

Washington State Department of Social and Health Services

ITPS Work Request

Solicitation number: 1724-653

Project name: Database Resources for ESAR Architectural Development Project

Performance Period: Estimated from 01/01/2018 to 09/30/2019 (Contingent upon Federal Approval)

This solicitation is issued by the Department of Social and Health Services (DSHS) 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 DSHSs 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 DSHS will not entertain a proposal from you. For further detail, see [Bidder Eligibility](#).

Solicitation Schedule

Solicitation posting date: **09/06/2017**

Questions due: **09/20/2017**, 3 PM PT

Answers published: **09/27/2017**

Complaints due: **10/12/2017**, 3 PM PT

Proposals due: **10/19/2017**, 3 PM PT

Oral interviews (if required): **11/07/2017** –

11/10/2017

Solicitation Coordinator

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Categories

☐ 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 (DES Master Contract 08215) to DES. For further detail, refer to the DES ITPS [Webpage](#).

NOTE: Master contract submittals received by DES prior to the 20th of each month; but no later, will be reviewed for compliance on the 20th. Those companies will be added to the applicable notification lists in WEBS at the beginning of the month following receipt. Submittals received after the 20th will be processed the following month. DES cannot expedite this schedule to facilitate a company's ability to meet the due date of a currently posted solicitation such as this one.

2 Definitions

"Agency" means a government entity of the state of Washington.

"Core Business Hours" means Monday through Friday, 8:00AM to 5:00PM Pacific Time.

"Database Administrator" practices database management by performing database capacity planning, installation, configuration, database design, migration, performance monitoring, security, troubleshooting, as well as backup and data recovery.

"Database Management" means keeping a database operable. Tasks include any action that protects the organization's data, prevents legal and compliance risk, and keeps data-driven applications performing at their best. This includes performance monitoring and tuning, storage and capacity planning, backup and recovery, data archiving, data partitioning, replication, masking, and retirement. Database management is performed by a Database Administrator.

"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 DSHSs 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.

"Provider" is the service-providing legal entity that signed this agreement.

"Senior" refers to a resource with a minimum of 5 years' experience within the last 8 years' in the applicable experience area.

"Services" are the services, as defined within the statement of work (SOW), as defined in this agreement.

“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 DSHS and a company. Each Work Order shall be the result of a Work Request (competitive solicitation).

A Work Order generally contains project objectives, description of work, timeline and period of performance, compensation and payment, company responsibilities, DSHS responsibilities, special terms and conditions, signature block, etc., and incorporates this solicitation by reference.

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

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

3 Project Description

The Department of Social and Health Services, Economic Services Administration provides the ongoing supplemental system maintenance and operation support for the ACES ‘Complex’ of systems. The ACES Complex is made up of the Automated Client Eligibility System (ACES), Eligibility Service, and Washington Connection. Support for the ACES Complex of applications has been provided through the use of contracted resources. In addition to major contracted IBM resources, supplemental design and development efforts are provided by contracted resources within IT Solutions of Economic Services Administration.

ACES is the eligibility determination and case maintenance system for Temporary Assistance for Needy Family (TANF), and Basic Food Program and Medicaid Programs for the State of Washington.

The Eligibility Service in ACES provides backend eligibility determinations in support of the Affordable Care Act and Washington’s Health Benefit Exchange.

Washington Connection (WaConn) is a public facing web application supporting online application for public assistance benefits, eligibility reviews, and reporting changes in circumstances. The WaConn site is used by the public as well as Community Based Organizations, and includes a Client Benefit Account for personalized benefit information.

ACES and the ACES complex of applications support federal and state policies and procedures for delivering benefits to clients statewide. ACES is a large and comprehensive, mission critical, system, supporting up to 6,000 users in over 90 locations throughout the state and controlling

over \$2 billion in annual client benefits.

The ACES supports a variety of statewide functions and payment processes including:

- Eligibility screening for Health Benefit Exchange
- Client intake and screening, including face-to-face and telephone
- Application processing, including “online” applications
- Scheduling for eligibility determination and review
- Multi-program eligibility determination
- Automated benefit calculation and benefit issuance (EBT and EFT)
- Client notifications including eligibility and benefit changes
- Over 70 state and federal interfaces
- Reports and inquiries needed for routine operation, as well as those required for primary research functions, forecasting, and budget

The online environment currently supports about 2000 users that access the system on a daily basis. In addition to the online environment, the ACES also has a large batch component, the Automated Case Maintenance (ACM) process, which supports the day-to-day operational environment.

The ACES was originally developed as a mainframe system using the COBOL programming language and IMS hierarchical database. Over the years, some portions of the system have moved to a web platform and DB2 database, but the majority of the system still resides in COBOL/IMS programs. The ACES also maintains a data warehouse component that exists in both Windows and Linux environments.

IMS DB is the primary database used by the ACES to manage and store its application data and is also the system of record. The data is replicated to DB2 in near real time. The DB2 data store is available for the modern applications. The goal of the Architectural Development project is to replace the current IMS DB and DB2 with a normalized relational database that is available to all of the ACES applications and which also will be the system of record.

3.1 Solicitation Schedule

The Solicitation Schedule set forth on page one (1) outlines the tentative schedule for important events relating to this Solicitation. Except as modified in an Amendment issued by the Coordinator, the dates and times listed through the due date of the proposal are mandatory deadlines. The remaining dates are estimates and may change without the posting of an Amendment.

3.2 Location and Regular Business Hours

The Database Administrator is required to be on-site, full-time, for the duration of the contract at 724 Quince St. SE, Olympia, WA 98504 during core business hours. In addition to core business hours, staff may be required to be on-site to address problems, assist in processes, or any other critical business need.

