

**STATE OF WASHINGTON
OFFICE OF THE SECRETARY OF STATE
OLYMPIA, WASHINGTON**

**REQUEST FOR QUALIFICATIONS AND QUOTATIONS
RFQQ NO. 09-08**

PROJECT TITLE: Peer Learning Consultant

PROPOSAL DUE DATE: January 4, 2010

EXPECTED TIME PERIOD FOR CONTRACT: February 1, 2010 – September 30, 2010

CONSULTANT ELIGIBILITY: This procurement is open to those consultants that satisfy the minimum qualifications stated herein and that are available for work in Washington State.

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1. INTRODUCTION

1.1 PURPOSE AND BACKGROUND

PURPOSE

The Office of the Secretary of State, Washington State Library division, hereafter called the “AGENCY” is initiating this Request for Qualifications and Quotations (RFQQ) to solicit proposals from qualified Consultant(s) or team of Consultants to train library staff in how to facilitate online and in-person peer learning experiences and how to create online venues for peer learning. The Consultant will monitor initial peer learning sessions in order to provide feedback, act as a resource person and mentor for staff as they are learning the techniques, provide technical expertise in the initial peer learning experiences, assist in developing a successful methodology for peer learning in libraries and develop an instrument for measuring the success and effectiveness of the peer learning effort. The result will be a model that can be used to implement and assess peer learning in many settings.

BACKGROUND

In October 2009 the Bill & Melinda Gates Foundation awarded \$515,000 to the Washington State Library to assist public libraries across the state as they develop and enhance services for the unemployed people in their communities. In addition the grant provides funds to help public libraries better communicate their services to their stakeholders, and to incorporate peer learning techniques at the State Library and among libraries in the state.

Recognizing that no one on staff at the State Library has significant experience in conducting and facilitating peer learning—either online or in person, up to \$30,000 of the grant funds is allocated to hiring consultant(s) to teach and implement peer learning techniques. Although used in the academic environment, peer learning is still an emerging concept in the library field. It has great promise for the State Library to work more efficiently with libraries across the state.

1.2 OBJECTIVE

The key objectives resulting from this request are to:

- A. Train staff at Washington State Library in developing, facilitating, and monitoring online synchronous and asynchronous as well as in-person peer learning experiences, including online facilitation skills.
- B. Develop a written set of guidelines (methodology/model) for State Library staff to provide peer learning experiences for libraries across the state, specifically for those public libraries that received “Renew Washington” grants.
- C. Provide technical expertise and oversight as staff learns to incorporate peer learning techniques.
- D. Develop a method to evaluate the success of the peer learning experiences.
- E. Evaluate the success and lessons learned from the project.

DELIVERABLES

The consultant will train WSL staff in peer learning techniques, develop a methodology for staff to use peer learning with libraries across the state, provide technical expertise and guidance, develop a method to evaluate the success of the peer learning experience, and prepare a final report.

Specific Responsibilities of the Selected Consultant(s) or team of Consultants

- A. Coordinate with the Washington State Library staff.
Consultant(s) will work with the Library Development program manager, Library Development assistant manager, Library Development associate manager (LSTA Coordinator), Training Coordinator, and Renew Washington project manager. The project manager will be the key contact.
- B. Develop a work plan and a mutually agreed upon time schedule in which to complete the project goals and activities.

- C. Develop curriculum and present training on peer learning and online facilitation to Washington State Library staff.
Consultant(s) will conduct face-to-face and online training sessions for approximately 20 staff of the Washington State Library at times mutually agreed upon. At least one face-to-face session is required.
- D. Develop a process for State Library staff to conduct peer learning sessions for libraries across the state.
Consultant(s) will work with State Library staff to set up a process, develop a format, provide tools, and develop any other approaches/materials for State Library staff to set up peer learning sessions for libraries across the state, especially the "Renew Washington" grant recipient libraries. This will be a model that can be adopted in numerous projects and by library staff across the state.
- E. Provided technical expertise
Consultant(s) will work with staff in providing a minimum of three (3) different peer learning sessions for Renew Washington grantee libraries across the state. The Consultant(s) will monitor and provide feedback for each session. The Consultant(s) will serve as a resource person and mentor for staff members who are conducting peer learning efforts during the contract period.
- F. Develop an instrument for measuring the effectiveness of peer learning sessions.
Consultant(s) will develop a methodology, process, and instrument to evaluate the peer learning sessions that staff will be conducting. This will be a model that can be adopted in numerous projects and by library staff across the state.
- G. Provide a final report on the work of the contract
Consultant(s) will review and analyze the success and the lessons learned of the project and provide recommendations for the future in a final report.

