

**Washington State Office of the Secretary of State**

ITPS Work Request

**Request for Qualifications and Quotation, Project Quality Assurance**

**OSOS Solicitation number: 16-11**

Project name: QA for Corporations and Charities System Development

Performance Period: Approximately 7/15/2016 through 04/28/2017

This solicitation is issued by the Washington State Office of the Secretary of State pursuant to the Information Technology Professional Services (ITPS) program which is separately coordinated by the Washington State Department of Enterprise Services (DES).

DES separately maintains a group of categorized notification lists or "pools" of IT service providers within the state's solicitation notification system ([WEBS](http://www.des.wa.gov/services/ContractingPurchasing/Business/Pages/default.aspx)) for state purchasers to advertise their solicitations to when they seek competitive proposals for their IT business needs. This is one of those solicitations.

The categories of lists are shown below and they identify common IT business needs of state government. This solicitation specifies one or more of those categories (checked).

The only IT service providers who should be able to view and download this solicitation are on the notification list in WEBS for the category checked below.

NOTE: If this is not the case, and you are viewing this solicitation, you received it by some other means outside of WEBS and the Purchaser will not entertain a proposal from you.For further detail, see Bidder Eligibility section.

|  |  |
| --- | --- |
| **Solicitation Schedule**  Solicitation posting date: 06/1/2016  Last amendment posted: No later than 06/6/2016, 5 PM PT  Deadline for questions: 06/7/2016, 12 PM (Noon) PT  Answers to questions posted: No later than 06/8/2016, 5 PM PT  Last day for complaints: No later than 06/9/2016, 5 PM PT  Responses to Complaints provided: No later than 06/14/2016  Proposals due: No later than 06/16/2016, 5:00 PM PT  Oral interviews (if required): 06/24/2016  Vendor selection: No later than 07/1/2016  Protest/Debriefing conference requests: Protests will not be entertained unless the protesting bidder requests debriefing conference within three business days following notification of vendor selection, and participates in debriefing conference.  **Solicitation Coordinator**  Name: Janell Stewart  Title: Contracts Specialist  Phone: 360.704.5263  Email: contracts@sos.wa.gov | **Categories** <check all that apply>  ITPS\_08215\_01. IT Funding & Financial Analysis  ITPS\_08215\_02. IT Business Analysis  ITPS\_08215\_03. Continuity/Disaster Recovery  ITPS\_08215\_04. IT Project Management  ITPS\_08215\_05. Project Quality Assurance  ITPS\_08215\_06. Software Testing  ITPS\_08215\_07. Client/Server & Web Services  ITPS\_08215\_08. Database Services  ITPS\_08215\_09. GIS Services  ITPS\_08215\_10. Infrastructure Services  ITPS\_08215\_11. Mainframe Services  ITPS\_08215\_12. Mobile Services |

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# Bidder Eligibility

Proposals to this solicitation will only be entertained from companies who are currently on the WEBS notification list for the technical service category checked on the cover page.

The notification lists are separately administered by DES, not the Solicitation Coordinator. Addition to notification lists is a prerequisite to submitting a proposal to this or any other ITPS Work Request and is separately accomplished by submitting a program agreement to DES.

# Definitions

“Agency” means a government entity of the state of Washington.

“DES” means the Washington state Department of Enterprise Services, any division, section, office, unit or other entity of DES or any of the officers or other officials lawfully representing DES.

“Notification List” means a list within WEBS which is categorized by technical service category for state purchasers to use for notification purposes when they seek competitive bids or proposals. A company must first register in WEBS and complete this agreement in order to be added to any notification list.

**“OSOS”** means the Washington State Office of the Secretary of State.

“Purchaser” means the authorized user of the program who may or actually does make purchases of material, supplies, services, and/or equipment under the resulting Work Order. Includes any Washington state agency and any authorized party to the Master Contracts Usage Agreement (MCUA). Includes institutions of higher education, boards, commissions, nonprofit corporations and political subdivisions such as counties, cities, school districts, or public utility districts.

“Solicitation” means the process of notifying prospective bidders of a request for competitive bids or proposals. Also includes reference to the actual documents used for that process, along with all amendments or revisions thereto.

“Technical Service Category” means an information technology skill categorized by common IT business need of state government described and set forth in this agreement.

“Washington’s Electronic Business Solution or WEBS” means DES’s web-based solicitation notification system.

