**Washington State Employment Security Department** ITPS Work Request

**Request for Qualifications and Quote**

Solicitation number: 2019-150

Project name: **Supplemental Information Technology Support**

Performance Period: from 9/5/2019 to 06/30/2020

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

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

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

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

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

|  |  |
| --- | --- |
| **Solicitation Schedule**  Solicitation posting date: **8/2/2019**  Questions due: **8/6/2019**  Answers published: **8/7/2019**  Complaints due: **8/14/2019**  Proposals due: **8/15/2019**, **4 PM PT**  Conduct Evaluations: **8/16/2019 – 8/19/2019**  Oral interviews (if required): **8/202019 – 8/21/2019**  Successful Bidder Announced: **8/22/2019**  Debriefs Complete: **8/29/2019**  Estimated Contract Start Date: **9/5/2019**  **Solicitation Coordinator**  Name: **Eric Tompkins**  Title: **Contract Consultant**  Phone: **360-902-9327**  Email: **ETompkins@esd.wa.gov** | **Categories**  ITPS\_08215\_01. [IT Funding & Financial Analysis](http://www.des.wa.gov/SiteCollectionDocuments/ContractingPurchasing/ITPSdocs/Open_Enrollment/01_IT_Funding.pdf)  ITPS\_08215\_02. [IT Business Analysis](http://www.des.wa.gov/SiteCollectionDocuments/ContractingPurchasing/ITPSdocs/Open_Enrollment/02_IT_Bus_Analysis.pdf)  ITPS\_08215\_03. [Continuity/Disaster Recovery](http://www.des.wa.gov/SiteCollectionDocuments/ContractingPurchasing/ITPSdocs/Open_Enrollment/03_COOP_DisRec.pdf)  ITPS\_08215\_04. [IT Project Management](http://www.des.wa.gov/SiteCollectionDocuments/ContractingPurchasing/ITPSdocs/Open_Enrollment/04_IT_ProjMgt.pdf)  ITPS\_08215\_05. [Project Quality Assurance](http://www.des.wa.gov/SiteCollectionDocuments/ContractingPurchasing/ITPSdocs/Open_Enrollment/05_Project_QA.pdf)  ITPS\_08215\_06. [Software Testing](http://www.des.wa.gov/SiteCollectionDocuments/ContractingPurchasing/ITPSdocs/Open_Enrollment/06_SoftwareTesting.pdf)  ITPS\_08215\_07. [Client/Server & Web Services](http://www.des.wa.gov/SiteCollectionDocuments/ContractingPurchasing/ITPSdocs/Open_Enrollment/07_ClientServer_Web.pdf)  ITPS\_08215\_08. [Database Services](http://www.des.wa.gov/SiteCollectionDocuments/ContractingPurchasing/ITPSdocs/Open_Enrollment/08_DatabaseSvcs.pdf)  ITPS\_08215\_09. [GIS Services](http://www.des.wa.gov/SiteCollectionDocuments/ContractingPurchasing/ITPSdocs/Open_Enrollment/09_GIS.pdf)  ITPS\_08215\_10. [Infrastructure Services](http://www.des.wa.gov/SiteCollectionDocuments/ContractingPurchasing/ITPSdocs/Open_Enrollment/10_Infrastructure.pdf)  ITPS\_08215\_11. [Mainframe Services](http://www.des.wa.gov/SiteCollectionDocuments/ContractingPurchasing/ITPSdocs/Open_Enrollment/11_Mainframe.pdf)  ITPS\_08215\_12. [Mobile Services](http://www.des.wa.gov/SiteCollectionDocuments/ContractingPurchasing/ITPSdocs/Open_Enrollment/12_Mobile_Svcs.pdf) |

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# Bidder Eligibility

Proposals to this solicitation will only be entertained from companies who are currently on the WEBS notification list for the technical service category(ies) 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](http://www.des.wa.gov/services/ContractingPurchasing/ITContracts/ITMasterContract/ITPS/Pages/default.aspx).

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.

# 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.

“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)](http://www.des.wa.gov/services/ContractingPurchasing/Purchasing/Pages/MasterContractsUsageAgreement.aspx). 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).

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

“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(ies) and purchasers 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.

# Project Description

ESD is in the process of stabilizing and enhancing its technology systems. The work performed includes both in house application development and software as a service. ESD has a need for support staff to assist in this effort.   
  
**ESD is seeking one (1 ) Developer, one (1) Tester, for the project.**

## Location

All work under a contract resulting from this solicitation will be performed at an ESD headquarters location in Lacey, WA. No remote work will be allowed. No reimbursement or pay for travel to or from the location will be included in any contract resulting from this solicitation.