ESA will provide a standard desk with chair and hardware (desktop PC, telephone, etc.), business productivity software, and normal supplies required to perform the functions in this Work Request. Special equipment, software, supplies required for Bidder resource accommodations must be provided by the Bidder.

3.3 Scope of Work

3.3.1 Database Administrator

DSHS anticipates executing one (1) Work Order for one (1) full-time senior-level Database Administrator (DBA) resource to fill the business need. This is a new, currently unfilled role. The Database Administrator is responsible for the design, implementation, architecture, performance, integrity and security of the database platform. The DBA provides day to day operational support to the Data Modeler including capacity planning, installation, configuration, database design, migration, performance monitoring, security, troubleshooting, as well as backup and data recovery. The DBA troubleshoots and debugs to identify root cause of database and application failures. The DBA participates on and influences projects and initiatives regarding Database Management. The Database Administrator will:

- a) Work with the existing Database Experts and Data Modeler to translate the data model into the physical model
- b) Work with the project team to provide subject matter expertise on the features and functionalities of relational database.
- c) Provide an understanding of security privileges and authorities within relational database and protect access to the database and its objects
- d) Develop the physical model to take advantage of relational database features that will aid in performance and data quality
- e) Identify and respond to critical performance analysis metrics
- f) Work with the Application Team to develop relational database access best practices
- g) Develop guidelines for database maintenance
- h) Collaborate in the development of a disaster recovery plan
- i) Work with the project team to determine a database change control process

3.3.2 Integrated Work Plan

While the Database Administrator resource may provide individual work products, the resource shall work collaboratively with existing SMEs and with Contractors, Project Team and State staff to develop one integrated Work Plan. At a minimum, the integrated Work Plan shall incorporate the scope of work documented above and include the deliverables listed in the table below. The integrated Work Plan shall be a living document and may be updated to include additional relevant work products as the project progresses and more details become known.

| Minimum Integrated Work Plan Deliverables (additional work products may be added) |
|---|
| a) Physical Data Models |
| b) Required Parameters for Database Definition |
| c) Capacity Plans Including Data Volume and Space Requirements |
| d) Standards and Procedures for Database Tuning and Parameter Enhancements |
| e) Plans and Procedures for Database Backup and Restore |
| f) Plans and Metrics for Monitoring and Measuring Database Performance and Capacity |

| | |
|----|--|
| g) | Procedures for Monitoring and Verifying Data Integrity |
| h) | Plans and Procudeures for Transforming Logical Structures into Properly Performing Physical Structures |
| i) | Documented Best Practices for Relational Database Data Access |
| j) | Documented Database Change Control Process |

3.4 Period of Performance

The term of the resulting contract (Work Order) will be for approximately 21 months commencing on 01/01/2018 or upon the execution date, whichever is later. In addition, the resulting contract requires federal approval and the execution date may be delayed for up to 60 days (due to Federal Approval Requirements).

The term of the contract (Work Order) may be extended by amendment for two (2) additional one (1) year periods. Amendments extending the period of performance, if any, shall be at the sole discretion of DSHS.

3.5 Mandatory Requirements and Desired Qualifications

For definitions of Mandatory Requirement and Desired Qualification see Section 6.2.

3.5.1 Database Adminstrator

Attach a resume for the proposed Database Administrator staff, which includes information on the individual's particular skills and qualifications related to this Engagement, education, mandatory and desired experience, significant accomplishments and any other pertinent information. In addition to the resume, each Bidder shall submit a separate response sheet (titled '1724-653 Exhibit E2 Database Administrator Exp Template_<Bidder name>') listing the work experiences and periods in which the proposed staff demonstrated each mandatory and desired skill and qualification. Each Bidder shall also provide a description of the experiences and direct application of the listed skills in that work engagement. Engagement timeframes must not overlap. DSHS counts one unit of credit for each required skill/experience within a timeframe. Therefore, where engagements overlap, DSHS will count the skills/experience from only one of the engagements. (E.g. If Engagement #1 runs from 1/1/2017 through 2/28/2017 AND Engagement #2 runs from 1/1/2017 through 2/28/2017, a total of two months experience credit will be given, not four months).

Mandatory Requirements – *Proposed staff must possess the five years' experience within the last 8 years in the following mandatory requirements.*

- 3.5.1.1** At least five (5) years working with relational databases;
- 3.5.1.2** At least five (5) years' experience in designing and building highly available and high-volume relational databases;
- 3.5.1.3** At least five (5) years' experience in performing backups, restores, and recovery of databases;
- 3.5.1.4** At least five (5) years' experience in planning, preparing, testing and performing database patches and upgrades;
- 3.5.1.5** At least five (5) years' experience working with data modelers to transform logical database models to a physical database;

- 3.5.1.6** At least five (5) years' experience providing assistance in the areas of database security, access control and data security/protection in the database; and
- 3.5.1.7** At least five (5) years' experience in maintaining database performance, troubleshooting and root-causing operational issues by identifying and resolving production and application development problems; calculating optimum values for parameters; evaluating, integrating, and installing new releases; completing maintenance; answering user questions.

Desired Qualifications

- 3.5.1.8** At least five (5) years' experience working on the IBM z/OS platform;
- 3.5.1.9** At least five (5) years' experience working with open systems RDBMS such as MS SQL, Sybase and Oracle on SPARC or X86 (Windows/Linux) platforms;
- 3.5.1.10** At least five (5) years' experience with TSO, SQL, IBM JCL and RACF;
- 3.5.1.11** At least five (5) years' experience working on State Eligibility IT projects;
- 3.5.1.12** At least five (5) years in a lead role managing a team of database experts on an IT project;
- 3.5.1.13** At least five (5) years' experience participating in the support of large scale OLTP and OLAP databases;
- 3.5.1.14** At least five (5) years' experience with clustering, mirroring, replication and failover activities;
- 3.5.1.15** At least five (5) years' experience in implementing operational automation and monitoring using scripts and SQL jobs;
- 3.5.1.16** At least five (5) years' experience optimizing SQL performance, working with database partitioning, compression and indexing;
- 3.5.1.17** At least five (5) years' experience in performance tuning, SQL coding; including stored procedures, views, and triggers and database manipulation; and
- 3.5.1.18** At least five (5) years' experience performing transaction, performance analysis and fine-tuning databases and systems.

