Washington State Department of Retirement Systems

ITPS Work Request

Request for Qualifications and Quote

Solicitation number: DRS Work Request No. 19-09

Project name: DRS CORE Program Quality Assurance and Technical Quality Review Services

Initial Performance Period: July 2019 – June 2023

Optional Extensions: July 2023 – June 2026

This solicitation is issued by the Washington State Department of Retirement Systems, pursuant to the Information Technology Professional Services (ITPS) program. The ITPS program is coordinated separately 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). State purchasers use the system to advertise their solicitations when seeking competitive proposals for their IT business needs. This is one of those solicitations.

The categories below identify the common IT business needs of state government. This solicitation specifies one or more of those categories (checked).

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

NOTE: If you obtained this solicitation by some other means and you are not on the WEBS notification list for the category checked below, DRS will not entertain a proposal from you. For more information, see Section 1. Bidder Eligibility.

<table>
<thead>
<tr>
<th>Solicitation Schedule</th>
<th>Categories</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proposals due: June 13, 2019, 4:00 PM</td>
<td>☐ ITPS_08215_01. IT Funding &amp; Financial Analysis</td>
</tr>
<tr>
<td>See complete schedule on the next page.</td>
<td>☐ ITPS_08215_02. IT Business Analysis</td>
</tr>
<tr>
<td></td>
<td>☐ ITPS_08215_03. Continuity/Disaster Recovery</td>
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<tr>
<td></td>
<td>☐ ITPS_08215_04. IT Project Management</td>
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<tr>
<td></td>
<td>☑ ITPS_08215_05. Project Quality Assurance</td>
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<tr>
<td></td>
<td>☐ ITPS_08215_06. Software Testing</td>
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<tr>
<td></td>
<td>☐ ITPS_08215_07. Client/Server &amp; Web Services</td>
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<tr>
<td></td>
<td>☐ ITPS_08215_08. Database Services</td>
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<tr>
<td></td>
<td>☐ ITPS_08215_09. GIS Services</td>
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<tr>
<td></td>
<td>☐ ITPS_08215_10. Infrastructure Services</td>
</tr>
<tr>
<td></td>
<td>☐ ITPS_08215_11. Mainframe Services</td>
</tr>
<tr>
<td></td>
<td>☐ ITPS_08215_12. Mobile Services</td>
</tr>
</tbody>
</table>

Solicitation Coordinator

Name: Jilene Siegel
Phone: 360.664.7291
Email: drs.rfp@drs.wa.gov
## Schedule of Procurement Activities

Provided below is the schedule of procurement activities for this solicitation.

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<thead>
<tr>
<th>Procurement Activity</th>
<th>Date</th>
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</thead>
<tbody>
<tr>
<td>Solicitation posting date</td>
<td>May 28, 2019</td>
</tr>
<tr>
<td>Vendor questions due</td>
<td>May 31, 2019</td>
</tr>
<tr>
<td>DRS answers published</td>
<td>June 7, 2019</td>
</tr>
<tr>
<td>Last day for complaints</td>
<td>June 10, 2019</td>
</tr>
<tr>
<td><strong>Proposals due</strong></td>
<td><strong>June 13, 2019, 4:00 pm Pacific Time</strong></td>
</tr>
<tr>
<td>Finalist invitations to interview</td>
<td>June 21, 2019</td>
</tr>
<tr>
<td>Conduct onsite interviews/presentations</td>
<td>June 24-28, 2019</td>
</tr>
<tr>
<td>Conduct reference checks</td>
<td>June 24-28, 2019</td>
</tr>
<tr>
<td>Announce Apparent Successful Bidder (ASB)</td>
<td>July 2, 2019</td>
</tr>
<tr>
<td>Last day to request a debriefing conference</td>
<td>July 8, 2019</td>
</tr>
<tr>
<td>Debriefing conferences, if requested</td>
<td>July 9-15, 2019</td>
</tr>
<tr>
<td>Estimated start date of contract</td>
<td>July 23, 2019</td>
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1. Bidder Eligibility

Proposals to this solicitation will only be entertained from companies 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 more information, refer to the DES ITPS webpage.

NOTE: Master contract submittals received by DES before 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 Washington state government entity.

“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.