As a result of the successful completion of this contract:

Washington State Library staff will:

- Understand the theory and process of peer learning and online facilitation skills.
- Gain expertise in developing and facilitating online and in-person peer learning sessions.
- Conduct successful online and in-person peer learning sessions.
- Have a written set of guidelines (a methodology/model) to use in developing and implementing future peer learning experience across the state and that could be posted to a website for widespread use by libraries.

Library participants will:

- Understand the peer learning process and how to successfully participate in online and in-person peer learning sessions.
- See how to use peer learning in their own libraries, communities, and organizations.

1.3 MINIMUM QUALIFICATIONS

The Consultant(s) must be licensed to do business in the state of Washington. The Consultant(s) must have a proven record of experience in developing curriculum and teaching peer learning skills, both in-person and online

Requisite skills include:

- Must understand the theory and practice of peer learning and demonstrate successful experience in the field.
- Must demonstrate success in designing and facilitating peer learning experiences for adults

- Must have experience in both in-person and online, synchronous and asynchronous peer learning techniques.

Highly desired

- Experience working as a trainer in a library setting.

1.4 FUNDING

The AGENCY has budgeted an amount not to exceed \$30,000 including travel expenses.

Compensation will be made based on the following increments benchmarks/deliverables:

- Completion of training for State Library staff.
- Completion of a methodology and approach for State Library staff to work with libraries.
- Provision of technical assistance with three (3) peer Learning experiences for libraries across the state.
- Completion of an evaluation method for measuring the success of the peer learning experience.
- Completion of an evaluation/final report of the project.

Any contract awarded as a result of this procurement is contingent upon the availability of funding.

1.5 PERIOD OF PERFORMANCE

The period of performance of any contract resulting from this RFQQ is tentatively scheduled to begin on or about February 1, 2010 and to end no later than September 30, 2010. The goal is to complete most peer learning experiences by July 30, 2010 and the final report by September 30, 2010. Amendments extending the period of performance, if any, shall be at the sole discretion of the AGENCY.

1.6 DEFINITIONS

Definitions for the purposes of this RFQQ include:

Agency – The Office of the Secretary of State is the agency of the state of Washington that is issuing this RFQQ.

Consultant – Individual or company submitting a proposal in order to attain a contract with the AGENCY.

Contractor – Individual or company whose proposal has been accepted by the AGENCY and is awarded a fully executed, written contract.

Proposal – A formal offer submitted in response to this solicitation.

Request for Qualifications and Quotations (RFQQ) – Formal procurement document in which a service or need is identified but no specific method to achieve it has been chosen. The purpose of an RFQQ is to permit the consultant community to suggest various approaches to meet the need at a given price.

1.7 ADA

The AGENCY complies with the Americans with Disabilities Act (ADA). Consultants may contact the RFQQ Coordinator to receive this Request for Qualifications and Quotations in Braille or on tape.

2. GENERAL INFORMATION FOR CONSULTANTS

2.1 RFQQ COORDINATOR

The RFQQ Coordinator is the sole point of contact in the AGENCY for this procurement. All communication between the Consultant and the AGENCY upon receipt of this RFQQ shall be with the RFQQ Coordinator, as follows:

Name	Karen Goettling
Address	PO Box 42460
City, State, Zip Code	Olympia, WA 98504-2460
Street Address	6880 Capitol Blvd S.
City, State, Zip Code	Olympia, WA 98504
Phone Number	360-570-5561
Fax Number	360-586-7575
E-Mail Address	Karen.goettling@sos.wa.gov

Any other communication will be considered unofficial and non-binding on the AGENCY. Consultants are to rely on written statements issued by the RFQQ Coordinator. Communication directed to parties other than the RFQQ Coordinator may result in disqualification of the Consultant.

