18, 2025

TO: RFP # 2523-873 Bidders

FROM: Donna Beatty, Solicitation Coordinator

DSHS Central Contracts and Legal Services

SUBJECT: Amendment No. 01 – Changes to: the RFP Document, Attachment D, and the Sample Contract

DSHS amends the RFP # 2523-873 procurement document to include:

* Updates to RFP 2523-873 Section E, Paragraph 4 (to clarify the scoring methodology for the Cost Proposal Score);
* DSHS replaces RFP 2523-873, Attachment D in its entirety (to clarify the requirements related to Cost Proposals). The revised Attachment D is attached hereto as Attachment D, Amendment 1.; and
* DSHS replaces Attachment A, the Sample Contract, in its entirety to reflect changes to Special Terms and Conditions Paragraph 7.

Changes are printed in **bold, underlined font.**

1. **RFP 2523-873 is hereby amended as follows:**

Section E, Paragraph 4 is modified to read:

# **4. Evaluation of Cost Proposals**

A score ranging from 0 to 700 will be assigned to each Cost Proposal based on the inverse of the percentage of the difference between its Bid Total and the average Bid Total, which will automatically be assigned a Cost Proposal Score of 350. Extreme examples that best demonstrate the methodology are: if a Bid is double or more that of the average bid, it will receive a Cost Proposal Score of 0 because it would be at least 100% greater than the calculated average bid price. If a Bid is a no cost bid, then it would receive a score of 700 because it would be 100% lower than the calculated average bid price. More realistic scenarios are: the score of a Bid that is 18% higher than the average Bid price would be calculated as follows: 350 – (.18\*350) = 287, and the score of a Bid that is 18% lower than the average Bid would be calculated as follows: 350 + (.18\*350) = 413.

*Note: This is methodology is not intended to reflect a rating of the actual cost to DSHS, as that cost will depend on factors that cannot be strictly determined at this time. This cost evaluation methodology is intended to ensure that Bidders’ Cost Proposals are compared and ranked based on identical criteria.*

The Bid Totals will be

* The Proposed Cost for all One-time, Initial Set-up Fees will be added together. This total will be the OTF Subtotal.
* The **maximum stated** Proposed Costs for each of the four cost levels for each item for which DSHS will be charged at set up \*and\* upon additions or upgrades to the service, will be added together, and those totals will then be added together to get the SUPF Subtotal. **For example, a cost of $15.00 per local number ported at Level 2 will be multiplied by 400 to get the Local Numbers ported Level 2 cost of $15.00\*400 = $6000.00. The Recurring Cost of any items that are priced based on the volume of use will be calculated to reflect the highest level of use in the given range**. **NOTE: Bidders may divide up the cost levels into sub-levels, but must provide costs that fall within the four given levels. Scoring will be based on the highest cost given for each level. The sub-level costs will be incorporated into an awarded contract. Bids that propose cost levels that do not conform to the four cost levels will be disqualified, but bids may propose additional tiers within the four specified cost levels. *Please see Attachment D for examples of acceptable cost proposal submissions vs unacceptable cost proposal submissions.***
* The **maximum** Proposed Costs (all cost levels across each line item) of all items for which DSHS will be charged a recurring (monthly) fee will be added together to calculate the Recurring Items Cost (RIC), and those RICs will then be added together to get the Recurring Cost total. Each Proposed Cost for Inbound and Outbound faxes will be multiplied by the maximum number of pages assigned to that level. For example, a cost of $.01 per page for outbound faxes at Level 2 will be multiplied by 1000 to get the Outbound Faxes Level 2 cost of $.01\*1000 = $10.00. The Recurring Cost of any items that are priced based on the volume of use will be calculated to reflect the highest level of use in the given range. **NOTE: Bidders may divide up the cost levels into sub-levels, but must provide costs that fall within the four given levels. Scoring will be based on the highest cost given for each level. The sub-level costs will be incorporated into an awarded contract. Bids that propose cost levels that do not conform to the four cost levels will be disqualified, but bids may propose additional tiers within the four specified cost levels. *Please see Attachment D for examples of acceptable cost proposal submissions vs unacceptable cost proposal submissions.***
* The Subtotals will be added together to get the Bid Totals for each Bidder: OTF+SUPF+RC.
* The Cost Proposal of the calculated “average” Bid will be assigned 350 points.
* The percentage that each of the actual Cost Proposals differs from the average bid will be calculated to get the VAR for each Bid’s Cost Proposal. If the average bid is calculated to be 50, then an actual bid that is 75 will be 50% greater than the average bid, so its VAR will be -.50; an actual Bid that is 25 will be 50% lower than the calculated average bid and its VAR will be +.50.
* The Cost Proposal Score for each Bid will be calculated as follows:

350 +(350\*VAR).

1. **RFP 2523-873, Attachment D is hereby replaced in its entirety and is attached hereto as RFP 2523-873 Attachment D - Amendment 1. Note: Changes have been made to Sections 7 B and 7 C only.**
2. **RFP 2523-873 Attachment A, The Sample Contract, Special Terms and Conditions, Paragraph 7, is hereby changed to read:**

[Note to Bidder] Due to the variable DSHS business needs and timing, DSHS requires a solution that can fit several different levels of use, as seen in the table below. DSHS is requesting that Bidders provide per page rates based upon the tiered usage stated below, and billable to DSHS based on actual monthly usage.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Solution Elements** | **Level 1** | **Level 2** | **Level 3** | **Level 4** |
| Local numbers (ported) | 100-300 | 300 – 400 | 400 - 850 | 850 – 1,200 |
| Web portal logins | 10-50 | 51 to 1,000 | 1,001 to 5,000 | 5,001 to 10,000 |
| Inbound pages per month | 1-100 | 101 to 5,000 | 5,001 to 8,000 | 8,001 to 12,000 |
| Outbound pages per month | 1-500 | 501 to 1,000 | 1,001 to 5,000 | 5,001 to 10,000 |
| ATA hardware adapters | 1-100 | 101 to 200 | 201 to 500 | 501 to 1,000 |