“DRS” means the Washington State Department of Retirement Systems, the purchasing agency that has issued this Work Request.

“Notification List” means a list within WEBS categorized by the 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 to be added to any notification list.

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

“Program” means the Creating an Outstanding Retirement Experience (CORE) Program. CORE is a multi-year, multi-project effort to support technology enhancements and business process redesign. CORE will replace mission-critical DRS applications that are over 25 years old.

“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.

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

“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 its requirements. An ITPS work request will specify a technical service category(ies) and purchasers will only entertain bids or proposals from companies that are on the notification lists for the technical service category(ies) specified.

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

3. Project Description

The Department of Retirement Systems (DRS) has established the Creating an Outstanding Retirement Experience (CORE) Program, a multi-year, multi-project effort that will support technology enhancements and business process redesign. This Program will plan and implement a series of projects to replace the remaining mission-critical legacy systems that are over 25 years old. These systems maintain information for approximately 800,000 current and former public employees and are DRS’ tools for calculating and distributing over $4.3 billion in payments each year. In 2019-21 the first project within the CORE Program will migrate the legacy system off mainframe technology.

The vision of the program is to establish modern technology systems and tools that strengthen DRS team members’ capability to deliver value-added services to customers, partners, stakeholders and policymakers. Program goals include the following:

- Adopt updated business processes that support an excellent customer experience (Elated Customers)
- Enhance DRS team member experience with technology to support the pursuit of 100% customer satisfaction (Engaged Team Members)
- Reduce technology related risks (Vigilant Resource Stewards)

DRS is initiating this second-tier solicitation to secure the services of an ITPS pre-qualified vendor to perform Quality Assurance (“QA”) and Technical Quality Review (“TQR”) services for the CORE Program. The Apparent Successful Bidder (ASB) from this second-tier solicitation will become DRS’ QA and TQR Consultant for the Program.

The objective of this procurement is to secure a qualified firm to provide independent and objective Program oversight and to assist in the successful outcomes of this critical Program by providing regular and periodic QA assessments and technical system reviews of projects within the Program including project deliverables, systems and processes as the projects progress through their lifecycle. The role of
the QA/TQR consultant will be to provide objective feedback to DRS from a third party perspective on each project’s status and work provided by all parties associated with the projects, and verify that products and processes developed by the projects meet documented specification and requirements. It is DRS’ intention that all entities maintain a clear, positive relationship and work together to keep the Program moving ahead, recognizing and correcting problems early and to the greatest extent possible, preventing any schedule delays.

The QA/TQR contractor must perform all Project Quality Assurance and Technical Quality Review responsibilities defined in this Work Request throughout the term of the Contract. The QA/TQR contractor is expected to actively participate in project meetings and is considered by DRS to be a key player in the success of each project within the CORE Program. DRS’ intent is for the QA/TQR contractor to monitor and track the management processes, products, and deliverables of each project, focusing on issues of substance affecting the course of each project. To facilitate a truly independent reporting structure, the QA/TQR contractor will report out to the DRS CORE Executive Steering Committee.

3.1 Location

The contractor staff must be available on-site at DRS Headquarters located at 6835 Capitol Blvd, Tumwater, WA, as needed to observe the project or attend meetings. The QA/TQR contractor will also work onsite from its location(s). The Consultant will not have assigned DRS-provided office space but may be provided workspace as needed.

3.2 Scope of Work

The scope of work for this effort is for the QA/TQR contractor to work with the Executive Sponsor, CORE Program Director, Project Sponsors, Project Managers, and key stakeholders on an on-going basis to provide External Quality Assurance (including, but not limited to reviews, recommendations, advice and reporting on progress of projects within the CORE Program), as well as complying with the OCIO Policy No. 132: Project Quality Assurance, (refer to https://ocio.wa.gov/policy/project-quality-assurance).

3.3 Period of Performance

The initial period of performance is from July 2019 through June 2023. DRS reserves the right at its discretion to extend the Work Order through June 2026.