2.2 ESTIMATED SCHEDULE OF PROCUREMENT ACTIVITIES

Issue Request for Proposals	December 14, 2009
Question and answer period	December 15–23, 2009
Q&A's posted on AGENCY web site	December 24, 2009
Last date for questions regarding RFQQ	December 23, 2009
Place addendum to RFQQ on AGENCY web site: (if applicable)	
Proposals due	January 4, 2010
Evaluate proposals	January 5-8, 2010
Conduct oral interviews with finalists, if required	January 11-13, 2010
Announce "Apparent Successful Contractor" and send notification via fax or e-mail to unsuccessful proposers	January 13, 2010
Hold debriefing conferences (if requested)	
Negotiate contract	January 13-15, 2010
File contract with OFM (if required)	January 15, 2010
Begin contract work	February 1, 2010

The AGENCY reserves the right to revise the above schedule.

2.3 SUBMISSION OF PROPOSALS

Consultants are required to submit eight (8) copies of their proposal. Two copies must have original signatures and six copies can have photocopied signatures. The proposal, whether mailed or hand delivered, must arrive at the AGENCY no later than 4:30 p.m., local time, on January 4, 2010.

The proposal is to be sent to the RFQQ Coordinator at the address noted in Section 2.1. The envelope should be clearly marked to the attention of the RFQQ Coordinator.

Consultants mailing proposals should allow normal mail delivery time to ensure timely receipt of their proposals by the RFQQ Coordinator. Consultants assume the risk for the method of delivery chosen. The AGENCY assumes no responsibility for delays caused by any delivery service. Proposals may not be transmitted using electronic media such as facsimile transmission.

Late proposals will not be accepted and will be automatically disqualified from further consideration. All proposals and any accompanying documentation become the property of the AGENCY and will not be returned.

2.4 PROPRIETARY INFORMATION/PUBLIC DISCLOSURE

Materials submitted in response to this competitive procurement shall become the property of the AGENCY.

All proposals received shall remain confidential until the contract, if any, resulting from this RFQQ is signed by the Director of the AGENCY and the apparent successful Contractor; thereafter, the proposals shall be deemed public records as defined in RCW 42.17.250 to 42.17.340, "Public Records."

Any information in the proposal that the Consultant desires to claim as proprietary and exempt from disclosure under the provisions of RCW 42.17.250 to 42.17.340 must be clearly designated. The page must be identified and the particular exception from disclosure upon which the Consultant is making the claim. Each page claimed to be exempt from disclosure must be clearly identified by the word "Confidential" printed on the lower right hand corner of the page.

The AGENCY will consider a Consultant's request for exemption from disclosure; however, the AGENCY will make a decision predicated upon chapter 42.17 RCW and chapter 143-06 of the Washington Administrative Code. Marking the entire proposal exempt from disclosure will not be honored. The Consultant must be reasonable in designating information as confidential. If any information is marked as proprietary in the proposal, such information will not be made available until the affected proposer has been given an opportunity to seek a court injunction against the requested disclosure.

A charge will be made for copying and shipping, as outlined in RCW 42.17.300. No fee shall be charged for inspection of contract files, but twenty-four (24) hours notice to the RFQQ Coordinator is required. All requests for information should be directed to the RFQQ Coordinator.

2.5 REVISIONS TO THE RFQQ

In the event it becomes necessary to revise any part of this RFQQ, addenda will be published on the AGENCY web site, as follows: <http://www.sos.wa.gov/office/procurements.aspx>. The AGENCY reserves the right to cancel or to reissue the RFQQ in whole or in part, prior to execution of a contract.

