

State of Washington
Department of Retirement Systems

**Request for DRS Applications Development and Support
Services**

ITPS Work Request

Solicitation number: DRS WR 24-01

Date February 1, 2024



Request for Applications Development & Support Services

Solicitation number: **DRS WR 24-01**

Procurement Title: **DRS Applications Development & Support Services**

Performance Period: **March 2024- June 2030**

This is a 2nd Tier solicitation under Master Contract, 08215. **Only Bidders awarded a Tier 1 Master Contract for the categories identified below can bid on this opportunity.**

This solicitation is issued by the Department of Retirement Systems (DRS) pursuant to the Information Technology Professional Services (ITPS) program that is separately coordinated by the Washington State Department of Enterprise Services (DES).

DES separately maintains a group of categorized notification lists or "pools" of IT service providers within the state's solicitation notification system (WEBS) for state purchasers to advertise their solicitations to when they seek competitive proposals for their IT business needs. This is one of those solicitations.

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

Solicitation Schedule	Categories
<p>Solicitation posting date: THUR, Feb. 1, 2024</p> <p>Questions due: THUR, Feb. 8, 2024</p> <p>Answers published: WED, Feb. 14, 2024</p> <p>Complaints due: FRI, Feb 23, 2024</p> <p>Proposals due: FRI MAR 1, 2024, 3:00 PM PT</p> <p>Oral interviews (if required): March 7 and 8, 2024</p>	<ul style="list-style-type: none">• ITPS_08215_06. Software Testing• ITPS_08215_07. Client/Server & Web Services• ITPS_08215_11_Mainframe Services
Solicitation Coordinator	
<p>Questions or concerns regarding this Solicitation must be directed to the following Procurement Coordinator:</p> <p>Name: Wendy Kancianich, Contracts Manager</p> <p>Phone: 360-664-7231</p> <p>Email: drs.rfp@drs.wa.gov</p>	

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1. Introduction & Scope of Work

1.1 Purpose of this Procurement

The purpose of this Work Request is to identify **one or more contractors** who can supply one or more programmers who could be available to assist DRS with applications development and support on an as-needed basis for the duration of the contract period.

DRS will enter into up to four Work Orders. Work Orders may be awarded to companies with experienced applications developers in legacy applications or web/client service applications or both.

After Work Orders are awarded, work may be assigned to a Contract Programmer at any time based on availability and skills required for the particular assignment. No minimum amount of work will be guaranteed, and a fully executed Work Order is not an assurance that work will be assigned.

1.2 Scope of Work

This Work Request is seeking expert-level Programmers with skills in application development and system architecture for multiple applications. We are seeking programmers with any of the following skill sets:

- For legacy applications DRS is seeking skills in Natural programming and ADABAS database systems. Familiarity with NaturalOne and Linux operating systems preferred.
- For web/ client service applications, DRS is seeking skills in HTML, CSS, JavaScript, ASP.NET, C#, Visual Studio, Azure DevOps as well as knowledge of SQL.
- For electronic content management (ECM), DRS is seeking skills in Process 360 and well as knowledge of ECM technologies and Kofax scanning.

In consultation with DRS representatives, the Contract will be given specific work assignments which may include, but may not be limited to the follow activities:

- **Systems analysis** – Review existing systems/programs to collect knowledge for troubleshooting, development purposes or estimating purposes.
- **Requirements definition** – Define requirements and levels of service needed by the retirement systems business areas in collaboration with business systems analysts and develop conceptual design alternative models that meet defined needs and allow DRS technical staff and client representatives to select an appropriate technical approach.
- **System/program design** – Define the detailed design aspects of the application system (modifications and/or new development) and business procedures so business requirements and project objectives are met.
- **Creation and/or modification of interfaces, online, or batch program modules** – Develop the detailed design aspects of the application system modules and test the modules and control mechanisms as defined in the system/program design specifications and DRS standards.

- **System and user acceptance testing** – Assist with preparing for advanced testing to ensure all system and user acceptance testing efforts are successfully completed. Address defects timely.
- **Technical design and programming reviews** – Present the contractor’s own work products and evaluate the work products of others (specifications, requirements, test plans, etc.) to conform to industry standards and established DRS standards and ensure DRS of their fit into the objectives of the project.
- **Installation and stabilization of new and modified system components** – Support installation of new and/or modified application systems into the production environment ensuring DRS that either the old systems were successfully replaced or interfaces to existing processes function as anticipated. The Contractor(s) will also be responsible for reacting to and resolving problems as they arise.
- **Documentation** – Document all work products according to DRS standards. The Contractor may also be required to produce other technical system documentation according to DRS standards.
- **Training/Knowledge Transfer** – Work with less experienced programmers and development leads to develop/improve training plans and assist team members in learning programming and DRS system specific information.

Successful contractors will be provided with onboarding to learn DRS systems from DRS’ Development Managers or other technical leads.

1.3 Estimated Staffing Needs

DRS’ business needs will vary but could range from .5 to 4 staff during the period of performance.