3.4 Work Requirements

The QA/TQR contractor will, at a minimum, be responsible for the following:

(A) Project Leadership – QA Services shall include:

- Conduct independent QA of Project processes and provide QA reports as specified in Section 3.5 Deliverables;
- Provide ongoing advice and recommendations to the CORE Executive Steering Committee, Project Sponsor, Program Director, Project Managers, and key stakeholders;
- Monitor the effectiveness of quality management practices that support a successful implementation of projects within the CORE Program;
• Review communication strategies with the Program Director to ensure effective communication with the Project Sponsor, CORE Executive Steering Committee, the Project Managers, and key stakeholders;
• Assess stakeholder and user involvement and buy-in;
• Provide timely, independent and objective reviews of each project and related activities to assure that effective planning, management, risk assessment and controls are being applied to ensure success;
• Provide a common source of reliable, independent information to those charged with the oversight of the Program;
• Perform periodic reviews, analysis and written feedback of each project including assessing project plans, processes and procedures to identify improvements and whether they are being followed;
• Provide consultative support to the Program and projects in the development and implementation of suggested alternative actions based on findings from periodic reviews or other outside influences;
• Review change management processes and approaches to ensure effective change management processes are being followed.

(B) Project Leadership – TQR Services shall include:

• Provide ongoing technical advice, counsel and recommendations to the Program Sponsor, Program Director, Project Managers and key stakeholders regarding the design, development and implementation of projects within the CORE Program;
• Review key project deliverables, processes, project progress and prepare reports of project health and findings for each project within the CORE Program;
• Identify integration points for Technical Quality Reviews into overall project schedule;
• Verify adequate implementation of testing methods and automated testing tools as applicable and related standards and procedures;
• Review and verify various test artifacts (test scenarios, test runs, test cases, and test scripts);
• Review, assess, evaluate and make recommendations on all technical aspects of CORE Program projects, including technologies used, architecture, data migration (ETL) code reviews, data integration, data management, testing, etc.;
• Validate that data quality standards are being met and that data quality processes are working as designed, to identify any gaps and provide recommendations;
• Perform administrative activities and tasks in support of the verification effort;
• Conduct periodic assessments/detailed reviews.

(C) Development and Maintenance of the QA/TQR Management Plan

Develop QA/TQR Management Plan that contains the strategy and approach to be used by the QA/TQR Consultant and a plan outlining key tasks, deliverables and timelines for execution of the Management Plan. Include objectives, scope standards, procedures, tools, etc. that will be used to ensure functional and technical requirements are being met.
The initial draft of the QA/TQR Management Plan must be completed within thirty (30) calendar days of execution of this Contract. Updates to the QA/TQR Management Plan will be required within thirty (30) days of initiation of a new CORE project, or as directed by DRS.

(D) Initial Assessment Report and Recommendations

The QA/TQR Consultant will conduct an initial QA/TQR Assessment and report the findings to the Project Sponsors and Program Director within thirty (30) calendar days of Contract execution or initiation of a new CORE project.

The initial assessment shall include a review of the initial baseline project plan and provide DRS with an assessment of the adequacy and feasibility of the project plan and proposed schedule, including specific areas of concern, if any, the rationale for the concern and recommendations for specific mitigation strategies, if appropriate.

(E) Meeting Participation

The selected QA/TQR Consultant will be required to actively participate in CORE Program project meetings on a regular, ongoing basis. More specifically the QA/TQR Consultant will be expected to:

- Participate in project status meetings, held weekly, with the Project Manager as needed to review and provide comment upon progress against the Project’s Work Plan and report any immediate concerns
- Attend a regular QA/TQR meeting with the Program Director and Project Manager(s) as required in Section 3.5. Deliverables.
- Participate in CORE Executive Steering Committee Meetings as required;
- Participate in Technology Services Board (TSB) meetings, when required.

(F) Review Key Activities and Documentation

- Verify the integrity and effectiveness of Program and Project Governance and sponsorship, including ongoing analysis of the Change Control Process to ensure changes to scope, schedule and budget are properly reviewed and approved.
- Use the OCIO Project Management framework located at the following website, https://ocio.wa.gov/policy/managing-information-technology-projects, to perform routine assessment of the Program and each project’s management and organization structures, including but not limited to the following:
  - Develop criteria to verify that the Program and each project organization is effective at meeting the Program and each project needs;
  - Verify that lines of reporting and responsibility provide adequate and effective governance and oversight of both technical and managerial issues;
  - Independently evaluate and measure Program and each project progress, resources, budget, schedules, work flow and communications mechanisms;
  - Evaluate Program and each project decision making, risk and issue management processes;
• Perform other QA/TQR related tasks or activities as determined necessary by the CORE Executive Steering Committee, Project Sponsor or the Program Management;