2.6 MINORITY & WOMEN-OWNED BUSINESS PARTICIPATION

In accordance with the legislative findings and policies set forth in chapter 39.19 RCW, the state of Washington encourages participation in all of its contracts by firms certified by the Office of Minority and Women's Business Enterprises (OMWBE). Participation may be either on a direct basis in response to this solicitation or on a subcontractor basis. However, no preference will be included in the evaluation of proposals, no minimum level of MWBE participation shall be required as a condition for receiving an award, and proposals will not be rejected or considered non-responsive on that basis. Any affirmative action requirements set forth in federal regulations or statutes included or referenced in the contract documents will apply.

The established annual procurement participation goals for MBE is 8 percent and for WBE, 4 percent, for this type of project. These goals are voluntary. Bidders may contact OMWBE at 360/753-9693 to obtain information on certified firms.

2.7 ACCEPTANCE PERIOD

Proposals must provide 60 days for acceptance by AGENCY from the due date for receipt of proposals.

2.8 RESPONSIVENESS

All proposals will be reviewed by the RFQQ Coordinator to determine compliance with administrative requirements and instructions specified in this RFQQ. The Consultant is specifically notified that failure to comply with any part of the RFQQ may result in rejection of the proposal as non-responsive.

The AGENCY also reserves the right, however, at its sole discretion to waive minor administrative irregularities.

2.9 MOST FAVORABLE TERMS

The AGENCY reserves the right to make an award without further discussion of the proposal submitted. Therefore, the proposal should be submitted initially on the most favorable terms which the

Consultant can propose. There will be no best and final offer procedure. The AGENCY does reserve the right to contact a Consultant for clarification of its proposal.

The Consultant should be prepared to accept this RFQQ for incorporation into a contract resulting from this RFQQ. Contract negotiations may incorporate some or all of the Consultant's proposal. It is understood that the proposal will become a part of the official procurement file on this matter without obligation to the AGENCY.

2.10 CONTRACT AND GENERAL TERMS & CONDITIONS

The apparent successful contractor will be expected to enter into a contract which is substantially the same as the sample contract and its general terms and conditions attached as Exhibit B. In no event is a Consultant to submit its own standard contract terms and conditions in response to this solicitation. The Consultant may submit exceptions as allowed in the Certifications and Assurances section, Exhibit A to this solicitation. The AGENCY will review requested exceptions and accept or reject the same at its sole discretion.

2.11 COSTS TO PROPOSE

The AGENCY will not be liable for any costs incurred by the Consultant in preparation of a proposal submitted in response to this RFQQ, in conduct of a presentation, or any other activities related to responding to this RFQQ.

2.12 NO OBLIGATION TO CONTRACT

This RFQQ does not obligate the state of Washington or the AGENCY to contract for services specified herein.

2.13 REJECTION OF PROPOSALS

The AGENCY reserves the right at its sole discretion to reject any and all proposals received without penalty and not to issue a contract as a result of this RFQQ.

2.14 COMMITMENT OF FUNDS

The Assistant Secretary of State, or his delegate, are the only individuals who may legally commit the AGENCY to the expenditures of funds for a contract resulting from this RFQQ. No cost chargeable to the proposed contract may be incurred before receipt of a fully executed contract.

2.15 ELECTRONIC PAYMENT

The state of Washington prefers to utilize electronic payment in its transactions. The successful contractor will be provided a form to complete with the contract to authorize such payment method.

2.16 INSURANCE COVERAGE

The Contractor is to furnish the Agency with a certificate(s) of insurance executed by a duly authorized representative of each insurer, showing compliance with the insurance requirements set forth below.

The Contractor shall, at its own expense, obtain and keep in force insurance coverage which shall be maintained in full force and effect during the term of the contract. The Contractor shall furnish evidence in the form of a Certificate of Insurance that insurance shall be provided, and a copy shall be forwarded to the Agency within fifteen (15) days of the contract effective date.

