



Washington State Office of the Secretary of State

ITPS Work Request

Request for Qualifications and Quotation, Elections Project Quality Assurance

OSOS Solicitation number: RFQQ 18-03

Project name: QA for Elections Modernization Project

Period of Performance: Approximately 1/10/2018 through 6/30/2019

This Solicitation is issued by the Washington State Office of the Secretary of State (OSOS) 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) for state purchasers to advertise their solicitations 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: 12/6/2017

Deadline for questions: 12/11/2017, 12 PM (Noon) PT

Last amendment posted: No later than 12/14/2017

Answers to questions posted: No later than 12/14/2017

Last day for complaints: No later than 12/15/2017, 4 PM PT

Responses to complaints provided: No later than 12/19/2017

Proposals due: No later than 12/22/2017, 4 PM PT

Oral interviews (if required): 1/3/2018 - 1/4/2018

Vendor selection: No later than 1/8/2018

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

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Title: Contracts Specialist

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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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1. **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.

Purchaser will not accept bids from vendors that propose the use of subcontractors. Any bid that requires the use of subcontractors will be disqualified from consideration.

Purchaser will not accept bids from third parties such as staffing companies or placement agencies. Any bid Purchaser determines to be from a third party will be disqualified from consideration.

2. **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.

3. **Project Description**

OSOS is planning for a new voter registration and election management system. The project is known as the Elections Modernization Project (EMP). OSOS is looking for an ITPS Quality Assurance (QA) professional to assist with project oversight.

a. Location

Washington State Office of the Secretary of State
520 Union St. SE, Olympia, WA 98501

b. Scope of Work

Contractor will provide a QA professional to work in coordination with Purchaser’s Project Manager. The QA professional will provide ongoing QA oversight of EMP, per OCIO Policy 132. Contractor will comply with Purchaser’s work requirements and provide the identified deliverables.

c. Period of Performance

The period of performance will begin immediately upon execution of a Work Order, and end by approximately June 30, 2019. The period of performance may be extended to allow contractor to provide services during additional project phases.

d. Work Requirements

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

- Contractor will regularly attend meetings at an OSOS location in Olympia, Washington. Contractor may be required to perform other duties at the OSOS site. Contractor may complete report-writing or other written tasks at Contractor’s location;
- Contractor (including any business affiliates) may not bid, or provide special assistance to any bidder, on upcoming election management system related procurements;
- Contractor will comply with all Washington State OCIO policies and standards;
- Contractor will 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;
- Contractor will comply with all OSOS division policies and standards (ethics, Internet /e-mail usage, security, and harassment);
- Contractor will travel as necessary to meet with stakeholders in all 39 counties in Washington State;
- Contractor will work with a committee of OSOS staff, county staff, and other subject-matter experts;

- Contractor will work cooperatively with OSOS staff, County staff, and other OSOS vendors;
- Contractor will accept responsibility for the quality and timeliness of work;
- Contractor will timely complete and update task artifacts;
- Contractor will create and nurture a results-oriented culture that focuses on measurable outcomes by fostering teamwork and innovation to accomplish OSOS missions and goals;
- Contractor will employ sound professional judgment;
- Contractor will provide thorough, complete knowledge transfer to OSOS staff;
- Contractor will demonstrate leadership in quickly and effectively resolving technical and project issues;
- Contractor will provide timely, accurate communication to multiple levels of stakeholders (ex: technical, managerial, and executive levels);
- Contractor will participate in project meetings, project status reviews, and other meetings;
- Contractor will meet or exceed goals and objectives with little need for oversight;
- Contractor's personnel will remain available throughout the period of performance; and
- Contractor will work independently to perform the specified services.

e. Deliverables

Regular Meetings

Contractor will regularly participate in meetings with OSOS and others.

Regular Reports

Contractor will regularly create and provide written Quality Assurance reports using the Project Management Book of Knowledge (PMBOK) practice areas. Reports will include:

- Executive summary of project progress, process strengths and weaknesses, and important issues or recommendations.
- Detailed project management findings and recommendations.
- Project milestone and budget assessment.
- Assessment of potential project barriers, with recommended mitigation strategies.
- Summary of findings closed during the reporting period, open findings, and an assessment of OSOS' actions related to findings.

Close-Out Report

Contractor will create and provide a written project close-out report, including post-implementation review, at the conclusion of the project.

f. Acceptance of Deliverables

Purchaser will provide ongoing feedback pertaining to performance and deliverables. Written deliverables will be submitted electronically. Purchaser may require written deliverables to be submitted in outline and/or draft form to allow for review before the final version of the deliverable is produced. Purchaser will provide written notification when a deliverable is accepted.

g. Funding and Retainage

Purchaser will not pay for services or deliverables prior to completion and acceptance. Purchaser may require a 20% payment retainage for services and deliverables until all

deliverables are completed and accepted.

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

4. Required Submittals

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

- Pre-Screening Documentation;
- Price Worksheet;
- Vendor Qualifications; and
- 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.

a. 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 current or former state employees working for your company. Also describe any proposed use of subcontractors related to this Solicitation. (See Bidder Eligibility section).