“Work Order” means a contractual document incorporated by reference to this solicitation and executed between an eligible purchaser and a company. Each Work Order shall be the result of a Work Request (competitive solicitation).

“Work Request” means a purchaser’s solicitation that requests bids or proposals specific to their requirements. An ITPS work request will specify a technical service category and purchasers will only entertain bids or proposals from companies who are on the notification lists for the technical service category specified.

“You” means the person or firm, completing this agreement, and includes all of its officers and employees.

# Project Description

OSOS is amidst a development project for programing of a replacement system to support the Corporations and Charities Division. This is a replacement of the existing imaging and filing system that is used to facilitate Division operations, including filing, renewing, updating, and viewing Corporations and Charity public records and other services rendered by the Division. This is an approximately three-million dollar underlying project. The in-process development, build, test, training, change management, and implementation schedule is expected to last approximately eighteen months.

## Location

Washington State Office of the Secretary of State

801 Capitol Way S.

Olympia, WA 98501

## Scope of Work

OSOS is looking for an ITPS Vendor to provide a Quality Assurance professional who will be responsible for consulting, assessing, and monitoring the health and effectiveness of the Corporations and Charities System Development project, including:

* The overall project management plan, as it relates to the OSOS Corporations and Charities Project,
* The project’s risk and risk mitigation plans, and
* The overall readiness of OSOS for implementation of the replacement system including, but not limited to:
  + Training of internal OSOS staff on use of the new system
  + Organization Change Management impact to OSOS staff
  + Implementation and Go Live Planning
  + Knowledge Transfer from the Vendor to OSOS staff for ongoing support as well as changes and enhancements to the new system
  + Change management for ongoing support and enhancements

## Period of Performance

The project is currently in development and production phase. It is divided into a Corporations Segment (Segment 1) and a Charities Segment (Segment 2). The project developer is scheduled to issue releases for Segment 1 through August 2016. OSOS will commence User Acceptance Testing upon the final Segment 1 release.

Vendor will begin project plan assessment and monitoring of active project promptly upon contract execution. The period of performance will be through April 2017 or later to ensure proper quality management for the construction and delivery of the Segment 2 and project close-out activities.

## Work Requirements

As directed by the OSOS Contract Manager, the Contractor shall ensure that delivery of services are performed in a professional manner in accordance with, but not limited to, the following:

* Use of sound professional judgment;
* Demonstrate leadership in quickly and effectively resolving technical and project issues;
* Provide thorough, complete knowledge transfer to OSOS staff;
* Provide timely, accurate and informed communications;
* Demonstrate the ability to communicate on all aspects of the tasks assigned to multiple levels of stakeholders (ex: technical, managerial, and executive levels);
* Regularly complete and update task artifacts;
* Regular, punctual attendance at all scheduled meetings;
* Creation of high quality deliverables; and
* Successful delivery of the agreed-upon task scope.

The Contractor must comply with the following expectations, conditions and constraints:

* Work On-Site: Due to the nature of the project, the Contractor will be expected to provide services on-site at an OSOS-provided office space in Olympia, Washington. It is anticipated that the nature of the project will require work to be performed during hours that are compatible with other project team members in order to maximize team effectiveness and project success.
* Remain available throughout the Period of Performance: Vendor personnel must be available for the entire project.
* The Contractor will be available to begin work no later than the project start date indicated herein, and be committed to OSOS without interruption throughout the Period of Performance. If a request to change Vendor personnel is received after the execution of the Contract, the Contractor will be subject to the other provisions as stated in the Contract.
* Comply with all OSOS methodologies and standards for software development (architectural standards, configuration management, programming standards, testing methodologies, change control, peer reviews) and maintain all project-related documentation within the project’s SharePoint repository.
* Participate in project meetings: Participate in all project status reviews and other meetings as requested by the OSOS Executive Sponsor.
* Comply with all OSOS division policies and standards (ethics, Internet /e-mail usage, security, and harassment). Failure to comply may result in contract termination. This compliance requirement includes participation in OSOS Annual IT Security Training.
* Attitude and Behavior: Vendor personnel must maintain an open, friendly, positive, proactive, solution-focused attitude and behavior.
* Work independently to perform the specified services and deliverables.
* Work cooperatively within new and established project teams and with OSOS business and technical staff as required.
* Contractor creates and nurtures a results-oriented culture that focuses on measurable outcomes by fostering teamwork and innovation to accomplish OSOS mission and goals.
* Contractor accepts personal responsibility for the quality and timeliness of work.
* Meet or exceed predetermined goals and objectives with little need for oversight.
* Deliverables are completed within stated timelines.
* Provide knowledge transfer to OSOS technical staff as appropriate and mutually agreed.