3.6 Acceptance Criteria

The vendor staff will follow established policies, deliverable expectations and timelines in meeting deadlines. Regular meetings will be held with vendor and State staff to develop the delivery schedule.

Deliverables shall be submitted to the Project Manager for review and discussion.

Following review and discussion by the Project Management Team deliverables will be forwarded to the DSHS/ESA IT Solutions IT Director for final review and acceptance.

All deliverables shall be accepted by the DSHS/ESA IT Solutions Director or designee in order for the task which produced them to be considered complete. In all cases, payment to the vendor shall be contingent upon acceptance of deliverables.

Vendors are required to follow the requirements of the DSHS Data Security Requirements Exhibit. (See security section in **Exhibit B, Sample Work Order** (Contract)).

3.7 Additional Expectations

- 3.7.1 A security badge is required and will be provided to the Contractor for access into the work area and for agency computer access when necessary. The Contractor will be required to complete a non-disclosure agreement and annual Security Awareness training prior to starting work.
- 3.7.2 Vendor use of State provided resources (hardware and/or software) will be limited to the extent necessary to provide services, consistent with the DSHS Administrative Policies in effect as of the Effective Date and located on the DSHS Intranet site <http://one.dshs.wa.lcl/policies/Pages/default.aspx> ¹
- 3.7.3 Vendor personnel using DSHS IT systems, equipment, or infrastructure will comply with the DSHS IT Security Policy Requirements that are applicable for the specific access granted. <http://ishare.dshs.wa.lcl/Security/Pages/Manual.aspx> ¹

¹Upon being named apparent successful Bidder, vendors will be granted access to the internal DSHS links above.

4 Required Submittals

For definitions of MR (Mandatory Requirements) and SR (Scored Requirements) see Section 6.

Bidders must include, at a minimum, the following electronic submittals attached to an email.

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 following required submittals will be rejected and disqualified from the solicitation process as “non-responsive.”

Please ensure that you are proposing your most qualified resource.

4.1 Administrative Requirements (Not Scored – Pass/Fail)

The Bidder must respond to **every item which appears below**. Proposals that do not follow the required order below, do not address all items (regardless of whether or not they are applicable), or is not answered in a satisfactory manner, may be rejected and disqualified from the solicitation process as “non-responsive.”

4.1.1 Letter of Submittal

Bidders must include a signed **Letter of Submittal** on Bidder’s official business letterhead stationary as the first page of the proposal. Signing the Letter of Submittal indicates that the Bidder accepts the terms and conditions of this Work Request. *Simply replacing the entirety of DSHS’ sample Work Order (contract) language with Bidder contract language will not suffice and will be considered as non-responsive. DSHS will not consider changes to contract language or negotiate any new language that is submitted after the bid deadline.*

The Bidder’s Letter of Submittal must include the following:

- 4.1.1.1 Name, address, principal place of business, telephone number, fax number, and e-mail address of legal entity or individual with whom a resulting Work Order (contract) would be written;

- 4.1.1.2** The name of the contact person for this Work Request;
- 4.1.1.3** A detailed list of all materials and enclosures included in the Proposal;
- 4.1.1.4** A list of all Work Request amendments downloaded by the Bidder from WEBS and/or the DSHS Procurement Website, and listed in order by amendment number and date. If there are no Work Request amendments, the Bidder must include a statement to that effect;
- 4.1.1.5** A statement substantiating that the person signing the letter is authorized to contractually bind the Bidder;
- 4.1.1.6** Identification of the page numbers on the Bidder's proposal that are marked as "proprietary or confidential" information;
- 4.1.1.7** Any and all exceptions and/or revisions to the attached sample Work Order (contract);

Simply replacing the entirety of DSHS' sample Work Order (contract) language with Bidder contract language will not suffice and will be considered as non-responsive. DSHS will not consider changes to contract language or negotiate any new language that is submitted after the bid deadline.

- 4.1.1.8** A list identifying any current or former state employees who are employed by, or subcontracted with, the Bidder;

The list must include the name of the employee or subcontractor, the individual's employment history with the state of Washington, and a statement of the individual's involvement with the response to, or their proposed role in providing services under a Work Order (contract) resulting from this ITPS solicitation.

If the Bidder has no employees or subcontractors that are current or former employees of the state of Washington, then the letter must so state;

- 4.1.1.9** Any statements describing variations between the Bidder's proposal and the requirements of this Work Request; and
- 4.1.1.10** A statement confirming that the Bidder holds a valid business license in the state of Washington, or is committed to becoming licensed within thirty (30) days of being determined the Apparent Successful Bidder, or be authorized to do business in the state.
- 4.1.1.11** Prior Contract Performance:

Bidders must submit full details of all Terminations for Default that have been experienced by the Bidder in the past five (5) years, including the other party's name, address and telephone number.

"Termination for Default" is defined as notice to Bidder to stop performance due to the Bidder's non-performance or poor performance

and the issue was either: (a) not litigated; or (b) litigated and such litigation determined the Bidder to be in default.

Bidders must describe the deficiencies in performance, and describe whether and how the deficiencies were remedied. Bidders must present any other information pertinent to its position on the matter. Bidders must present any such information in its completion of the Bidder's Letter of Submittal.