## Scope of Work

The following knowledge is highly desired to start contributing to the team after the contract has been awarded.

Good understanding of various NGTS (Washington State Next Generation Tax System) domains such as Tax Accounting (TA), Tax and Wage Reporting (TWR), Calculate Annual Tax (CAT), WorkFlow (WF), Process Bankruptcy (PB), Recalculate Tax Rate (RTR) domains.

Implemented various business rules in Monthly interest and penalty utility which is core component for NGTS.

Outstanding knowledge on internal and processing of unemployment tax information to collect employer tax and wage information as well as unemployment taxes.

Command on validating Interest, penalty and Tax rate calculations based in employer wage information and business specification.

High knowledge on different Workflows Such as Process Amendments, Process refund requests, Report Delinquency, Waiver Request.

Implemented and modified key components in NGTS Application Layer such as Waiver Component, Tax and Wage Component, Payment Component and others.

High expertise in processing EAMS BULK & Single, ACH Bulk , RLI, COPES, Manual Payments through TIDAL and BizTalk.

Responsible for Implementation of collectors, a internal tools that measures the accuracy of Active and Billable Washington state employers.

Debugging through the code to resolve negative assessments, Incorrect billing statements & credit statements, variances in internal NGTS Data.

Command in scheduling and Monitoring TIDAL batch jobs such as Billing and correspondences, Group Inbound Interfaces, Group Outbound Interfaces, Benefit Charge statements, Electronic Payments etc.

Work on Priority tasks assigned by business and resolve code red issues with in stipulated time to increase the efficiency of NGTS web application.

## Period of Performance

Estimated contract start date of 9/5/2019 through 6/30/2020.

## Work Requirements

**Developer Requirements**

Collect design and identify user and information technology requirements and documenting the same.

Interact with end users and Business users to gain understanding on business requirements and estimate the direction and plan for the assigned duties and forth coming implementations of the organizations.

Design and develop innovative tools to measure and monitor accuracy of Monthly Billing statements, Quarterly Credit statements delivered to the Washington State Employers.

Develop web layers using ASP.Net web-forms, MVP Patterns, IIS Web Server.

Develop service endpoints using WCF services invoking via GSF Framework and TopShelf.

Design and Implement Web API’s in application layer using C# 4.5, WWF, Windows Communication Foundation (WCF), NHIbernate and other Microsoft Frameworks.

Manage caching through the application using AppFabric, Redis Caching, SQL Session Management.

Creating and Implementing Batch files using XML, JSON parsers and serialization.

Apply expertise in TIDAL for batch scheduling and implement logic to communicate with BatchLoader, BizTalk.

Implement Generators and Processors in Microsoft BizTalk Server and monitor various batch jobs.

Expertise in schedule and maintain daily and monthly batch jobs using Job Control Framework (JCF) and Batch Processing Framework (BPF)

Design, Implement and modify complex stored procedures, Triggers, CRUD operation on the SQL Database 2016.

Expertise in Generate and fetch correspondence and Images from third party services such as ORACLE I/PM, ECRION Imaging servers.

Expertise in using Git, TFS and Powershell commands for source control versioning tools.

Complete understanding of Visual Studio 2017, SQL Server Management Studio 17, Visual Studio Code, MS Visio for documentation, GIT CLI Client, posh-git.

Design and develop test cases using Automated Testing Framework, Regression Testing, Functional Testing using NUnit , ATATA, Dapper, Selenium, T4 Template Frameworks.

Responsible for creating, managing Builds and Deployments as per requirements.

Complete and manage assigned user stories by priority using Agile and KANBAN process of Software methodology.

**Tester Requirements**

Interact with Business Analysts, and Subject Matter Experts on a daily basis to understand the business requirements, and create test cases, test plans accordingly.

Create and execute both Manual and Automation test cases by working within the development process to follow standard patterns and principles.

Setup and configure test project using Visual Studio, NUnit, and Selenium by following TDD (Test Driven Development) and BDD (Behavior Driven Development) concepts and develop Automation test cases using Selenium to verify Front-End GUI objects.

Performed Load Testing, Performance Testing on EBMS (Batch Scheduling System) using Visual Studio Load Test.

Perform Integration testing, and Regression testing to make sure that changes got built and deployed properly and work with Release management team to include Integration Tests in Continuous Integration pipeline.

Perform Web Services testing and Web API testing using Fiddler, and SWAGGER.