## Deliverables

*Deliverable No. 1:*

Create and provide an initial written Quality Assurance Plan according to OCIO project methodology and standards.

*Deliverable No. 2:*

Create and provide a written report assessing the project management plan as it relates to:

* + Training of internal OSOS staff on use of the new system;
  + Organization Change Management impact to OSOS staff;
  + Implementation and Go Live Planning;
  + Knowledge transfer from the underlying project Vendor to OSOS staff for ongoing support as well as changes and enhancements to the new system; and
  + Change management for ongoing support and enhancements.

*Deliverable No. 3:*

Create and provide a written report assessing the project risks and current risk mitigation plans, and identifying additional mitigation options.

*Deliverable No. 4:*

Participate in regularly scheduled meetings and provide regular reports throughout the performance period.

*Deliverable No. 5:*

Provide consultative support, knowledge transfer, and professional advice to the OSOS project manager and other OSOS staff throughout the performance period.

*Deliverable No. 6:*

Create and provide a written Project Close-out Report, including a post implementation review, at the conclusion of the project.

## Acceptance Criteria

## OSOS shall have a period of five (5) business days after the Contractor notifies OSOS that a defined Deliverable is complete, to evaluate the Deliverable to determine if the Deliverable contains any material deviations. If OSOS does not notify the Contractor in writing of any nonconformity prior to the deadline, then the Deliverable shall be deemed accepted.

## If OSOS notifies the Contractor in writing of a defined Deliverable nonconformity, then the Contractor shall promptly make reasonable efforts to correct the Deliverable, whereupon OSOS shall receive an additional five (5) business day period, commencing upon OSOS’s receipt of the correction, to verify that the previously reported Deliverable has been satisfactorily corrected. OSOS shall provide the Contractor with all reasonable assistance required by the Contractor to verify the existence of and correct a reported Deliverable nonconformity. The parties shall repeat this process until OSOS accepts the defined Deliverable. The Deliverable shall be deemed accepted by OSOS upon expiration of any period during which no defined Deliverable nonconformity has been reported.

## This Contract may be renegotiated to provide for additional services subject to continued satisfactory completion of work as specified herein. Prior to commencing any work that exceeds the Contract specification, written approval from OSOS in the form of a fully signed Contract amendment must be received.

## Funding and Retainage

## OSOS will pay up to eighty percent for each completed deliverable upon acceptance by OSOS. The remaining amount due shall be payable upon completion and acceptance of all work and the final deliverable.

## Any Work Order awarded as a result of this procurement is contingent upon the availability of funding.

# Required Submittals

Each bidder must provide a proposal with the following items as email attachments:

* + Pre-Screening Documentation
  + Price Worksheet

## Vendor Qualifications

## Solicitation Amendments (if applicable)

The proposal must include the signature of an authorized bidder representative on all documents requiring a signature.

Proposals which do not include any of the required items, as described below, will be rejected for non-responsiveness.

## **Pre-Screening Documentation**

Attach a self-authored document detailing any applicable debarments or terminations for cause within the past three years, and the status of any former state employees working for your company. If you have no former state employees working for your company, and have no applicable debarments or terminations for, submit a statement indicating that you no applicable information to report.

Failure to provide this submittal as detailed herein will render a proposal non-responsive and cause it to be rejected. No form is provided for this submittal. The Pre-Screening Documentation must be delivered as a separate electronic attachment, in PDF or other standard electronic format, using the following naming convention: OSOS\_16\_11\_BidderName\_Debarments

## **Price Worksheet**

Bidders may not bid higher rates than the hourly rates they have provided to DES. Any vendor who bids a rate higher than their not-to-exceed rate will be disqualified. However, vendors may bid rates below their not-to-exceed rate.