DSHS will evaluate the information and may, at its sole discretion, reject the Bidder's proposal if the information indicates that completion of a Contract or Work Order resulting from this Work Request may be jeopardized by selection of the Bidder. If the Bidder has experienced no such Terminations for Default in the past five years, the Bidder must so declare in the Bidder's Letter of Submittal.

4.1.2 Bidder Certification and Assurances Form

Bidder must submit a completed Bidder Certification and Assurances Form, Exhibit A. Bidder must sign and include any other required attachments.

4.2 Cost Proposal (SCORED)

In addition to the main proposal, each Bidder shall submit a single, separate, document (titled '**1724-653 Exhibit F Staff Costs Template_<Bidder name>**') listing the proposed staff name and their most competitive hourly rate. The main proposal document should contain the staff names and their skill levels in addition to the other Work Request response requirements.

Expectation: One separate, scanned email attachment labeled in accordance with the file naming convention specified below.

Required Format: MS Word or PDF

File naming convention: **1724-653 Exhibit F Staff Costs Template_<Bidder name>.docx**

4.2.1 Hourly Rate – The maximum hourly rate allowed under this Work Request is \$150.00. However, as per Master Contract 08215, Bidders may not propose higher rates than the hourly rates they have provided DES although that rate may be adjusted to a lower price point. Total consideration payable to the Contractor(s) for satisfactory performance of the work under this Work Request will not exceed \$150.00 per hour. If a rate higher than \$150.00 per hour is proposed, this will result in immediate disqualification and remove your proposal from further consideration.

4.2.2 Maximum Amount and Hours – Database Administrator resource services will be requested on an as-needed basis by DSHS at its sole discretion. However, it is estimated that services to be provided by this resource will be about 40 hours per week on average (or 2088 hours per year). Therefore, the Contractor are not guaranteed 40 hours per week as the hours may increase or decrease based on DSHS' need. The Work Order resulting from this Work Request (if any) shall be a fixed hourly price Work Order with a not-to-exceed Maximum Amount.

4.2.3 Rate Sheet – Rate sheets for each proposed staff must be submitted under separate cover from the rest of the proposal. Submit your company's hourly rate on the '**1724-653 Exhibit F Staff Costs Template_<Bidder name>**' template worksheet provided.

4.3 Non-Cost Submittals (SCORED)

Proposals that do not follow the required format or do not clearly address **all** items below may be rejected and disqualified from the solicitation process as “non-responsive.” **The Bidder must use the following templates for completing the requirements of this section of the Work Request:**

‘1724-653 Exhibit C Bidder Response_ template_<Bidder name>’,

‘1724-653 Exhibit E2 Database Architect Exp Template_<Bidder name>’,

‘1724-653 Exhibit G Bidder-Customer Reference_<Bidder name>’, and

‘1724-653 Exhibit H Staff-Customer Reference_<Bidder name>’.

Failure to provide this submittal as detailed herein may render a proposal non-responsive and cause it to be rejected.

Required Format: Microsoft Word or PDF

File naming convention: **‘1724-653 Exhibit C Bidder Response_ template_<Bidder name>.docx.**

4.3.1 Executive Summary

The executive summary should describe the Bidder’s response at a high level in terms of engagement approach, perspective, skill levels, and overall work description. It should demonstrate that the Bidder understands the scope and objectives of the engagement.

4.3.2 Experience of the Bidder

4.3.2.1 Continuity of Personnel

- 4.3.2.1.1 The Work Order resulting from this Work Request will require that any change in key staff (as identified in Bidder’s response to this Work Request) will be subject to prior DSHS approval. The Work Order will also provide that DSHS may request that Vendor remove selected staff on three (3) days’ notice and provide replacement staff without impacting the schedule.
- 4.3.2.1.2 The Bidder must commit that staff identified in its response will actually perform the assigned work. Any staff substitution must have the prior approval of DSHS.
- 4.3.2.1.3 Describe the Bidder’s policies, plans, and intentions regarding maintaining continuity of personnel assignments throughout the performance of any Work Order resulting from this Work Request.
- 4.3.2.1.4 Address how availability of any of the proposed staff for this engagement could be impacted from existing contracts to which they are currently assigned or from other potential contracts for which they are proposed. Where such cases exist, identify the priority DSHS would have in cases of conflict.
- 4.3.2.1.5 Discuss the Bidder’s plans to avoid and minimize the impact of staff changes.
- 4.3.2.1.6 Describe how your company will ensure continuity of service in the event one or more of your resources becomes unavailable during the term of this Work Order.

4.3.2.2 Bidder Engagements

- 4.3.2.2.1 The ideal Bidder will have conducted at least three (3) successful Engagements. At least one of the Engagements should be similar or larger in scope and complexity to this Work Order.
- 4.3.2.2.2 Present a discussion of the Bidder's specific experience in the performance of similar Engagements to manage, plan, design, develop, and implement successful efforts that meet the criteria of this Work Request. Clearly describe the scope and scale of those Engagements. Describe why your experience positions your firm as the best candidate for this Engagement.

4.3.3 Bidder Experience and Qualifications of Staff

4.3.3.1 Mandatory Experience and Qualifications of Staff

- 4.3.3.1.1 Provide resumes for the proposed staff, which includes information on the individual's particular skills and qualifications related to this Engagement, education, mandatory and desired experience, significant accomplishments and any other pertinent information. In addition to the resumes, each Bidder shall submit a separate response sheet for each submitted staff resource titled as follows:

'1724-653 Exhibit E2 Database Architect Exp Template_<Bidder name>'

The response sheet should list the work experiences and time frames in which the proposed staff demonstrated each mandatory and desired skill and qualification. A response sheet template is provided by DSHS for this use.

If no experience in a desired qualification, it should be noted as such in the response. Simply citing back to the resume will not be considered sufficient.