The Quality Assurance Reports must contain:

• A cover letter signed by the QA/TQR Consultant responsible for the content attesting to the independent preparation of the report.
• An executive summary describing:
  o The QA/TQR Consultant’s brief assessment of the active projects under oversight within the CORE Program;
  o A summary of any findings, recommendations, and significant risks contained in the detailed portion of the QA report;
  o The agency’s response to any prior findings, recommendations, and significant risks;
  o A listing of any prior findings the agency has not addressed or has not resolved by the due date;
  o Sections including detailed descriptions of the information included in the executive summary;
  o A table summarizing all open findings as well as those closed during the reporting period, including the QA/TQR Consultant’s assessment of the agency’s actions;
  o For each active project, a section addressing the project phase(s) in process and potential risks to subsequent phases.

• Verify requirements are well-defined, understood, documented and that stakeholder(s) have accepted requirements as complete;
• Provide independent reviews and validation of data conversion and performance testing;
• Verify adequate organizational change management processes are in place and effectively executed.

(G) Review and Assessment

For each project within the CORE Program, perform routine assessment of:

• Project Management Plans
• Project’s budget control and tracking mechanisms
• Schedule/work plan activities
• Staffing/resources plans
• Project reporting/status reports
• Implementation plans
• User training plan and activities for timeliness and effectiveness of training
(H) Lessons Learned and Project Close-Out

For each project within the CORE Program, develop a Lessons Learned/Close-Out report summarizing actions taken on QA/TQR recommendations for future projects, an overall assessment of the project compared to goals and objectives and Lessons Learned developed through key staff interviews and observations.

(I) Present Findings and Recommendations

- Present QA/TQR findings and recommendations, in a written report delivered monthly to Project Sponsors, Program Director, Project Manager(s) and OCIO Senior Policy & IT Consultant;
- Present QA/TQR findings and recommendations to the CORE Executive Steering Committee when requested;
- Present QA/TQR findings to the Technology Services Board (TSB), when requested.

3.5 Deliverables

<table>
<thead>
<tr>
<th>Deliverable Title</th>
<th>Content</th>
<th>Audience</th>
<th>When Delivered</th>
</tr>
</thead>
<tbody>
<tr>
<td>QA/TQR Management Plan - 1</td>
<td>The QA/TQR Management Plan will outline methodologies, standards, templates, benchmarks or other information that will be routinely used in producing QA/TQR reports or other QA/TQR deliverables.</td>
<td>Program Director and Project Manager</td>
<td>Initial draft within thirty (30) calendar days of Contract execution.</td>
</tr>
<tr>
<td>Initial Assessment Report</td>
<td>Initial Assessment Report and Recommendations</td>
<td>Program Director, Project Sponsor, Project Manager, OCIO Senior Policy &amp; IT Consultant and the CORE Executive Steering Committee</td>
<td>Within thirty (30) calendar days of Contract execution</td>
</tr>
<tr>
<td>Regular QA/TQR Meeting</td>
<td>Participate in bi-weekly QA/TQR meetings with Program Director and Project Manager and provide written comment regarding any immediate QA/TQR concerns or matters.</td>
<td>Program Director, Project Managers</td>
<td>Bi-Weekly</td>
</tr>
<tr>
<td>Monthly QA/TQR Reports</td>
<td>Provide monthly QA/TQR reports to include assessment of each active project’s status, management of risks, use of controls and governance, with documented findings and recommendation and their current disposition.</td>
<td>Program Director, Project Sponsor, Project Manager, OCIO Senior Policy &amp; IT Consultant, and the CORE Executive Steering Committee</td>
<td>Monthly</td>
</tr>
<tr>
<td>Deliverable Title</td>
<td>Content</td>
<td>Audience</td>
<td>When Delivered</td>
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<tr>
<td>Lessons Learned and Project Close-Out</td>
<td>At the end of each project, submit a Lessons Learned/Close Out document to include a summary of actions taken on QA and TQR recommendations, an overall assessment of the project compared to goals and objectives, and Lessons Learned developed through key staff interview observations.</td>
<td>Program Director, Project Sponsor, Project Manager, OCIO Senior Policy &amp; IT Consultant, and the CORE Executive Steering Committee</td>
<td>Within 30 days of project completion or end of the QA/TQR engagement</td>
</tr>
<tr>
<td>Report</td>
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</tbody>
</table>