1.4 Deliverables

Specific deliverables cannot be identified in advance, but DRS will define the deliverables and acceptance criteria upon award of a Work Order and as the work progresses. The selected Contractor(s) will be compensated based on an hourly rate for work performed.

1.5 Period of Performance

DRS anticipates that the Work Order(s) resulting from this Work Request could begin upon execution of the contract and continue in duration through June 30, 2027 with the number of hours varying depending on the work assigned.

Estimated hours, specific project deliverables and anticipated completion dates will be negotiated upon award and then based on individual work assignments.

DRS reserves the right to extend any Work Order(s) issued under this Work Request for up to four (4) additional years for a period of one (1) or more years each.

1.6 Location

It is anticipated that these services will be able to be performed remotely for the majority of this contract. However, Contractor may be required, upon request, to perform contracted services on-site at Department of Retirement Systems, Tumwater, Washington.

1.7 Qualifications

The Bidder must be licensed to do business in Washington state or provide a commitment to become licensed in Washington state within 15 calendar days of being selected as an Apparent Successful Bidder.

DRS is seeking highly skilled, expert level Contractors that can supply application development services within 15 business days of receiving a request for services. To be considered, the Bidder must also be able to provide developers that have:

- At least five years of experience as an applications developer on business and technology projects with experience in legacy or web client service applications as documented in Section 31. Scope of Work above.
- At least three years of experience working with multi-disciplinary teams that include business analysts, technology professionals, subject matter experts and/or vendors.

Bidders who do not meet these mandatory qualifications will be rejected as non-responsive and will not receive further consideration. Any proposal that is rejected as non-responsive will not be evaluated and no score will be assigned.

1.8 Additional Expectations

The Contractors must comply with all appropriate DRS policies when performing work for DRS, including but not limited to policies on workplace safety, ethics, internet and email usage, security, and harassment prevention. DRS will supply a copy of all relevant DRS policies to the awarded Contractors.

In addition to the tasks above, Contractor are expected to:

- A. Use professional judgment
- B. Exhibit regular, punctual attendance at all required meetings and briefings
- C. Create high-quality deliverables
- D. Comply with all appropriate DRS process standards for deliverables (requirements development and management, project management methodology, configuration management, solutions delivery lifecycle, etc.).

1.9 Qualified Personnel

After a Work Request is signed, Contractor may offer their most qualified resources to any specific assignment. Upon acceptance of this specific assignment, the specifically named applications

developer(s) must be dedicated to the assignment until completion and acceptance of all deliverables for the assignment by DRS. If for some unforeseen event the proposed applications developer becomes unavailable, replacement personnel may be proposed. Replacement personnel must have substantially similar qualifications as the application developer they are replacing and DRS must agree to such replacement.

2. Other Contract Requirements

2.1 Subcontractor Participation Monitoring and Reporting

Once a Work Order is awarded through the solicitation or proposal process, the awarded Prime Contractor is obligated to complete the vendor registration in Access Equity. Access Equity is a secure online vendor management system (B2GNow). Confidential information (Tax ID, etc.) will not be published. Prime Contractors that have previously registered with B2Gnow for any public entity, must verify the system has updated information.

Contractors can access the system at <https://omwbe.diversitycompliance.com/> or through a direct link on the Office of Minority and Women's Business Enterprises (OMWBE) website at: <https://omwbe.wa.gov/>.

Each month during the contract, the Prime Contractor will report payments to ALL Subcontractors through the Access Equity system. This monthly reporting information includes total payment in dollars made to the Subcontractor, payment dates, and any additional information required to verify payment to Subcontractors. The Prime Contractor will enter this payment information into the Access Equity system, and the Subcontractors will verify this payment information in the system. Online training is available through the Access Equity/B2Gnow system. This requirement applies to both Prime Contractors and Subcontractors.

3. Submission Documents

3.1 Responsive proposal

A responsive proposal must include, at a minimum, the following submittals attached to an email. Proposals that do not include any of the following required submittals will be rejected for non-responsiveness.

- Proposal Response
- Resumes
- Cost Proposal
- Bidder's Information, Declarations and Certifications (Exhibit B)

While not required, Bidders are welcome to provide a cover letter. Parameters for this optional cover letter are provided below.

3.2 Cover Letter (optional)

Any cover letter provided should be no more than 2 pages to introduce your company to DRS.

3.3 Proposal Response

For each of the subsections below, please answer the questions listed as completely as possible.

Please number each response so that it corresponds to the question number. The response must begin with a restatement of the question followed by the Bidder's response to the question. A reference to another section will not suffice; each answer must stand alone. Each response should be no more than 1 page.

3.4 Company Qualifications

A) Describe services provided by your Company that indicate your Company's ability to accomplish the statement of work as described above in Section 1.2, Scope of Work.

B) Provide demographic information about your firm including number of suitable applications developers, location of applications developers, and relationship to your application developers (such as employees, sub-contractors, etc.).

C) Describe your experience working with government pension organizations.