4.3.3.2 Mandatory Experience and Qualifications (MR)

See 3.5

4.3.3.3 Highly Desired Experience and Qualifications (SR)

See 3.5

4.3.4 References

DSHS reserves the right to contact all references, and that contact may be considered in evaluating the Bidder's response.

- 4.3.4.1 Bidder References** - The Bidder will provide three customer references. At least two of these references must be from comparable Engagements. Using the provided 'Bidder-Customer Reference' form, the Bidder will ask three customers to fill out the form, sign it and return it directly to the Solicitation Coordinator. It is the Bidder's responsibility to ensure that the **'1724-653 Exhibit G Bidder-Customer Reference_<Bidder name>'** forms are completed and returned to DSHS by the Final Response date. References not received by the Final Response date will be assigned a score of zero. For every reference, the Bidder's response must provide the company name, contact name, contact job title, address, telephone number and email for that reference. DSHS reserves the right to contact

all customer references, and that contact may be considered in evaluating the Bidders response.

4.3.4.2 Proposed Staff References - The Bidder will provide three (3) customer references for each of the Bidder's proposed Staff Resource(s). At least one of these references must be from comparable Engagements. Using the provided '**1724-653 Exhibit H Staff-Customer Reference_<Bidder name>**' form, the Bidder will ask three customers to fill out the form, sign it and return it to the Solicitation Coordinator. For every reference, the Bidder must provide the company name, contact name, contact job title, address, telephone number and email for that reference. At least one of these referenced engagements must be from a comparable Engagement to this Work Order. Bidder must describe in what ways the engagement is similar in scope and complexity to this Work Order. DSHS reserves the right to contact all references, and that contact may be considered in evaluating the Bidder's response.

4.3.4.3 Additional Bidder References – Bidder agrees that, in addition to the references identified by the Bidder in response to this Section, DSHS may contact any other entity or person DSHS wants to contact with regard to the Bidder and/or proposed Staff Resource and that this contact may be used by DSHS in evaluating the Bidders response.

5 Submission Requirements

5.1 Delivery of Proposals

Proposals must be prepared and submitted in their entirety no later than the proposal submission date and time specified in the Schedule, on the first page of this Work Request. The Proposal must be sent to the Solicitation Coordinator electronically as an attachment to an email using the email address specified on the first page of this Work Request.

The email subject line must identify the email as "Proposal to Work Request #1724-653.

All Proposals and any accompanying documentation and material become the property of DSHS and will not be returned.

Acceptable Electronic Formats (Software) for Submission of Offers:

- 5.1.1** Files must be formatted in Portable Document Format (Adobe Acrobat PDF) or Microsoft Word 2013 and lower versions of Microsoft Word.
- 5.1.2** When scanning documents to be submitted in PDF format, scanner resolution should be set to at least 300 dots per inch.
- 5.1.3** Other electronic format. If you wish to submit an offer using any format other than described here, e-mail the Solicitation Coordinator who issued the solicitation. Please submit your request at least ten (10) calendar days before the scheduled closing date of the solicitation. Request a decision as to the format acceptability and make sure you receive approval of the alternate format before using it to send your proposal.

Please note that we cannot accept compressed or ".zip" files due to security concerns.

NOTE: DSHS cannot receive emails that are larger than 30MB. To keep file sizes to a minimum, Bidders are cautioned not to use unnecessary graphics in their proposal. If your Proposal approaches or exceeds 30MB, you must break it up and send it by more than one

email so that no single email exceeds 30MB.

5.2 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 DSHS' email system will be used as the official time stamp. Bidders should allow sufficient time to ensure timely receipt.

DSHS assumes no responsibility for delays and or errors caused by Bidder's e-mail, DSHS' email, network events or any other party.

5.3 Required Submittals

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

5.4 Format of Proposal

The Bidder must use a font size of twelve (12) or larger (unless the form provided does not allow). Proposals must also address all sections of this Work Request in the same order as presented in this Work Request using the same headings and numbering scheme. Other than the Letter of Submittal and Exhibit A, Bidder Certifications and Assurances Form (See 4.1), the following templates must be used in responding to this Work Request.

| Referred to in: | Template Name | Used For: |
|-----------------|---|--|
| 4.3.2 | '1724-653 Exhibit C Bidder Response_Template_<Bidder name>' | Non-Cost. Used for responding to the work requirements as set out in this document. |
| 3.5.1, 4.3.3 | '1724-653 Exhibit E2 Database Administrator Exp Template_<Bidder name>' | Non-Cost. Used for documenting proposed staff experience, qualifications, and references. |
| 4.2 | '1724-653 Exhibit F Staff Costs Template_<Bidder name>' | Cost Worksheet. Documenting proposed staff names and their hourly rate(s). Names on this list must have a matching Exhibit D or E. |
| 4.3.4.1 | '1724-653 Exhibit G Bidder-Customer Reference_<Bidder name>' | Administrative Requirement. Used for the collection of references for the Bidder. |
| 4.3.4.2 | '1724-653 Exhibit H Staff-Customer Reference_<Bidder name>' | Administrative Requirement. Used for the collection of reference for each proposed staff. |

6 Evaluation and Award

To aid in the evaluation process, after the due date and time, DSHS may require individual Bidders to appear at a date, time and place determined by DSHS 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.

Proposals will be reviewed initially by the solicitation coordinator and/or project manager to determine, on a pass/fail basis, whether they meet all administrative and mandatory requirements specified herein.

If any of the Required Submittals are not met, DSHS reserves the right to deem the Bidder “non-responsive” and disqualify the Bidder from the solicitation process. DSHS 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, DSHS reserves the right to either: (1) cancel the procurement, or (2) revise or delete the mandatory item.

During evaluation, DSHS 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.