Liability Insurance

- A. **Commercial General Liability Insurance:** Contractor shall maintain general liability (CGL) insurance and, if necessary, commercial umbrella insurance, with a limit of not less than \$1,000,000 per each occurrence. If CGL insurance contains aggregate limits, the General Aggregate limit shall be at least twice the "each occurrence" limit. CGL insurance shall have products-completed operations aggregate limit of at least two times the "each occurrence" limit. CGL insurance shall be written on ISO occurrence form CG 00 01 (or a substitute form providing equivalent coverage). All insurance shall cover liability assumed under an insured contract (including the tort liability of another assumed in a business contract), and contain separation of insureds (cross liability) condition.

Additionally, the Contractor is responsible for ensuring that any subcontractors provide adequate insurance coverage for the activities arising out of subcontracts.

- B. **Business Auto Policy:** As applicable, the Contractor shall maintain business auto liability and, if necessary, commercial umbrella liability insurance with a limit not less than \$1,000,000 per accident. Such insurance shall cover liability arising out of "Any Auto." Business auto coverage shall be written on ISO form CA 00 01, 1990 or later edition, or substitute liability form providing equivalent coverage.

Employers Liability ("Stop Gap") Insurance

In addition, the Contractor shall buy employers liability insurance and, if necessary, commercial umbrella liability insurance with limits not less than \$1,000,000 each accident for bodily injury by accident or \$1,000,000 each employee for bodily injury by disease.

Additional Provisions

Above insurance policy shall include the following provisions:

- A. **Additional Insured.** The state of Washington, Office of the Secretary of State / Washington State Library its elected and appointed officials, agents and employees shall be named as an additional insured on all general liability, excess, umbrella and property insurance policies. All insurance provided in compliance with this contract shall be primary as to any other insurance or self-insurance programs afforded to or maintained by the State.

- B. Cancellation.** State of Washington, Office of the Secretary of State / Washington State Library shall be provided written notice before cancellation or non-renewal of any insurance referred to therein, in accord with the following specifications. Insurers subject to 48.18 RCW (Admitted and Regulation by the Insurance Commissioner): The insurer shall give the State 45 days advance notice of cancellation or non-renewal. If cancellation is due to non-payment of premium, the State shall be given 10 days advance notice of cancellation. Insurers subject to 48.15 RCW (Surplus lines): The State shall be given 20 days advance notice of cancellation. If cancellation is due to non-payment of premium, the State shall be given 10 days advance notice of cancellation.
- C. Identification.** Policy must reference the State's contract number and the agency name.
- D. Insurance Carrier Rating.** All insurance and bonds should be issued by companies admitted to do business within the state of Washington and have a rating of A-, Class VII or better in the most recently published edition of Best's Reports. Any exception shall be reviewed and approved by Office of the Secretary of State / Washington State Library Risk Manager, or the Risk Manager for the state of Washington, before the contract is accepted or work may begin. If an insurer is not admitted, all insurance policies and procedures for issuing the insurance policies must comply with chapter 48.15 RCW and 284-15 WAC.
- E. Excess Coverage.** By requiring insurance herein, the State does not represent that coverage and limits will be adequate to protect Contractor, and such coverage and limits shall not limit Contractor's liability under the indemnities and reimbursements granted to the State in this contract.

Worker's Compensation Coverage

The Contractor will at all times comply with all applicable workers' compensation, occupational disease, and occupational health and safety laws, statutes, and regulations to the full extent applicable. The State will not be held responsive in any way for claims filed by the Contractor or their employees for services performed under the terms of this contract.

3. PROPOSAL CONTENTS

Proposals must be submitted on eight and one-half by eleven (8 1/2 x 11) inch paper with tabs separating the major sections of the proposal. The four major sections of the proposal are to be submitted in the order noted below:

- 1. Letter of Submittal, including signed Certifications and Assurances (Exhibit A to this RFQQ).
- 2. Management Proposal.
- 3. Cost Proposal.
- 4. Samples of work.