### 3.6 Acceptable Criteria

DRS will review deliverables on the basis of quality, timeliness, and the extent to which they meet the agency’s business needs. The DRS Program Director will provide written acceptance of each deliverable.

Acceptable written materials will be clear and correct, and recommendations will be based on thorough analysis and valid assumptions.

Intangible deliverables (such as team leadership and in-person meetings) will achieve the necessary objectives in a professional and respectful manner.

### 3.7 Additional Expectations

The Consultant must comply with all appropriate DRS policies when onsite, including but not limited to policies on ethics, internet and email usage, security, and harassment prevention. DRS will supply a copy of all relevant DRS policies to the awarded contractor.

In addition to the tasks above, the QA/TQR contractor is expected to do the following:

A) Use professional judgment;
B) Exhibit regular, punctual attendance at all required meetings and briefings;
C) Create high-quality deliverables.

### 4. Minimum Bidder Qualifications and Experience

The QA/TQR contractor must have at least five (5) years recent experience successfully performing quality assurance consulting services for systems development and implementation projects.

AND

The QA/TQR contractor must have at least three (3) years of experience working on projects with oversight from the Washington State Office of the Chief Information Officer (OCIO).

AND

Bidder’s consultant proposed for this engagement must have provided IT Project QA/TQR services on similar large, replacement projects for legacy systems within the past three (3) years.
Each of the required Minimum Qualifications above is mandatory. Bidder must state definitively whether it meets these minimum requirements in the Bidder’s proposal.

5. 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 that do not include all of the following required submittals will be rejected for non-responsiveness.

A) Each page of the proposal must include the name of the Bidder organization in the header or footer.
B) The front cover of the proposal must include the following elements:
   - Company name.
   - Bidder’s contact information, including the name, title, email and phone number(s) for communications related to this proposal.
   - DRS Work Request No. 19-09
C) A cover letter (optional) that:
   - Clearly identifies your Company’s name
   - Briefly introduces the Company
   - Provides a primary contact (including email and phone number)
   - Clearly identifies the QA/TQR Consultant and outlines how the Consultant and the Company meet the minimum requirements
   - Describes any issues or concerns with the sample Work Order (Exhibit A) that must be addressed before signing.
D) A completed Bidder’s Information, Declarations and Certifications Form (Exhibit B)
E) A self-authored proposal document providing Bidder’s response to the information requested below. Provide your responses in numbered sections arranged in the order shown:
   - Introduce your Company.
   - Describe the Bidder’s qualifications to provide the services described in this Work Request. Include a description of the resources provided by the firm to ensure the QA/TQR Consultant’s success.
   - Identify the QA/TQR Consultant(s) for this Work Request. Provide a resume, including length of time with Bidder’s firm, and a description of the QA/TQR Consultant’s expertise demonstrating the individual’s ability to successfully complete the engagement described in this Work Request.
   - Describe three of the QA/TQR Consultant’s relevant project experiences, including: the role the Consultant performed, scope of the project, size of budget overseen, name of the client and contact information (name, title, email and phone number). Projects that demonstrate how the QA/TQR Consultant meets the minimum requirements and support an organization in completing similar deliverables to those defined in the scope of work.
above are ideal. (NOTE: DRS reserves the right to contact these references before awarding a Work Order.)

- Describe the firm’s approach to Quality Assurance. Include how you work in collaboration with a project team to perform this role.
- Describe your firm’s approach to Technical Quality Review. Include how you work in collaboration with a project team to perform this role.
- Provide a sample Quality Assurance report that includes technical quality review findings.
- Provide your proposed rate by deliverable and an hourly rate for the QA/TQR services related to this Work Request. As per Master Contract 08215, bidders may not bid higher rates than the hourly rates they have provided to DES, however, the rate may be adjusted to a lower price point.