Designed couple of Filing Dashboard front end web pages using Bootstrap, CSS, HTML, JQuery, JavaScript, and ASP.Net under MVC architecture with RAZOR View engine.

Developed Action Methods for making API calls using EAMS Filing API, and made necessary modifications to Filing API, EAMS 5.0, and Validation Service source code using ASP.Net and C#.

Developed methods in Validation Service solution that verify field validation rules mentioned in specification documents on backend for EAMS 5.0 Singles Filing service.

Implemented Service and Data layer for couple of screens in EAMS Filing Dashboard and Filing API and made changes to existing Stored Procedures.

Use Entity Framework or LINQ queries to RETRIEVE and UPDATE data to database.

Write tests using Jasmine framework run on Karma to test EAMS 5.0 Wage Detail Screen built using Angular JS.

Run Vue on tests with Chutzpah to test front end web pages built using Vue.

Perform Smoke Testing on test environments to make sure that changes got deployed correctly.

Run SQL queries to perform Backend data validation testing.

Schedule and run batch jobs using BizTalk and TIDAL and Verify Batch files using Field Validation Rules from specification documents.

Create Test Tasks and Bugs in TFS and VSTS and record Test Case steps using Microsoft Test Manager.

## Deliverables

**Developer**

For developers, the deliverable is bug free code designed per the specs originally agreed upon, clear documentation for the work as assigned by the team lead.

**Testers**

For Testers, test related deliverables such as Test Strategy, Test Plan, Test scenarios, Manual and Automated testing, Test Status report, Graph and Metrics for testing, Test Data and other work assigned by the Team lead in the realm of testing will be required. The following are some specific deliverables related to testing:

* Develop test approach, test cases, and test plans
* Design tests
* Build automated tests
* Conduct functional testing of each user story
* Conduct performance & load testing
* Support User Acceptance Testing (UAT)
* Conduct Regression Testing
* Capture test results and test artifacts
* Identify and document issues found during testing, write bug reports

## Acceptance Criteria

For both the tester and developers, the acceptance criteria will be defined by the team leads and general team expectation. Typically, the acceptance criteria is usually defined at the time of work assignment in terms of user stories which will be implementing the functionality as described in the requirement through developing code that pass our rigorous code walk through and designing code per the standards and best practices. Most important will be documentation and knowledge transfer to internal employees.

## Additional Expectations

## In addition to the specifics below, both developers and Testers will be expected to: (1) Participate in regular project team meetings and follow the established methodology standards; (2) Follow ESD standards in implementing all work; (3) Document work as per agency and/or project standards; (4) Actively participate in stand up meetings; (5) Utilize TFS for source control and incident management; (6) Provide status as requested; and, (7) Demonstrate respectful communications and behavior.

# Performs work that includes, but is not limited to: advanced applications programming, analysis, design and creation of application systems, and/or systems programming responsibilities from individual system languages to overall systems configuration, fault diagnosis and isolation, strategic planning, performance measurement and capacity planning and management and/or network design, implementation and performance testing.

# Has extensive involvement in analysis and requirements development, project management, applied quality control practices, and to have had complete responsibility for complete systems testing and implementation.

# Possess effective client interaction skills, exhibit a professional commitment to getting their work done and possess personal qualities that contribute to the work team environment. Is expected to be able to quickly assess a new situation and provide detailed guidance or problem resolution in the face of new or unfamiliar concepts and tools and oversee and assist others to successfully address these challenges.

# Under supervision of the Purchaser, Vendor staff is expected to handle problems which come to light during the project, to define, design, and create methods and processes to resolve specific problems and/or improve the efficiency/productivity of processes.

# Interacts with the Purchaser’s technical staff and assists Vendor staff in successfully executing their responsibilities.

# Required Submittals

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 for non-responsiveness.

Proposals must clearly indicate the applicable ITPS Work Request Numbers of 08215-06 for Software Testing or 08215-07.

## Pre-Screening Documentation (if applicable)

Attach a self-authored document detailing any applicable debarments or terminations for cause within the past three years, the status of any former state employees working for your company or any changes to the sample Work Order. No form is provided for this submittal.

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

## Price Worksheet

As per Master Contract 08215, bidders may not bid higher rates than the hourly rates they have provided DES. However, that rate may be adjusted to a lower price point.

Sample price worksheet:

Submit your company’s hourly rate in the following format:

|  |  |
| --- | --- |
| Company Name | Hourly Rate |
|  |  |

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

Required Format: MS Word

File naming convention: BidderName\_PRICE\_WORKSHEET.docx.