Proposals must provide information in the same order as presented in this document with the same headings. This will not only be helpful to the evaluators of the proposal, but should assist the Consultant in preparing a thorough response.

Items in this section marked "mandatory" must be included as part of the proposal for the proposal to be considered responsive; however, these items are not scored. Items marked "scored" are those that are awarded points as part of the evaluation conducted by the evaluation team.

3.1 LETTER OF SUBMITTAL (MANDATORY)

The Letter of Submittal and the attached Certifications and Assurances form (Exhibit A to this RFQQ) must be signed and dated by a person authorized to legally bind the Consultant to a contractual relationship, e.g., the President or Executive Director if a corporation, the managing partner if a partnership, or the proprietor if a sole proprietorship. Along with introductory remarks, the Letter of

Submittal is to include by attachment the following information about the Consultant and any proposed subcontractors:

1. Name, address, principal place of business, telephone number, and fax number/e-mail address of legal entity or individual with whom contract would be written.
2. Name, address, and telephone number of each principal officer (President, Vice President, Treasurer, Chairperson of the Board of Directors, etc.).
3. Legal status of the Consultant (sole proprietorship, partnership, corporation, etc.) and the year the entity was organized to do business as the entity now substantially exists.
4. Federal Employer Tax Identification number or Social Security number and the Washington Uniform Business Identification (UBI) number issued by the state of Washington Department of Revenue.
5. Location of the facility from which the Consultant would operate.
6. Identify any State employees or former State employees employed or on the firm's governing board as of the date of the proposal. Include their position and responsibilities within the Consultant's organization. If following a review of this information, it is determined by the AGENCY that a conflict of interest exists, the Consultant may be disqualified from further consideration for the award of a contract.

3.2 MANAGEMENT PROPOSAL

A. Project Management (SCORED)

1. **Project Team Structure/Internal Controls** - Provide a description of the proposed project team structure and internal controls to be used during the course of the project, including any subcontractors. Provide an organizational chart of your firm indicating lines of authority for personnel involved in performance of this potential contract and relationships of this staff to other programs or functions of the firm. This chart must also show lines of authority to the next senior level of management. Include who within the firm will have prime responsibility and final authority for the work.
2. **Staff Qualifications/Experience** – Identify staff, including subcontractors, who will be assigned to the potential contract, indicating the responsibilities and qualifications of such personnel, and include the amount of time each will be assigned to the project. Provide resumes' for the named staff, which include information on the individual's particular skills related to this project, education, experience, significant accomplishments and any other pertinent information. The Consultant must commit that staff identified in its proposal will actually perform the assigned work. Any staff substitution must have the prior approval of the AGENCY.

B. Experience of the Consultant (SCORED)

1. Indicate the experience the Consultant and any subcontractors have in the following areas:
 - Developing and facilitating peer learning experiences, both in-person and online.
 - Teaching others how to develop and facilitate peer learning experiences, both in-person and online.
 - Providing technical and practical expertise to staff who are conducting peer learning experiences.
 - Developing methods and instruments for evaluating the effectiveness of peer learning experiences.
 - Providing training in the library setting
2. Indicate other relevant experience that indicates the qualifications of the Consultant, and any subcontractors, for the performance of the potential contract.

3. Include a list of contracts the Consultant has had during the last five years that relate to the Consultant's ability to perform the services needed under this RFQQ. List contract reference numbers, contract period of performance, contact persons, telephone numbers, and fax numbers/e-mail addresses.

C. References (SCORED)

List names, addresses, telephone numbers, and fax numbers/e-mail addresses of three business references for whom work has been accomplished and briefly describe the type of service provided. The Consultant must grant permission to the AGENCY to contact the references. Do not include current AGENCY staff as references. References will be contacted for the top-scoring proposal(s) only.

