



STATE OF WASHINGTON  
 ENTERPRISE SERVICES OF OFFICE OF THE  
SECRETARY OF STATE (PURCHASER)  
 ITPS WORK REQUEST

**Purchaser Work Request No:14-08**

**DES Work Request (Tracking) No:**

- This is a Second-Tier Work Request issued by the Purchaser named above pursuant to the Washington State Department of Enterprise Services (DES) Information Technology Professional Services (ITPS) program.
- Only if your firm has an ITPS Master Contract with DES for the one or more Technical Service Categories and Skill Levels indicated below, may your firm submit a Response to this Work Request.
- All rights and obligations of the parties are subject to and governed by the terms of the Master Contract including any subsequent modifications incorporated herein.

**SCHEDULE**

**Date Issued:** April 10, 2014

**Questions Due:** April 22, 2014  
**Answers Submitted:**

**Response Due Date:** *May 26, 2014*

**WORK PERIOD OF PERFORMANCE**

**FROM:** JULY 1, 2014 **TO:** NOVEMBER 30, 2014

**Purchaser Contract Manager**

**Name:** Stephanie Goebel

**Title:** Project Manager

**Address:** Office of the Secretary of State  
 801 Capitol Way South  
 PO Box 40234  
 Olympia, WA 98504-0234

**Phone:** 360.725.0301

**FAX:**

**E-mail:** [stephanie.goebel@sos.wa.gov](mailto:stephanie.goebel@sos.wa.gov)

- 1. IT Funding Request, Financial Analysis
- 2. IT Business Analysis
- 3. External IT Quality Assurance
- 4. IT Project Management
- 5. Technology Architecture Development
- 6. Security Analysis
- 7. Enterprise Content Management
- 8. Contingency & Disaster Recovery Planning
- 9. Systems Analysis
- 10. Network Administration
- 11. Software Quality Assurance & Testing
- 12. Desktop Applications Development & Training
- 13. Geographic Information Systems Application Development
- 14. Workstation Installation & Support
- 15. Client Server, Web & N-Tier Application Development
- 16. General Mainframe Development
- 17. General Database Administrator/Database Developer/Data Analyst

**EXPERIENCE LEVEL(S) REQUESTED**

- Junior a minimum of one (1) year of recent experience and demonstrated knowledge, skills and abilities
- Journey a minimum of three (3) years of recent experience & demonstrated superior knowledge, skills, and abilities
- Senior a minimum of five (5) years of recent experience & demonstrated superior knowledge, skills, and abilities
- Expert a minimum of eight (8) years of increasing levels of responsibilities, and supervisory or management responsibility

- American Recovery & Reinvestment Act funding
- Yes  No The selected vendor will be assigned an Purchaser workstation(s) and assessed a workstation fee of \$XXXX per month for each workstation.

**I. WORK REQUEST**

A. Title:

OFFICE OF THE SECRETARY OF STATE (OSOS) CORPORATIONS AND CHARITIES DIVISION  
 ONLINE FILING SYSTEM DESIGN AND ARCHITECTURE

B. Project Background

This work request will focus exclusively on the OSOS Corporations and Charities Division (the “Division”). The Division responsibilities include the following program areas:

- Corporations
- Charities
- International Student Exchange
- Apostilles
- Domestic Partnerships
- Trademarks
- Summons and Complaints

The Division will replace the existing Corporations and Charities imaging and filing system used to facilitate Division operations including filing, renewing, updating and viewing Corporations and Charities public records and other services rendered by the Division. The OSOS is using Lean, incremental work efforts to reach the goal of a custom-developed and user-center designed system for the Corporations and Charities Division

The multi-phase project began in January 2014 with the issuance of an RFP for User Interface Design and Documentation, which is now underway. A business analysis was conducted in advance of project kickoff. The project is targeted for completion by December, 2015. The remainder of the system replacement project will utilize external Contractor support to perform the following work efforts:

- User Interface (UI) Design and Documentation – *in progress, completion date of 06/30/2014*
- System Design and Architecture
- Quality Assurance and Independent Verification and Validation (QA and IV&V)
- System Development

#### C. Project Scope of Work

This Work Request pertains to the System Design and Architecture phase of the Corporations and Charities System Replacement Project. The Apparently Successful Vendor (ASV) awarded this work request will use the previously defined Business Requirements\* and User Interface Design\* to design and architect the system. Requirements of this work request include:

1. System diagrams
2. Software component specifications
3. Software design
4. Definition of system interfaces (Department of Revenue Business Licensing System and OSOS internal revenue system)
5. System process diagrams

6. Pseudo code for system process diagrams
7. Database model – entity relationship diagram(s)
8. Specify hardware and licensing requirements in support of three environments: production, test and development (this requirement must be met by July 31, 2014)

Preliminary, *not final*, Business Rules and Use Cases are attached as Exhibit B and C as examples of system functionality. Note that business rules are indicated by a “Yes” in column “G”. The business rule workbook is inclusive of all Revised Code of Washington (RCW) and Washington Administrative Code (WAC) applicable to the Division.