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

6.1 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.

DSHS reserves the right to use references to confirm satisfactory customer service, performance, satisfaction with service/product, knowledge of products/service/industry and timeliness; any negative or unsatisfactory response may be an adequate reason for rejecting a Bidder as non-responsible and unable to suit the needs of the state. DSHS reserves the right to waive a reference check. Bidders deemed non-responsible may be rejected.

6.2 Evaluation Points for Non-Cost Submittals

6.2.1 Mandatory Requirements and Desired Qualifications Scoring

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

DSHS 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, DSHS reserves the right to either: (1) cancel the procurement, or (2) revise or delete the mandatory item.

6.2.1.1 Mandatory Requirement (MR)

A mandatory requirement is an essential DSHS need that must be met by the Bidder.

Mandatory requirements are scored as pass or fail based on the presence of the required experience.

Mandatory requirements will also be scored with a numeric score (from 0-5) based on the quality of the staff experience and the duration of the experience.

Bidder/Staff not fulfilling ALL mandatory requirements will be disqualified from the solicitation process.

6.2.1.2 Desired Qualification

A Desired qualification is a desired skill or ability that DSHS would like to see met by the Bidder.

Bidders are required to respond to all scored requirements, even if the proposed Vendor/Staff does not meet a particular desired qualification (in which case the Bidder should notate the lack of a desired qualification).

Desired requirements will also be scored with a numeric score (from 0-5) based on the quality of the staff experience and the duration of the experience.

6.2.1.3 Total Possible Points

It is in the Bidder's best interest to be thorough and fully responsive in preparing responses. Failure of the Bidder to respond to any one scored requirement will result in the Bidder receiving a score of zero (0) or no score for that unanswered item.

The evaluation for the non-cost submittals will be based only upon the response and not on external experience with, or perception of, the Bidder.

Total Possible Points are as follows:

| | | Preliminary Score Requirements/Criteria | Possible Points |
|-------------------|---|--|------------------------|
| Base Score | 1 | Executive Summary | 50 |
| | 2 | Bidder Continuity of Personnel, Engagements and References | 170 |
| | 3 | Staff Mandatory/Desired Qualifications and References | 480 |
| | 4 | Cost | 300 |
| | | Total Possible Base Points | 1000 |

| | | | |
|--|---|--|-------------|
| | 5 | Optional In-Person Oral Interview | 500 |
| | | Total Possible Points (w/oral interview) | 1500 |

6.2.1.3.1 Proposed staff will be evaluated individually. Twenty-Two (22%) percent of their base score will be based on the Bidder's Executive Summary, Bidder Continuity of Personnel, Engagements and Bidder References (1 + 2 above). Seventy-Eight (78%) percent of their base score will be based on the Staff Mandatory/Desired Qualifications, Staff References, and Staff Cost (3 + 4 above). See Section 6.2.5 for further scoring details and example.

6.2.1.3.2 Purchaser reserves the right to use references to confirm satisfactory customer service, performance, satisfaction with service/product, knowledge of products/service/industry and timeliness; any negative or unsatisfactory response may be an adequate reason for rejecting a Bidder as non-responsible and unable to suit the needs of the state. Purchaser reserves the right to waive a reference check. Bidders deemed non-responsible may be rejected.

6.2.2 Cost Evaluation

The Bidder with the lowest hourly rate will receive the maximum cost evaluation points. Bidders with higher hourly rates will receive proportionately fewer cost evaluation points based upon the lowest hourly rate as follows:

Cost Factor Point Example:

| | |
|--|---|
| Bidder A: (Lowest hourly rate) | \$80 = 200 Points ⇨ <i>Lowest hourly rate receives all 200 available points</i> |
| Bidder C: (2nd Lowest hourly rate) | \$82.00 $\$80.00 / \$82.00 = .976 * 200 = 195.12$ Points Lowest Bid / Higher Bid = Percentage of Available Points * Available Points = Points Awarded |

6.2.3 Non-Cost Evaluation

A committee will evaluate non-cost submittals and assign scores as set forth herein.

The committee members need not award all possible points and will score the non-cost submittal consistent with their values and best professional judgment. The committee members will primarily focus on the considerations stated in the Work Request.

In addition to presiding over the evaluation committee, Solicitation Coordinator may review the non-cost submittals provide input, assemble evaluation aids, or perform other functions helpful to the evaluation committee. The committee may engage in a free flow of discussion with other committee members and the Solicitation Coordinator prior to, during, and after the evaluation.

The scoring of the questions may be performed in isolation or together as a group, or a combination of both. Each committee member will give a particular question a score utilizing the point system identified in the table above which has been established in accordance with primary stakeholder considerations.

All of the committee members' scores for a question will be added together and then divided by the number of members to arrive at a total score for that question. If a minimum total score is required but is not achieved, the proposal is disqualified. This process will repeat for all questions.

Scoring will be based upon a scale of zero (0) to five (5) with those scores being defined as follows:

| Score | Description | Discussion |
|-------|---------------|---|
| 5 | Exceptional | Feature or capability is clearly superior to that which is average. |
| 4 | Above Average | Feature or capability is better than that which is average. |
| 3 | Average | This is the baseline score for each item with adjustments based upon the evaluator's interpretation of the Bidder's response. |
| 2 | Below Average | Feature or capability is substandard to that which is average. |
| 1 | Failing | Feature or capability is non-responsive or clearly inadequate to that which is average. |
| 0 | No Experience | Response shows no experience in this skill or capability. |

6.2.4 Interviews / Oral Evaluations

DSHS may, after evaluating the written Proposals, elect to schedule in-person oral presentations with the top Bidders. The Solicitation Coordinator will notify finalists of the date, time, and location of the in-person oral presentation. A tentative date is set in the included schedule. ***Interviews will be conducted in-person only.***

DSHS will select evaluators for the oral presentations based on their qualifications, experience, and background relevant to this solicitation. These evaluators may include evaluators who reviewed the written Proposals or DSHS staff who will work with the successful Bidder. Evaluators will score oral presentations in accordance with the solicitation requirements. Oral evaluations will be scored with a maximum of 500 possible points awarded.