D. Related Information (MANDATORY)

1. If the Consultant or any subcontractor contracted with the state of Washington during the past 24 months, indicate the name of the agency, the contract number and project description and/or other information available to identify the contract.
2. If the Consultant's staff or subcontractor's staff was an employee of the state of Washington during the past 24 months, or is currently a Washington state employee, identify the individual by name, the agency previously or currently employed by, job title or position held and separation date.
3. If the Consultant has had a contract terminated for default in the last five years, describe such incident. Termination for default is defined as notice to stop performance due to the Consultant's non-performance or poor performance and the issue of performance was either (a) not litigated due to inaction on the part of the Proposer, or (b) litigated and such litigation determined that the Proposer was in default.
4. Submit full details of the terms for default including the other party's name, address, and phone number. Present the Consultant's position on the matter. The AGENCY will evaluate the facts and may, at its sole discretion, reject the proposal on the grounds of the past experience. If no such termination for default has been experienced by the Consultant in the past five years, so indicate.

E. OMWBE Certification (Optional)

Include proof of certification issued by the Washington State Office of Minority and Women-Owned Business if certified minority-owned firm and/or women-owned firm(s) will be participating on this project.

3.3 COST PROPOSAL

The maximum fee for this contract must be \$30,000 or less to be considered responsive to this RFQQ.

The evaluation process is designed to award this procurement not necessarily to the Consultant of least cost, but rather to the Consultant whose proposal best meets the requirements of this RFQQ. However, Consultants are encouraged to submit proposals which are consistent with State government efforts to conserve state resources.

A. Identification of Costs (SCORED)

Identify all costs including expenses to be charged for performing the services necessary to accomplish the objectives of the contract. The Consultant is to submit a fully detailed budget including staff costs and any expenses necessary to accomplish the tasks and to produce the deliverables under the contract. Consultants are required to collect and pay Washington state sales tax, if applicable.

Costs for subcontractors are to be broken out separately. Please note if any subcontractors are certified by the Office of Minority and Women's Business Enterprises.

B. Computation

The score for the cost proposal will be computed by dividing the lowest cost bid received by the Consultant's total cost. Then the resultant number will be multiplied by the maximum possible points for the cost section.

3.4 SAMPLES OF WORK (SCORED)

Include samples of work such as training curriculum, written guidelines, evaluation surveys/reports, final reports, and/or any other items that are pertinent to this project.

4. EVALUATION AND CONTRACT AWARD

4.1 EVALUATION PROCEDURE

Responsive proposals will be evaluated strictly in accordance with the requirements stated in this solicitation and any addenda issued. The evaluation of proposals shall be accomplished by an evaluation team, to be designated by the AGENCY. The team will use the total scores as a guide to determine the ranking of the proposals. The AGENCY, at its sole discretion, may elect to select the top-scoring firms as finalists for an oral presentation.

4.2 EVALUATION WEIGHTING AND SCORING

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

Review of Written Proposals

Management Proposal—60%

120 points (maximum)

Project team/structure/internal controls

- Description of proposed team structure
- Chart of lines of authority involved in contract
- Identification of who has prime responsibility/authority for contract

Staff qualifications/Experience

- Years of experience working in online environment
- Years of experience in facilitating peer learning sessions
- Demonstration of experience in designing and presenting effective training for adults
- Demonstration of understanding of peer learning and facilitation skills in online and in-person settings
- Demonstration of understanding and experience in online learning and peer learning
- Experience in training in a library setting and with libraries
- Experience in producing written guidelines

Cost Proposal—30%

60 points (maximum)

- Clear identification of staff and other costs associated with the project
- Identification of costs related to deliverables
- Identification of factors that could require costs to be adjusted
- Competitiveness of budget
- Cost effectiveness

Samples of Work—10%

- Appropriateness to this project
- Quality

20 points (maximum)

Subtotal for Written Proposal 200 points (maximum)

References will be contacted for the top-scoring proposer(s) only, based on the written proposal. References will then be scored and included in the Grand Total

References

10 points (maximum)

- Meeting deadlines
- Ease of working relationship
- Understanding the needs/goals of client
- Adaptability
- Effectiveness of training and follow-up, including online and peer learning techniques
- Effectiveness of evaluation, final reporting, and written reports

Grand Total

**210 POINTS
(maximum)**

References will be contacted for the top-scoring proposer(s) only, based on the written proposal. References will then be scored and included in the Grand Total.