6. Administrative Requirements

6.1 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.

DRS assumes no responsibility for confirmation of receipt and cannot discuss contents before the due date and time.

All proposals and any accompanying documentation become the property of DRS.

6.2 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 DRS’ email system will be used as the official time stamp. Bidders should allow sufficient time to ensure timely receipt.

DRS assumes no responsibility for delays or errors caused by Bidder’s email, DRS’ email, network events or any other party.

6.3 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.

7. Evaluation and Award

DRS reserves the right to determine at its sole discretion whether a Bidder’s response to a requirement is sufficient to pass, however, if all responding Bidders fail to meet any single item, DRS reserves the right to either: (1) cancel the procurement, or (2) revise or delete the mandatory item.
DRS will use a four-phase evaluation process as set forth below:

- **Phase 1: Administrative Proposal Evaluation**
- **Phase 3: Interviews/Presentations and Bidder Reference Checks**
- **Phase 4: Selection of the Apparently Successful Bidder**

These phases are described in further detail in the sections below.

### 7.1 Phase 1: Administrative Proposal Evaluation

The objective of the Administrative Proposal Evaluation is to confirm that the Bidder’s proposal meets the submission requirements of the Work Request and all minimum requirements. The Solicitation Coordinator will accept proposals in accordance with the requirements provided in *Section 6: Administrative Requirements*. Proposals meeting all submission requirements and all minimum requirements will pass to Phase 2 of the evaluation process.

Proposals failing the Administrative Proposal Evaluation will not be evaluated further.

### 7.2 Phase 2: Technical Response

#### 7.2.1 Proposal Document

The evaluation of self-authored proposal documents described in *Section 5: Submission Documents* will be completed by the Evaluation Team consisting of DRS subject matter experts.

Phase 2 evaluation will use consensus scoring. Each team member will independently review the Bidder’s Proposal. The Evaluation Team will then participate in a scoring session facilitated by the Solicitation Coordinator to determine a score for each question.

#### 7.2.2 Cost Evaluation

The Solicitation Coordinator will evaluate the Pricing Proposal in accordance with the pricing methodology outlined below. The bidder with the lowest total deliverable cost will receive the maximum cost evaluation points. Bidders with a higher total deliverable cost will receive proportionately fewer cost evaluation points based upon the total deliverable cost as follows:

\[
\text{Low bid} \div \text{Proposal bid} \times \text{Available points} = \text{Total cost points}
\]

<table>
<thead>
<tr>
<th>Example</th>
<th>Proposal A</th>
<th>Proposal B</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Deliverable Cost</td>
<td>$100,000</td>
<td>$125,000</td>
</tr>
<tr>
<td>Calculation</td>
<td>100,000 ÷ 100,000 x 20</td>
<td>100,000 ÷ 125,000 x 20</td>
</tr>
<tr>
<td>Cost Points (20 available)</td>
<td>20</td>
<td>16</td>
</tr>
</tbody>
</table>

#### 7.2.3 Bidder’s Combined Total Score

Bidders will receive a Total Score representing the sum of each individual score received from the pricing proposal evaluation and the qualifications, experience and technical proposal evaluation.
7.2.4 Total Points Available

During Phase 2, the Bidder’s proposal document and the cost proposal will be evaluated using the point allocations shown below. The point scores assigned in Phase 2 will <em>not carry forward</em> once they have been used to determine the Bidders invited to participate in the next Phase.

<table>
<thead>
<tr>
<th>Ref #</th>
<th>Question Summary</th>
<th>Max Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.E bullet 2</td>
<td>Description of Bidder qualifications.</td>
<td>10</td>
</tr>
<tr>
<td>Exhibit B</td>
<td>Executive Order 18-03 – Supporting Workers’ Rights</td>
<td>2</td>
</tr>
<tr>
<td>5.d bullet 3</td>
<td>QA/TQR expertise.</td>
<td>15</td>
</tr>
<tr>
<td>5.d bullet 4</td>
<td>Relevant project experience.</td>
<td>15</td>
</tr>
<tr>
<td>5.d bullet 5</td>
<td>QA Approach</td>
<td>15</td>
</tr>
<tr>
<td>5.d bullet 6</td>
<td>TQR Approach</td>
<td>13</td>
</tr>
<tr>
<td>5.d bullet 7</td>
<td>Sample QA/TQR Report</td>
<td>10</td>
</tr>
<tr>
<td>Bidder’s Proposal Document Subtotal</td>
<td></td>
<td>80</td>
</tr>
<tr>
<td>Cost Proposal Subtotal</td>
<td></td>
<td>20</td>
</tr>
<tr>
<td>Total Points</td>
<td></td>
<td>100</td>
</tr>
</tbody>
</table>