## Non-Cost Submittals

Attach a self-authored document (two pages maximum; one-sided) answering the following questions. No form is provided for this submittal. Only the first two pages will be considered. It is the bidder’s responsibility to determine how much of the available space to allocate to each question. Point award allotment among the questions has been established in accordance with primary stakeholder considerations.

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

|  |  |
| --- | --- |
| Evaluation Questionnaire | Available Points |
| 1. Explain how your company can assure excellent response times for customer inquiries, billing, and service calls/problem resolution for this contract. | 80 |
| 1. Describe the expertise and availability of key personnel that will be coordinating the work for this project (provide names and titles). | 200 |
| 1. Executive Order 18-03 Certification | 20 |
| Non-cost points | 300 |

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

Required Format: PDF

File naming convention: BidderName\_QUESTIONNAIRE.pdf.

**Executive Order 18-03 (Firms without Mandatory Individual Arbitration for Employees).** Pursuant to RCW 39.26.160(3) (best value criteria) and consistent with [Executive Order 18-03 – *Supporting Workers’ Rights to Effectively Address Workplace Violations*](https://www.governor.wa.gov/sites/default/files/exe_order/18-03%20-%20Workers%20Rights%20%28tmp%29.pdf?=32717) (dated June 12, 2018), the Employment Security Department will evaluate bids for best value and provide a bid preference in the amount of 40 points to any bidder who certifies, pursuant to the certification attached as *Exhibit A – Contractor Certification for Executive Order 18-03 – Workers’ Rights*, that their firm does NOT require its employees, as a condition of employment, to sign or agree to mandatory individual arbitration clauses or class or collective action waiver.

## Solicitation Amendments (if applicable)

See the [Solicitation Amendments](#_Solicitation_Amendments) subsection.

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

Expectation: One separate email attachment of a completed signed and scanned file; labeled in accordance with the file naming convention specified below.

Required Format: PDF

File naming convention: BidderName\_AMENDMENT\_01.pdf, BidderName\_AMENDMENT\_02.pdf, BidderName\_AMENDMENT\_03.pdf, etc.

Do not include any exceptions, comments or special notations in this document.

Do not make any changes to this document other than to enter data where requested and sign.

# Administrative Requirements

## Delivery of Proposals

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

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

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

## Due Date and Time

Proposals in their entirety must be received by the solicitation coordinator by the due date and time as indicated on the cover page. Late proposals will be rejected as non-responsive.

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

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

## Required Submittals

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

# Evaluation and Award

To aid in the evaluation process, after the due date and time, Purchaser may require individual bidders to appear at a date, time and place determined by Purchaser for the purpose of conducting discussions to determine whether both parties have a full and complete understanding of the nature and scope of contractual requirements. In no manner shall such action be construed as negotiations or an indication of an intention to award.

During evaluation, Purchaser reserves the right to make reasonable inquiry to determine the responsibility of any bidder. Requests may include, but are not limited to, financial statements, credit ratings, references, record of past performance, clarification of Bidder’s offer, and on-site inspection of bidder's or bidder's subcontractor's facilities. Failure to respond to said request(s) may result in a proposal being rejected as non-responsive.

Bidders should attempt to demonstrate their expertise with their responses.

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

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

## Award Criteria

Award will be based on the following criteria and will be in accordance with provisions identified in [RCW 39.26.160](http://apps.leg.wa.gov/RCW/default.aspx?cite=39.26.160) and other criteria identified in the solicitation.

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

## Evaluation Process

### Initial Determination of Responsiveness

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

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

### Cost Evaluation

The bidder with the lowest hourly rate will receive the maximum (700) cost evaluation points. Bidders with higher hourly rates will receive proportionately fewer cost evaluation points based upon the lowest hourly rate as follows:

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

|  |  |  |
| --- | --- | --- |
|  | **Bidder A** | **Bidder B** |
| Hourly rate bid | $50.00 (Low bid) | $56.00 |
| % of available points awarded | 100% | 89% |
| Cost points (700 available) | 700 | 623 |

### Non-Cost Evaluation

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

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

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

Each bidder’s awarded points will be averaged for each question. If a minimum score for a question is required but is not achieved, that bidder is disqualified. This process will repeat for all questions.