4.3 ORAL PRESENTATIONS MAY BE REQUIRED

Written submittals and oral presentations, if considered necessary, will be utilized in selecting the winning proposal. The AGENCY, at its sole discretion, may elect to select the top scoring finalists from the written evaluation for an oral presentation and final determination of contract award. Should the AGENCY elect to hold oral presentations, it will contact the top-scoring firm(s) to schedule a date, time and location. Commitments made by the Consultant at the oral interview, if any, will be considered binding. The score from the oral presentation will be considered independently and will determine the apparently successful proposer.

4.4 NOTIFICATION TO PROPOSERS

Firms whose proposals have not been selected for further negotiation or award will be notified via FAX or by e-mail.

4.5 DEBRIEFING OF UNSUCCESSFUL PROPOSERS

Upon request, a debriefing conference will be scheduled with an unsuccessful Proposer. The request for a debriefing conference must be received by the RFQQ Coordinator within three (3) business days after the Notification of Unsuccessful Consultant letter is faxed/e-mailed to the Consultant. The debriefing must be held within three (3) business days of the request.

Discussion will be limited to a critique of the requesting Consultant's proposal. Comparisons between proposals or evaluations of the other proposals will not be allowed. Debriefing conferences may be conducted in person or on the telephone and will be scheduled for a maximum of one hour.

4.6 PROTEST PROCEDURE

This procedure is available to Consultants who submitted a response to this solicitation document and who have participated in a debriefing conference. Upon completing the debriefing conference, the Consultant is allowed three (3) business days to file a protest of the acquisition with the RFQQ Coordinator. Protests may be submitted by facsimile, but should be followed by the original document.

Consultants protesting this procurement shall follow the procedures described below. Protests that do not follow these procedures shall not be considered. This protest procedure constitutes the sole administrative remedy available to Consultants under this procurement.

All protests must be in writing and signed by the protesting party or an authorized Agent. The protest must state the grounds for the protest with specific facts and complete statements of the action(s) being protested. A description of the relief or corrective action being requested should also be included. All protests shall be addressed to the RFQQ Coordinator.

Only protests stipulating an issue of fact concerning the following subjects shall be considered:

- A matter of bias, discrimination or conflict of interest on the part of the evaluator.
- Errors in computing the score.
- Non-compliance with procedures described in the procurement document or AGENCY policy.

Protests not based on procedural matters will not be considered. Protests will be rejected as without merit if they address issues such as: 1) an evaluator's professional judgment on the quality of a proposal, or 2) AGENCY'S assessment of its own and/or other agencies needs or requirements.

Upon receipt of a protest, a protest review will be held by the AGENCY. The AGENCY director or an employee delegated by the Director who was not involved in the procurement will consider the record and all available facts and issue a decision within five business days of receipt of the protest. If additional time is required, the protesting party will be notified of the delay.

In the event a protest may affect the interest of another Consultant which submitted a proposal, such Consultant will be given an opportunity to submit its views and any relevant information on the protest to the RFQQ Coordinator.

The final determination of the protest shall:

- Find the protest lacking in merit and uphold the AGENCY's action; or
- Find only technical or harmless errors in the AGENCY's acquisition process and determine the AGENCY to be in substantial compliance and reject the protest; or
- Find merit in the protest and provide the AGENCY options which may include:
 - Correct the errors and re-evaluate all proposals, and/or
 - Reissue the solicitation document and begin a new process, or
 - Make other findings and determine other courses of action as appropriate.

If the AGENCY determines that the protest is without merit, the AGENCY will enter into a contract with the apparently successful contractor. If the protest is determined to have merit, one of the alternatives noted in the preceding paragraph will be taken.

5. RFQQ EXHIBITS

Exhibit A Certifications and Assurances

Exhibit B Sample Personal Service Contract , including General Terms and Conditions (GT&Cs)