The User Interface will be designed and documented by way of the preceding project phase. \*UI Design and Business Requirement project artifacts will be finalized by June 30, 2014. The Contractor awarded this work request will prescribe and define a system design to most effectively support the designed UI.

The User Interface Design is not all inclusive of the system software requirements. A Service Oriented Architecture (SOA) is expected for the backend system software as well as specific software components to interface with external business partners, existing internal software systems and third party application software.

Due to the incremental and compounding nature of the Corporations and Charities System Replacement Project, it is critical that the ASV leverage and adopt deliverables resulting from the previous phases of the project and create deliverables of this System Design and Architecture work request with the intent of transferability to downstream project phases of QA and IV&V, Development, and future project resources.

The vendor awarded the System Design and Architecture work request is not precluded from bidding on or award of the QA and IV&V or System Development work requests. However, the QA and IV&V vendor will be precluded award of the System Development contract. Two different vendors will be required for QA and IV&V and System Development.

## **II. VENDOR’S RESPONSE**

### **A. Work Request Coordinator and Submission of Response**

The Work Request Coordinator is the sole point of contact in OSOS for this procurement. All communication between the Vendor and OSOS upon release of this Work Request shall be with the Work Request Coordinator as follows:

Stephanie Goebel  
Email: stephanie.goebel@sos.wa.gov  
Phone: 360.725.0301

All responses should be submitted by e-mail. Responses are due by 4:00 p.m. Pacific Time, May 26, 2014. Responses that arrive after that time will not be considered.

B. Work Request Response – Instructions to Vendors

*The Office of the Secretary of State does not take responsibility for any problems in the e-mail. Faxed proposals will not be accepted.*

### III. EVALUATION AND SELECTION CRITERIA

Vendors responding to this Work Request (“Responding Vendors”) should provide:

1. Letter of Submittal
2. Technical Proposal – approach and plan to complete the system design, including a project timeline with milestones and deliverables. Deliverables should be clearly described.
3. Management Proposal – qualifications and experience of such Responding Vendor and staff;
  - a. Include the number of years various staff members have worked as employees for the Responding Vendor. If proposed staff members or other project team members have worked with the Responding Vendor as contractors, please specify this and the number of full-time equivalent years they have worked in such capacity with the Responding Vendor
  - b. Detail Responding Vendor’s ability to fairly and impartially evaluate potential solutions that may be available from a variety of sources. See Section III.F.
4. References
5. Cost Proposal: provide a project cost quote that includes a fixed price bid for the project. The project cost quote should be broken down by cost per deliverable as deliverables become billable items upon acceptance by OSOS. State the dollar amount you will charge to perform the work order. All costs must be included in the flat fee bid for all deliverables. The flat fee is the maximum amount that OSOS will pay the Vendor regardless of hours work or costs incurred.

**OSOS shall pay 80% of the budgeted cost of 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.**

A. Mandatory and Highly Desirable Experience and Qualifications

This work request is seeking highly skilled system designers and architects to recommend and design a system design and architecture for the OSOS Corporations and Charities online operational support system. The system has high public visibility and high availability requirements.

- a. Mandatory Experience and Qualifications:

All candidates must meet the minimum qualifications in order to be considered for this work request. Candidates that do not meet all of the following minimum qualifications will be disqualified:

- i. Database design, SQL or equivalent
- ii. Software lifecycle management
- iii. Industry-standard approach to system design
- iv. Understanding of and experience with modern software technologies: service oriented architecture, object oriented programming, software frameworks
- v. Technical documentation
- vi. Technical knowledge transfer

b. Highly Desired Experience and Qualifications:

- i. Corporations and/or charities filing systems
- ii. Government external and/or internal support systems
- iii. IT project management

B. References

- a. Responding Vendors are requested to provide a minimum of 3 references. References from public entities, ideally state government agencies, for similar projects, are preferred.
- b. OSOS may request Vendor Performance Evaluations from DES

C. Estimated Schedule of Procurement Activities

Issue work request	4/10/2014
Question and answer period	4/11/14 – 4/22/14
Preproposal conference	4/23/14
Post amendment to work request on WEBS	4/28/14
Proposal due	5/26/14
Evaluate proposals	5/27/14 – 5/30/14
Conduct oral interviews with finalists	6/3/14 – 6/4/14
Announce Apparent Successful Contractor	6/11/14
Hold debriefing conferences	6/12/14 – 6/17/14
Protest	6/18/14 – 6/24/14
Negotiate contract	6/12/14 – 6/30/14
Contract work	7/1/14 – 11/30/14

OSOS reserves the right to revise the above schedule. In event of a revision it shall be posted on the Washington Electronic Business Solutions (WEBS) web site on or after the issuing date of the work request. OSOS will post any written questions received and

responses deemed to be relevant to the solicitation, and any and all addendum changes to the work request.

D. Preproposal Conference

A preproposal conference call is scheduled to be held on April 23, 2014 at 9:00 a.m., Pacific Time. The conference call can be accessed via 877.278.8686, passcode 705301.