The average points awarded for each bidder’s questions will be summed to determine their non-cost point totals.

|  |  |  |
| --- | --- | --- |
| **Question 1** (150 possible) | **Bidder A** | **Bidder B** |
| Points awarded: Evaluator 1 | 140 | 130 |
| Points awarded: Evaluator 2 | 145 | 135 |
| Question 1 average points | 142.5 | 132.5 |
|  |  |  |
| **Question 2** (150 possible) | **Bidder A** | **Bidder B** |
| Points awarded: Evaluator 1 | 140 | 130 |
| Points awarded: Evaluator 2 | 145 | 135 |
| Question 2 average points | 142.5 | 132.5 |
|  | **Bidder A** | **Bidder B** |
| Non-cost points (300 available) | 285 | 265 |

In addition to presiding over the evaluation team, the Solicitation Coordinator may review the submittals, provide input, assemble evaluation aids, or perform other functions helpful to the team. Evaluators may engage in a free flow of discussion among themselves and the Solicitation Coordinator prior to, during, and after the evaluation.

### 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 added together as follows:

|  |  |  |
| --- | --- | --- |
|  | **Bidder A** | **Bidder B** |
| Cost points (700 Possible) | 700 | 623 |
| Non-cost score (300 Possible) | 285 | 265 |
| Evaluation point total | 985 | 888 |

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 30 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 will continue until a Work Order is signed or no qualified bidders remain.

### Notification of Apparent Successful Bidders

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

### Award Notification

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

### Award

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

# Additional Instructions to Bidders

## Authorized Communication

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

## Questions

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

Purchaser will provide written answers for questions received by the question and answer period’s deadline. Answers will be posted to WEBS.

Verbal responses to questions will not be provided. Only written answers posted to WEBS will be considered official and binding. Bidders will not be identified in answers.

When the question and answer period is complete, additional comments will be for the purpose of informing the Solicitation Coordinator of an issue only. Questions and comments outside the question and answer period will not be answered or acknowledged.

If interpretations or other changes to the solicitation are required as a result of inquiries made during the question and answer period, the solicitation may be amended. Amendments are posted to WEBS.

## Complaints and Protests

Complaints and protest will be entertained consistent with enabling legislation [RCW 39.26.170](http://apps.leg.wa.gov/rcw/default.aspx?cite=39.26.170) and [Policy # DES-170-00](http://des.wa.gov/SiteCollectionDocuments/About/Procurement_reform/Policies/DES-170-00ComplaintsProtests.pdf).

# General Information

## Option to Extend

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

## Right to Cancel

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

## Information Availability

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

## 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.

## Work Orders

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

## Solicitation Amendments

Purchaser reserves the right to revise the schedule or other portions of this solicitation at any time. Changes or corrections will be by one or more written amendment(s), 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.

## 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 Purchaser. In the event of any conflict, the terms of the Work Order shall prevail.

h. Awarding of Contracts

Purchaser anticipates different vendors being awarded separate contracts for 08215-06 Software Testing and 08215-07 Client/Server & Web Services. In the event an Apparent Successful Bidder is not identified for one of the solicitations, purchaser may award either 08215-06 Software Testing or 08215-07 Client/Server & Web Services individually.

**EXHIBIT A**

**Contractor Certification  
Executive Order 18-03 – Workers’ Rights  
Washington State Goods & Services Contracts**

*Pursuant to the Washington State Governor’s Executive Order 18-03 (dated June 12, 2018), the Washington State Employment Security Department is seeking to contract with qualified entities and business owners who certify that their employees are not, as a condition of employment, subject to mandatory individual arbitration clauses and class or collective action waivers.*

| Solicitation No.: | 2019-150 |
| --- | --- |

I hereby certify, on behalf of the firm identified below, as follows (check one):

* **No Mandatory Individual Arbitration Clauses and Class or Collective Action Waivers for Employees**. This firm does NOT require its employees, as a condition of employment, to sign or agree to mandatory individual arbitration clauses or class or collective action waivers.

or

* **Mandatory Individual Arbitration Clauses and Class or Collective Action Waivers for Employees**. This firm requires its employees, as a condition of employment, to sign or agree to mandatory individual arbitration clauses or class or collective action waivers.

I hereby certify, under penalty of perjury under the laws of the State of Washington, that the certifications herein are true and correct and that I am authorized to make these certifications on behalf of the firm listed herein.

|  |  |
| --- | --- |
| Firm Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Name of Contractor/Bidder – Print full legal entity name of firm | |
| By: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Signature of authorized person  Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Title of person signing certificate  Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Print Name of person making certifications for firm  Place: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Print city and state where signed |

Return Contractor Certification to Procurement Coordinator at:

ETompkins@esd.wa.gov