Bidders shall provide a not-to-exceed deliverable based cost proposal using the table below. The Bidder shall disclose the assumptions used for determining the costs, including rates and hours per deliverable. Submit your company’s estimated hours for each deliverable described above, along with hourly rate and total cost (not to exceed), in the following format:

|  |  |  |  |
| --- | --- | --- | --- |
| **Deliverable** | **Personnel**  **Hours** | **Hourly**  **Rate** | **Total Cost**  **(without tax)** |
| Deliverable 1: Written Initial QA Plan |  |  |  |
| Deliverable 2: Written Readiness Assessment Report |  |  |  |
| Deliverable 3: Written Project Risk Assessment and Mitigation Plan |  |  |  |
| Deliverable 4: Regularly scheduled meetings and reports |  |  |  |
| Deliverable 5: Ongoing consultative support, professional advice, and knowledge transfer |  |  |  |
| Deliverable 6: Written Final QA Project Close-out Report |  |  |  |
| TOTAL: |  |  |  |

The Price Worksheet must be delivered as a separate electronic attachment, in PDF or other standard electronic format, using the following naming convention:

OSOS\_16\_11\_BidderName\_PRICEWORKSHEET

## **Vendor Qualifications (Non-cost)**

Qualifications: OSOS seeks vendors with experience and depth in the identified skills.

Describe your company’s experience, qualifications, and capacity to successfully complete this project. Expected vendor qualifications include supporting independent quality assurance services on Washington information technology projects following OCIO Policy 132. Describe your company’s experience providing similar support to similar clients. Include project or client support examples that can be used as references.

* Describe your company’s methodology for providing QA services.
  + Describe the tools that will be used and provide an example of a recent QA report.
  + Describe how you will adapt your processes to meet Washington QA Practices (Policy 132).
  + Describe the approach you will use to track risks associated with this project.
  + Describe the approach you will use to assess project operations.
* The Vendor must have the following mandatory experience and qualifications:
  + Experience providing independent quality assurance services on IT and Business Process Re-Engineering projects for government entities.
* The following experience and qualifications are highly desirable:
  + The Vendor personnel should have a methodology for providing quality assurance services.
  + The Vendor personnel should have experience providing independent quality assurance services for projects of similar size, scope, risk, and complexity.
  + List any professional certification that the Vendor personnel has, such as PMI, ITIL, TBM, or other relevant certification.
* Summarize the experience of proposed Vendor personnel in the following format, to provide an accurate indication of applicable skills and experience. You may also include a detailed resume for proposed Vendor personnel, showing education, experience, and certifications.

|  |  |  |
| --- | --- | --- |
| **Engagement** | **Roles and Responsibilities** | **Number of Months** |
|  |  |  |
|  |  |  |

Applicability of experiences, skills, and certifications will be considered in scoring. Weights applied to the Vendor Qualifications are as follows:

|  |  |
| --- | --- |
| **Evaluation –Qualifications** | **Available Points** |
| **1.     Vendor Qualifications** |  |
| The proposal should clearly describe the tools that will be used and provide an example of a recent quality assurance report. | 25 |
| The proposal should clearly describe how the Vendor will adapt their processes to meet Washington quality assurance practices (See OCIO Policy 132). | 25 |
| The proposal should clearly describe the approach Vendor will use to effectively identify, track, and mitigate risks associated with this project. | 25 |
| The proposal should clearly describe the approach used to assess OSOS’ approach to the project. | 25 |
| **2.     Vendor Experience** |  |
| The proposal should clearly demonstrate Vendor’s experience providing independent quality assurance services on IT projects for government entities. | 50 |
| The proposal should clearly demonstrate Vendor’s experience providing independent quality assurance services on Business Process Re-Engineering projects for government entities. | 50 |
| **3.     Personnel Qualifications** |  |
| The proposal should contain a clearly defined methodology that Vendor personnel will employ for providing effective quality assurance services. | 40 |
| The proposal should clearly demonstrate Vendor personnel experience providing independent quality assurance services to for projects of similar size, scope, risk, and complexity. | 40 |
| The proposal should list any current professional certification(s) for personnel that would be assigned to this project, including PMI, ITIL, TBM, or other relevant certification. The list should include the name of each personnel holding the certification. | 20 |
| **Total Available Points for Vendor Qualifications** | **300** |

The Vendor Qualifications must be delivered as a separate electronic attachment, in PDF or other standard electronic format, using the following naming convention:

OSOS\_16\_11\_Vendor\_Quals

## **Solicitation Amendments (if applicable)**

In the event that solicitation amendments are required as a submittal, bidder must complete, sign and return any solicitation amendments issued.