7.3 Phase 3: Onsite Bidder Interviews/Presentation and Reference Checks

All total scores from Phase 2 will be ranked from high to low. DRS will invite the top scoring Bidders to participate in the Onsite Bidder Interview/Presentation phase of the evaluation process before the final selection of the Apparent Successful Bidder. Bidder interviews will be scored separately from the written proposals.

The Solicitation Coordinator will invite selected Bidders to participate in Phase 3, and schedule the Bidder’s participation for an onsite interview. The Solicitation Coordinator will provide the Bidder with the instructions and topics for the interview session when the Bidder is invited to participate.

The purpose of Phase 3 of the evaluation is to:

- Confirm DRS’ understanding of the Bidder’s Qualifications and Experience
- Allow the Bidder to present their qualifications and experience as they apply to the Bidder’s approach to DRS’ CORE Program
- Validate the Bidder’s references

The evaluation team may take into consideration any applicable information derived from this solicitation process to determine which Bidder will best meet the needs of DRS.

Following an assessment of the Onsite Bidder Interviews/Presentations, and before making the final determination of the Apparent Successful Bidder, DRS will check the highest ranked bidder(s) references provided in response to Section 5.e, relevant project experience. DRS will make reasonable efforts to contact the references provided. Attempts will be made as logistics and time allow, but DRS will have no obligation to actively pursue such contacts. DRS may also consider information provided by other individuals with knowledge of the firm’s or QA/TQR Consultant’s experience and qualifications.
7.4 Selection of Apparent Successful Bidder

The Apparent Successful Bidder will be selected by the evaluation committee after consideration of the interviews/presentations and reference checks. DRS 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 DRS the opportunity to perform further analysis. DRS 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, DRS 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.

7.5 Notification of Apparent Successful Bidder

All Bidders will be notified when DRS has determined the Apparent Successful Bidder.

7.6 Award Notification

After all considerations, all Bidders will be notified by email when DRS has confirmed its intent to award.

7.7 Award

An award, in part or full, is made by DRS’ signature on the Work Order that is delivered to the Apparent Successful Bidder.

8. Additional Instructions to Bidders

8.1 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.

8.2 Questions

Questions will be allowed according to the Work Request schedule. All questions must be submitted by email to the Solicitation Coordinator by the date shown on page 1 of this Work Request.

DRS will provide written answers for questions received by the question period’s deadline. Answers will be posted on WEBS and on the DRS website. A link to the questions and answers will be emailed to all parties who submitted questions.

Verbal responses to questions will not be provided. Only written answers posted to WEBS and the DRS website 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 permitted only for informing the Solicitation Coordinator of an issue. 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 before the due date for proposals, the solicitation may be amended. Amendments will be posted to WEBS and the DRS website.

8.3 Complaints and Protests

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

9. General Information

9.1 Option to Extend

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

9.2 Right to Cancel

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

9.3 Information Availability

Proposal contents (including pricing information) and evaluations are exempt from disclosure until DRS announces the Apparent Successful Bidder.

9.4 Proprietary or Confidential Information

All proposals submitted become the property of DRS and are a matter of public record after DRS announces the 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 as proprietary or confidential will not be accepted nor honored. DRS will not honor designations by the Bidder where pricing is marked proprietary or confidential.

9.5 Work Orders

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

9.6 Solicitation Amendments

DRS 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,
the document issued most recently shall be controlling. Only Bidders that have properly registered and downloaded the original solicitation directly through WEBS will receive notification from WEBS 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.

9.7 Incorporation of Documents

This document, any subsequent amendments and the Bidder’s proposal will be incorporated into the Work Order that 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 DRS. In the event of any conflict, the terms of the Work Order shall prevail.