If you have no current or former state employees working for your company, have no applicable debarments or terminations, and have no proposed use of subcontractors, submit a statement indicating that you have 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_18_03_BidderName_DEBARMENTS

b. 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 must provide a cost proposal, and disclose any assumptions used for determining the costs. If multiple vendor personnel are proposed, identify tasks for which each will be responsible. Submit the names of proposed vendor personnel, along with associated hourly rates, in the following format:

Name	Tasks (if multiple proposed personnel)	Hourly Rate
		\$ _____ per hour
		\$ _____ per hour
		\$ _____ per hour

The Price Worksheet must be delivered as a separate electronic attachment, in PDF or other standard electronic format, using the following naming convention:
 OSOS_18_03_BidderName_PRICEWORKSHEET

c. Vendor Qualifications (Non-cost)

Required Qualifications:

- Experience supporting independent quality assurance services on Washington information technology projects pursuant to OCIO Policy 132.
- Experience providing quality assurance services on IT and business process re-engineering projects for government entities.

Desired Qualifications:

- A proven methodology for providing quality assurance services.
- Experience providing quality assurance services for projects of similar size, scope, risk, and complexity.
- Professional certifications, such as PMI, ITIL, TBM, or other relevant certification.

Provide information about your company's and proposed personnel's experience, qualifications, and capacity to successfully perform QA for this project. Describe experience providing similar support. Include project or client support examples that can be used as references.

Describe your methodology for providing QA services including:

- Tools that will be used, with an example of a recent QA report.
- How you will adapt your processes to meet Washington QA Practices (Policy 132).
- Approach you will use to track risks associated with the project.
- Approach you will use to assess project operations.

Also include the following information:

- Detailed resumes for all proposed vendor personnel, showing education, experience, and length of employment with bidder;
- Identification of any professional certification type, and length of certification, for all proposed vendor personnel;
- List, with contact information, of 1-3 professional vendor references;
- List, with contact information, of 1-3 professional references for any proposed vendor personnel;
- Information about experience assisting state agencies with QA oversight of RFP development, proposal evaluation support, and project management; and
- Summaries of proposed vendor personnel experience, in the following format, to provide an accurate indication of applicable skills and experience:

Personnel Name (Last, First)	Engagement	Roles & Responsibilities	Number of Months

Applicability of experience and qualifications will be considered in scoring. Weights will be applied to the non-cost qualifications as follows:

Evaluation – non-cost qualifications	Available Points
1. Experience: Proposed vendor personnel have experience providing independent QA services for IT projects of similar size, type, scope, risk, and complexity.	300
2. QA methodology: Proposal clearly defines QA methodology vendor will employ, and how vendor will effectively use or adapt their processes for the project.	150
3. Communication: Proposal clearly defines effective communication approach and methodology vendor will employ.	150
4. Certifications: Proposed vendor personnel have current, relevant professional certification(s).	100
Total available points for non-cost qualifications:	700

The vendor qualifications must be delivered as a separate electronic attachment, in PDF or other standard electronic format, using the following naming convention:
OSOS_18_03_BidderName_VENDOR_QUALS

d. 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_18_03_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.

5. Administrative Requirements

a. 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.

b. 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.

c. 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.

6. **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 facilities. Failure to respond to said request(s) may result in a proposal being rejected as non-responsive.

Purchaser reserves the right to use internal or external references at any point in the solicitation process. Any negative or unsatisfactory response may be adequate reason for rejecting a bidder as not responsible.

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

a. 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.

<u>Criteria</u>	<u>Available points</u>
Cost	300
Non-cost	700
<hr/> Evaluation point total	<hr/> 1,000

b. Evaluation Process

(1) 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.

(2) Cost Evaluation

The bidder with the overall lowest hourly cost will receive the maximum cost evaluation points. Bidders with higher hourly costs 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

(3) Non-Cost Evaluation

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

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

The evaluators will review each bidder's responses and award some or all of the available points for each item. Scoring may be performed in isolation, as a group, or through a combination of both. Each bidder's scores will be averaged for each item. Averaged scores will be added to determine a bidder's non-cost point totals.

(4) 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.

(5) 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.

(6) Notification of Apparent Successful Bidders

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

(7) Award Notification

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

(8) 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.

7. Additional Instructions to Bidders

a. 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.

b. 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.

c. Complaints and Protests

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

8. General Information

a. Option to Extend

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

b. 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.

c. Information Availability

All proposals submitted may be subject to public disclosure.

d. Proprietary or Confidential Information

All proposals submitted become the property of Purchaser and a matter of public record after Purchaser announces apparent successful bidder(s).

Any information contained in the proposal that is proprietary or confidential must be clearly designated. Marking of the entire proposal or entire sections thereof as proprietary or confidential will not be accepted nor honored. Purchaser will not honor designations by the bidder where pricing is marked proprietary or confidential.

e. 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.

f. 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), dated, attached to or incorporated in and made a part of this Solicitation. 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.

g. Incorporation of Documents

This document, any subsequent amendments and the bidder's proposal may be incorporated into the Work Order which is in turn, incorporated into the successful bidder's ITPS Master Contract with DES.

Work Orders may include additional or conflicting terms and conditions as determined by Purchaser. In the event of any conflict, the terms of the Work Order shall prevail.