All prospective Proposers are encouraged to attend; however, attendance is not mandatory. Written questions may be submitted in advance to the RFP Coordinator. OSOS shall be bound only to written answers to questions. Any oral responses given at the preproposal conference shall be considered unofficial.

Within five business days of the preproposal conference, a copy of the questions and answers from the preproposal conference will be placed on the WEBS web site.

E. Evaluation Weighting and Scoring

Responsive proposals will be evaluated strictly in accordance with the requirements stated in the solicitation and any addenda issued. The evaluation of proposals shall be accomplished by an evaluation team, to be designated by OSOS, which will determine the ranking of the proposals.

OSOS, at its sole discretion, will elect to select the top-scoring firms and finalists for an oral presentation. The following weighting and points will be assigned to the written proposal for evaluation purposes:

<u>PRELIMINARY SCORE</u> <u>REQUIREMENTS/CRITERIA</u>	<u>WEIGHT</u> <u>ASSIGNED</u>
Technical Proposal	50%
Management Proposal	40%
Cost	10%

F. Oral Presentation/Interview

Written submittals and oral presentations/interviews will be utilized in selecting the winning proposal. OSOS, at its sole discretion, will elect to select the top scoring finalists from the written evaluation for an oral presentation and interview. OSOS will contact the top scoring firm(s) to schedule a time on June 3, 2014 or June 4, 2014 for oral presentations. Commitments made by the Consultant at the oral presentation, if any, will be considered binding. The score from the oral presentation will be considered independently.

**IV. ADMINISTRATION**

**1. Debriefing**

All Vendors who submit a response to this solicitation will be given the opportunity for a debriefing conference if requested. The request for a debriefing conference must be made in writing and received by the Work Request Coordinator within three (3) calendar days after notification of the Apparent Successful Vendor. A debriefing will be scheduled within three (3) calendar days of the request. If additional time is required, the requesting party will be notified of the delay. Discussion will be limited to a critique of the requesting Vendor's proposal.

Comparisons between proposals or evaluations of other proposals will not be allowed. Debriefing conferences may be conducted in person or by telephone and will be scheduled for a maximum of one (1) hour.

## **2. Protest Procedures**

### ***A. Procedure***

This protest procedure is available to Vendors who submitted a Response to this solicitation and have received a debriefing conference. Protests are made:

1. To the Purchaser after the Purchaser has announced the ASV. Vendor protests shall be received, in writing, by the Purchaser within five (5) Business Days after the Vendor debriefing conference.

### ***B. Grounds for protest are:***

1. Arithmetic errors were made in computing the score;
2. The Purchaser failed to follow procedures established in the solicitation document or applicable state or federal laws or regulations; or
3. There was bias, discrimination or conflict of interest on the part of an evaluator. Protests not based on these criteria will not be considered.

### ***C. Format and Content***

Vendors making a protest shall include in their written protest to the Purchaser all facts and arguments upon which the Vendor relies. Vendors shall, at a minimum, provide:

1. Information about the protesting Vendor; name of firm, mailing address, phone number and name of individual responsible for submission of the protest;
2. Information about the acquisition; issuing Purchaser, acquisition method;
3. Specific and complete statement of the Purchaser action(s) being protested;
4. Specific reference to the grounds for the protest; and
5. Description of the relief or corrective action requested.

### ***D. The Purchaser Review Process***

Upon receipt of a Vendor's protest, the Purchaser will postpone signing a Contract with the ASV until the Vendor protest has been resolved.

The Purchaser will perform an objective review of the protest, by individuals not involved in the acquisition process being protested. The review shall be based on the written protest material submitted by the Vendor and all other relevant facts known to the Purchaser.

The Purchaser will render a written decision to the Vendor within five (5) Business Days after receipt of the Vendor protest, unless more time is needed. The protesting Vendor shall be notified if additional time is necessary.

#### ***E. The Purchaser Determination***

The final determination shall:

1. Find the protest lacking in merit and uphold the Purchaser's action; or
2. Find only technical or harmless errors in the Purchaser's acquisition process conduct, determine the Purchaser to be in substantial compliance, and reject the protest; or
3. Find merit in the protest and provide the Purchaser with options that may include one of the following, or
  - a) Correct errors and reevaluate all proposals; or
  - b) Reissue the solicitation document; or
  - c) Make other findings and determine other courses of action as appropriate.
4. Not require the Purchaser to award the Contract to the protesting party or any other Vendor, regardless of the outcome.

### **3. The Purchaser's Option To Extend**

The Purchaser reserves the right to extend the Work Order issued under this Work Request for one (1) one month period at the Purchaser's option.

### **4. The Purchaser's Right to Cancel**

The Purchaser reserves the right to cancel this Work Request at any time, reject any and all responses received, and/or not to execute a Work Order from this Work Request without penalty to the Purchaser. The release of this solicitation document does not obligate the Purchaser to contract for the services specified in this Work Request. The Purchaser shall not be liable for any costs incurred by a Vendor in preparation of a proposal submitted in response to this Work Request, in the conduct of an oral interview, or any other activity related to responding to this Work Request.

*Note: Attached is Exhibit A - Sample Work Order*