6.2.5 Selection of Apparent Successful Bidders

6.2.5.1 Evaluations are scored based on:

- (1) Staff Costs (individual hourly rate)
- (2) Staff non-cost factors such as experience, qualifications, and references.

Staff Resource points are combined with:

- (3) Bidder - The bidding company will be evaluated as to executive summary, experience, continuity of personnel, similar engagements, and references.

The example below displays how each individual is scored separately.

To identify an apparent successful Bidder, cost evaluations will be run, independently, on each resource. The cost evaluations will then be combined, individually, with the Non-Cost Evaluations. Each Bidder will be competing for each resource category in which they are submitting staff for consideration.

To identify an apparent successful Bidder, each Bidder's points earned from the cost evaluation and the non-cost evaluation will be added together as follows:

Example:

| Bidder | Staff Resource Points | | | Bidder Points | |
|------------------|-----------------------|---------------------------------|-------------------------------------|-------------------------------------|---------------|
| | Hourly Rate | Cost Factor Points ¹ | Non-Cost Factor Points ² | Non-Cost Factor Points ³ | Total (1+2+3) |
| Bidder A: | \$83 | 289.16 | 400 | 150 | 839.16 |
| Bidder B: | \$82 | 292.68 | 300 | 130 | 722.68 |
| Bidder C: | \$80 | 300 | 480 | 220 | 1000 |

The Bidder with **the highest number of total points** / who is a responsive, responsible Bidder will be declared the apparent successful Bidder. Purchaser may then enter into contract negotiations with the apparent successful Bidder.

The selection process shall determine which Bidder provides the best value in meeting the needs of DSHS. Selection of the Apparent Successful Bidder(s) depends upon DSHS' assessment of multiple factors, including Bidders' qualifications, capabilities, efficiency, experience, reliability, responsibility, integrity, quality of proposed services and deliverables, timeliness, cost and potential impact on DSHS' needs.

DSHS may consider whether the proposal encourages diverse contractor participation; whether the Bid provides competitive pricing, economies and efficiencies; whether the Bidder considers human health and environmental impacts; whether the proposal appropriately weighs cost and non-cost considerations; and life cycle cost, as applicable. DSHS may also consider a Bidder's performance on current, or prior, State or other contracts and may reject proposals of any Bidder who has failed to perform satisfactorily under any previous contract with the state or another party.

DSHS reserves the right to select a Bidder whose proposal is deemed to offer the best overall value and that is in the best interests of DSHS and the State of Washington. Hence, DSHS may choose to not award to the highest scoring or lowest-cost proposal.

Any Bidder who would be an Apparently Successful Bidder based on the scores awarded by the evaluators, and who is not selected, shall be provided, upon

request, the reasons why DSHS selected a Bidder with a lower final score.

Designation as an Apparent Successful Bidder does not imply that the state will issue an award; it merely suggests that the state believes a proposal to be responsive and offer the best value to DSHS. This designation allows DSHS an opportunity to perform a responsibility analysis and ask for additional documentation. DSHS is also at liberty to re-review and determine whether a proposal is responsive as initially determined. Bidder must not construe the notification of award, impending 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 Contract negotiations fail to be completed within 30 days after initiation, DSHS may immediately cease Contract negotiations and declare the second lowest Bidder the new Apparent Successful Bidder and enter into Contract negotiations with that Bidder. This process will continue until a contract is signed or no qualified Bidders remain.

6.2.6 Award Notification

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

6.2.7 Award

An award, in part or full, is made by DSHS' signature on the Work Order that is delivered to the apparent successful Bidder. In some circumstances, DSHS 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

7.1 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.

7.2 Questions

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

DSHS 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.

7.3 Complaints

7.3.1 Complaints Generally

Issues or concerns not resolved to a Bidder's satisfaction during a normal question and answer period or a pre-bid meeting may be addressed through a complaint only on the following grounds:

- a) The solicitation unnecessarily restricts competition;
- b) The evaluation or scoring process is unfair or flawed; or
- c) The solicitation requirements are inadequate or insufficient to prepare a proposal.

A complaint must:

- a) Be received by Solicitation Coordinator not less than five business days prior to the due date and time. Otherwise, an untimely complaint may be rejected without further consideration at the discretion of DSHS; and
- b) Be in writing.

A complaint should:

- a) Clearly articulate the basis of the complaint consistent with the complaint criteria; and
- b) Include a proposed remedy.

Upon receipt of a timely complaint, DSHS will consider all the facts available and respond in writing prior to the due date and time.

The Solicitation Coordinator shall promptly post the proposal to a timely complaint on WEBS.

DSHS' response to the complaint is final and not subject to appeal although; the Solicitation Coordinator may issue further clarification if needed. Issues raised in a complaint may not be raised again during the protest period.

Failure to follow the complaint procedure described herein may be seen as a waiver on the part of the Bidder and prevent the complaint from being honored and exercised.

7.3.2 Form and Substance of a Complaint

Complaints, must:

- a) Be in writing (e-mail is acceptable);
- b) Be submitted by an authorized agent of the Bidder;
- c) Be delivered within the time frame(s) outlined herein;
- d) Be sent to the Solicitation Coordinator identified in the solicitation;
- e) Include solicitation identifiers (i.e. title and number); and
- f) Be clearly labeled as a "Complaint".

Additionally, all complaints must:

- a) State all facts and arguments on which the Bidder is relying as the basis for its action; and
- b) Include any supporting documentation.