The solicitation amendments must be delivered as a separate electronic attachment, in PDF or other standard electronic format, using the following naming convention:

OSOS\_16\_11\_BidderName\_AMENDMENT\_01

Do not make any changes to the document(s) other than to enter the requested data and signatures. Do not include any exceptions, comments or special notations in the document(s).

See the Solicitation Amendments subsection (in Section 8).

# Administrative Requirements

## Delivery of Proposals

All proposals must be emailed to the solicitation coordinator. Facsimile transmissions will not be accepted. Improperly delivered proposals will be rejected as non-responsive.

Purchaser assumes no responsibility for confirmation of receipt and cannot discuss contents prior to the due date and time.

All proposals and any accompanying documentation become the property of Purchaser and will not be returned.

## 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 cover page. Late proposals will be rejected as non-responsive.

The "receive date/time" posted by the Purchaser’s email system will be used as the official time stamp. Bidders should allow sufficient time to ensure timely receipt.

Purchaser assumes no responsibility for delays and or errors caused by bidder’s e-mail, Purchaser’s email, network events or any other party.

## Required Submittals

All required submittals must be submitted as instructed. Proposals that do not include all required submittals are considered non-responsive and will be rejected. The bidder will be notified of the reasons for such rejection.

# Evaluation and Award

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

During evaluation, Purchaser 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.

Purchaser reserves the right to use references. Any negative or unsatisfactory response may be adequate reason for rejecting a bidder as non-responsible.

Proposals that are determined to be non-responsive will be rejected and the bidder will be notified of the reasons for such rejection.

## 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.

|  |  |
| --- | --- |
| Criteria | Available points |
| Cost | 700 |
| Non-cost | 300 |
| Evaluation point total | 1,000 |

## Evaluation Process

### Initial Determination of Responsiveness

Proposals will be reviewed initially to determine, on a pass/fail basis, whether they meet all administrative requirements specified herein.

Purchaser reserves the right to determine at its sole discretion whether a bidder’s response to a mandatory requirement is sufficient to pass. However, if all responding bidders fail to meet any single mandatory item, Purchaser reserves the right to either: (1) cancel the procurement, or (2) revise or delete the mandatory item.

### Cost Evaluation

The bidder with the overall lowest total cost will receive the maximum cost evaluation points. Bidders with higher total cost will receive proportionately fewer cost evaluation points based upon the total cost as follows:

**low bid / higher bid = % of avail. points awarded \* avail. points = total cost points**

**Sample Cost Evaluation**

|  |  |  |
| --- | --- | --- |
|  | **Bidder A** | **Bidder B** |
| Total cost bid | $50,000.00 (Low bid) | $56,000.00 |
| % of available points awarded | 100% | 89% |
| Cost points (700 available) | 700 | 623 |

### Non-Cost Evaluation

An evaluation team will evaluate non-cost submittals and award points consistent with their values and best professional judgment.

Each question has been assigned a weighted percentage of the total available non-cost points and the available points per question have been calculated accordingly.

The evaluators will review each bidder’s responses and award some or all of the available points for each question. Scoring may be performed in isolation, as a group, or through a combination of both.

Each bidder’s awarded points will be averaged for each question. This process will repeat for all questions. The average points awarded for each bidder’s questions will be added to determine their non-cost point totals, as shown in the following example:

**Sample Score Calculation**

|  |  |  |
| --- | --- | --- |
| **1.     Vendor Qualifications** |  |  |
| **Question 1.a** (25 possible) | **Bidder A** | **Bidder B** |
| Points awarded: Evaluator 1 | 25 | 20 |
| Points awarded: Evaluator 2 | 20 | 20 |
| Question 1.a average points | 22.5 | 20 |
| **Question 1.b** (25 possible) | **Bidder A** | **Bidder B** |
| Points awarded: Evaluator 1 | 25 | 20 |
| Points awarded: Evaluator 2 | 20 | 20 |
| Question 1.b average points | 22.5 | 20 |
| **Question 1.c** (25 possible) | **Bidder A** | **Bidder B** |
| Points awarded: Evaluator 1 | 25 | 20 |
| Points awarded: Evaluator 2 | 20 | 20 |
| Question 1.c average points | 22.5 | 20 |
| **Question 1.d** (25 possible) | **Bidder A** | **Bidder B** |
| Points awarded: Evaluator 1 | 25 | 20 |
| Points awarded: Evaluator 2 | 20 | 20 |
| Question 1.d average points | 22.5 | 20 |
| **2.     Vendor Experience** |  |  |
| **Question 2.a** (50 possible) | **Bidder A** | **Bidder B** |
| Points awarded: Evaluator 1 | 50 | 40 |
| Points awarded: Evaluator 2 | 40 | 40 |
| Question 2.a average points | 45 | 40 |
| **Question 2.b** (50 possible) | **Bidder A** | **Bidder B** |
| Points awarded: Evaluator 1 | 50 | 40 |
| Points awarded: Evaluator 2 | 40 | 40 |
| Question 2.b average points | 45 | 40 |
| **3.     Personnel Qualifications** |  |  |
| **Question 3.a** (40 possible) | **Bidder A** | **Bidder B** |
| Points awarded: Evaluator 1 | 40 | 35 |
| Points awarded: Evaluator 2 | 35 | 35 |
| Question 3.a average points | 37.5 | 35 |
| **Question 3.b** (40 possible) | **Bidder A** | **Bidder B** |
| Points awarded: Evaluator 1 | 40 | 35 |
| Points awarded: Evaluator 2 | 35 | 35 |
| Question 3.b average points | 37.5 | 35 |
| **Question 3.c** (40 possible) | **Bidder A** | **Bidder B** |
| Points awarded: Evaluator 1 | 40 | 35 |
| Points awarded: Evaluator 2 | 35 | 35 |
| Question 3.c average points | 37.5 | 35 |
|  |  |  |
| **Total Points for Qualifications** | **Bidder A** | **Bidder B** |
| Sum of Average Points Awarded | 292.5 | 265 |

### Interviews / Oral Evaluations

### Purchaser, at its sole discretion, may select top-scoring bidders to provide oral presentations. Oral presentations/interviews will be utilized, along with scores from written proposals, in selecting the apparent successful bidder proposal.

### 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 considered, along with scores from any oral presentations/interviews.

The bidder with the highest evaluation point total will be declared the apparent successful bidder. Purchaser may then enter into contract negotiations with the apparent successful bidder.

Designation as an apparent successful bidder does not imply that a Work Order will be issued. This designation does allow a Purchaser the opportunity to perform further analysis. Purchaser also reserves the right to re-review and determine whether a proposal is responsive as initially determined.

Bidders must not construe a notification of apparent successful bidder, notification of 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 negotiations for a Work Order fail within thirty days of their initiation, Purchaser may cease negotiations and declare the second-place bidder the new apparent successful bidder and enter into negotiations with that bidder. This process may continue until a Work Order is signed or no qualified bidders remain.

### Notification of Apparent Successful Bidders

All bidders will be notified when Purchaser has determined the apparent successful bidder(s).

### Award Notification

After all considerations, all bidders will be notified via WEBS when Purchaser has confirmed its intent to award.

### Award

An award, in part or full, is made by Purchaser’s signature on the Work Order that is delivered to the apparent successful bidder. In some circumstances, Purchaser may include an award letter which will accompany the signed Work Order; an award letter will further define the award and is included by reference.

# Additional Instructions to Bidders

## Authorized Communication

All bidder communications concerning this solicitation must be directed to the Solicitation Coordinator. Contact with other state employees involved with the solicitation may result in disqualification. All verbal communications will be considered unofficial and non-binding. Bidders should rely only on written statements issued by the Solicitation Coordinator, such as written amendments.

## Questions

Questions will be allowed consistent with the schedule. All questions must be submitted in writing to the Solicitation Coordinator.

Purchaser 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 the 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.

## Complaints and Protests

Complaints and protest will be entertained consistent with enabling legislation RCW 39.26.170 and Policy # DES-170-00.

# General Information

## Option to Extend

Purchaser reserves the right to extend a Work Order issued under this solicitation at its discretion.

## Right to Cancel

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

## Information Availability

All proposals submitted may be subject to public disclosure.

## Work Orders

A proposal submitted to this solicitation is an offer to contract with Purchaser. An order document resulting from this solicitation will be designated as a Work Order. Work Orders are established upon award, acceptance and signature by both parties.

## Solicitation Amendments

Purchaser 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). 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 will receive notification of amendments and other pertinent correspondence. 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.