7.4 Debrief and Protest

7.4.1 Debrief

A debriefing conference provides an opportunity for a Bidder to meet with the solicitation coordinator to discuss the evaluation and scoring.

Only Bidders who have submitted timely proposals, and who have not been disqualified or designated as non-responsive during the solicitation process, may request debriefing conferences.

Requests for debriefing conferences must be communicated in writing (email acceptable) to the Solicitation Coordinator within three (3) business days of the announcement of the Apparent Successful Bidder(s).

A debriefing conference will be conducted by telephone and may be limited to a specified period of time, as determined by the Solicitation Coordinator. Debriefing conferences may take place shortly following the request. Therefore, Bidders should plan ahead and have alternate representatives available. The Solicitation Coordinator will not allow for lengthy delays nor allow debriefing conferences to be used as delay tactics.

The failure of a Bidder to submit a timely request for and attend a debriefing conference shall constitute a waiver of the right to protest.

7.4.2 Protests

Only Bidders who have submitted timely proposals and have had a debriefing conference may protest.

Upon completion of a debriefing conference, a Bidder is allowed five (5) business days to file a protest with the solicitation coordinator.

Protests may only be based on one or more of the following:

- a) Bias, discrimination, or conflict of interest on the part of an evaluator;
- b) Errors were made in computing the score;
- c) DSHS failed to follow procedures established in the solicitation document.

A protest must:

- a) Be submitted to and received by the Solicitation Coordinator, within five business days of the protesting Bidder's debriefing conference;
- b) Be in writing (e-mail is acceptable);
- c) Include a specific and complete statement of facts forming the basis of the protest; and
- d) Include a description of the relief or corrective action requested.

Upon receiving a protest, the Solicitation Coordinator will forward the protest and all relevant information to a neutral party which had no involvement with the solicitation process. This representative will conduct a review, and issue a written response within 10 business days of receipt of the protest, unless additional time is required. Should additional time be required, the protesting party will be notified.

The final determination of the protest will:

- a) Find the protest lacking in merit and uphold DSHS' action; or
- b) Find only technical or innocuous errors in the acquisition process and determine the DSHS to be in substantial compliance and reject the protest; or
- c) Find merit in the protest and provide options which may include:
 - Correcting the errors and re-evaluating all proposals, and/or
 - Reissuing the solicitation and beginning a new process, or
 - Making other findings and determining other courses of action as appropriate.

If DSHS determines that the protest is without merit, they will enter into a contract with the Apparent Successful Bidder(s). If the protest is determined to have merit, one of the alternatives noted in the preceding paragraph will be taken.

The protest decision is final and not subject to appeal. If the protesting Bidder does not accept the agency protest decision, the Bidder may seek relief in Superior Court.

7.4.3 Form and Substance

Debrief requests and protests must:

- a) Be in writing (e-mail is acceptable);
- b) Be submitted by an authorized agent of the Bidder;
- c) Be delivered within the time frame(s) outlined herein;

- d) Be sent to the Solicitation Coordinator identified in the solicitation;
- e) Include solicitation identifiers (i.e. title and number);
- f) Be clearly labeled as a “Debrief”, or “Protest”.

Additionally, all protests must:

- a) State all facts and arguments on which the Bidder is relying as the basis for its action; and
- b) Include any supporting documentation.

A Bidder's failure to follow debrief and protest procedures described herein may be seen as a waiver on the part of the Bidder and prevent a debrief request or protest from being honored and exercised.

8 General Information

8.1 Option to Extend

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

8.2 Right to Cancel

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

8.3 Withdrawal of Proposal

After a proposal has been submitted, Bidders may withdraw their proposal at any time up to the start of written evaluations as specified in the schedule on page one (1). A written request to withdraw the proposal must be submitted to the Coordinator. If withdrawing the proposal prior to the proposal due date, the Bidder may submit another proposal at any time up to the proposal due date and time.

8.4 Ownership of Proposal

All materials submitted in response to this ITPS Solicitation become the property of DSHS, unless received after the deadline in which case the proposal shall be returned to the sender. DSHS shall have the right to use any of the ideas presented as part of the process in any manner as it deems appropriate or beneficial, regardless of whether it is contained in a proposal that results in selection for a Contract.

8.5 Information Availability

Proposal contents (including pricing information) and evaluations are exempt from disclosure until DSHS announces apparent successful Bidders.

8.6 Proprietary or Confidential Information

All proposals submitted become the property of DSHS and a matter of public record after DSHS 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. DSHS will not honor designations by the Bidder where pricing is marked proprietary or confidential.

8.7 Work Orders

A proposal submitted to this solicitation is an offer to contract with DSHS. 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.

8.8 Solicitation Amendments

DSHS reserves the right to revise 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 must carefully read each amendment to ensure they have met all requirements of the solicitation.

8.9 Incorporation of Documents

This document, any subsequent amendments and the Bidder's proposal will 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 DSHS. In the event of any conflict, the terms of the Work Order shall prevail.

9 Exhibits

- 9.1** 1724-653 Exhibit A – Bidder Certification and Assurances
- 9.2** 1724-653 Exhibit B – Sample Work Order (Contract)
- 9.3** 1724-653 Exhibit C Bidder Response_ template_<Bidder name>
- 9.4** 1724-653 Exhibit D – Contractor Intake Form
- 9.5** 1724-653 Exhibit E2 Database Architect Exp Template_<Bidder name>
- 9.6** 1724-653 Exhibit F Staff Costs Template_<Bidder name>
- 9.7** 1724-653 Exhibit G Bidder-Customer Reference_ template_<Bidder name>
- 9.8** 1724-653 Exhibit H Staff-Customer Reference_ template_<Bidder name>