3.5 Bidders Experience Selecting Resources

A) Describe how your company will select the most qualified applications developer for a work assignment if you are awarded this work request.

B) Describe your process for onboarding and offboarding applications developers for a specific work assignment.

3.6 Resumes

Provide resumes for up to 3 applications developers for each application type (legacy web/client services/enterprise content management) that you would propose would complete work assignments assigned under this Work Order.

Please include:

- Name
- Position title and relationship to your company (owner, officer, employee, subcontractor, etc.).
- Summary of skills and experience,
- At least 10 years of employment history
- Relevant education
- To the extent known, availability through June 2027 and percentage of availability (full-time, part-time, or up to a specific number of hours).

3.7 Rate Proposal

Compensation will be based on an hourly rate for work performed. Provide hourly rates in the table format shown below, including all costs. No additional charges for overhead, computer lease, travel or other expenses will be allowed.

As per Master Contract 08215, bidders may not bid higher rates than the hourly rates quoted to DES; however, rates proposed in this Response may reflect a lower price point.

Hourly Rate Table	
Programmer's Name	Hourly Rate
	\$
	\$
	\$

3.8 Bidder's Information, Declarations and Certifications

The proposal must contain a completed and signed Bidder's Information, Declarations and Certifications (Exhibit B).

4. Administrative Requirements

4.1 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.

While the Solicitation Coordinator may confirm receipt of an email submission, 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 and will not be returned.

4.2 Due Date and Time

Complete proposals must be received in their entirety 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 and/or errors caused by bidder's email, DRS' email, network events or any other party.

4.3 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. 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 2: Technical Response – Proposal Response, Resumes, and Rate Proposals**
- **Phase 3: Interviews/Presentations and Bidder Reference Checks**
- **Phase 4: Selection of the Apparent Successful Bidder**

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

5.1 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 *the Administrative Requirements Section*. 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.

5.2 Phase 2: Technical Response

5.2.1 Proposal Response

The evaluation of self-authored proposal documents described in *Submission Documents Section* above. The Evaluation Team consisting of DRS subject matter experts will assign the scores.

5.2.2 Resumes

The evaluation of self-authored resumes described in the *Submission Documents Section* above. These resumes will be evaluated for each applications developer's ability to complete the statement of work and meet the qualification described in the *Introduction and Scope of Work Section* above. Each resume will be scored individually and then an average of the applications developer's scores will be granted to each company.

Example:

Resume 1: 40

Resume 2: 30

Resume 3: 30

Resume 4: 25

Calculation: $(40+30+30+25)/4=31.25$

5.2.3 Rate Proposal

The lowest hourly rate of all responsive proposals will receive the maximum programmer hourly rate evaluation points. Higher hourly rates will receive proportionately fewer cost evaluation points based upon the lowest hourly rate as follows:

$$\text{Lowest Rate} / \text{Rate} \times \text{Possible Points} = \text{Programmer Rate Points Awarded}$$

Example:

- Proposal A rate of \$90/hr. = $90/90 \times 20 = 20$ Points (Lowest Rate Proposal)
- Proposal B rate of \$108/hr. = $90/108 \times 20 = 16.6$ Points
- Proposal C rate of \$180/hr. = $90/180 \times 20 = 10$ Points

5.2.4 Total Points Available

During Phase 2, the Bidder's proposal document and the hourly rate will be evaluated using the point allocations below. The point scores assigned in Phase 2 will not carry forward once they have been used to determine the Bidders invited to participate in Phase 3.

Criteria	Maximum Points
Company Qualifications and Bidder Experience	32
Resumes	45
Programmer Hourly Rate	20
EO 18-03 Workers Rights (See Exhibit B, #24)	3
Evaluation Point Total	100

5.3 Phase 3: Interviews/Presentations (If Required) and Reference Checks

All total scores from Phase 2 will be ranked from high to low. DRS may invite the top scoring Bidders to participate in the Bidder Interviews/Presentations phase of the evaluation process before the final selection of the Apparent Successful Bidder(s). Bidder interviews will be virtual. They 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 a virtual interview. The Solicitation Coordinator will provide the Bidder with the instructions and topics for the interview session when the Bidder is invited to participate.

Bidders should be prepared to participate in interviews on March 7 and 8.

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
- 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 Bidder Interviews/Presentations, and before making the final determination of the Apparent Successful Bidder(s), DRS will check the highest ranked bidder(s) references provided. 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 company's or programmer's experience and qualifications.

5.4 Phase 4: Selection of Apparent Successful Bidder(s)

The Apparent Successful Bidder(s) 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(s).

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 the proposal is a responsive bid 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.

If negotiations are unsuccessful after 30 days, DRS may cease negotiations and may declare another 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 Bidder(s)

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

Award Notification

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

Award

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

6. Additional Instructions to Bidders

6.1 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.

6.2 Questions

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

DRS will provide written answers for questions received by the deadline as shown on the cover page. 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 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 because of inquiries made during the question-and-answer period, the solicitation may be amended. Amendments will be posted to WEBS.

6.3 – Complaint, Debrief, & Protest Requirements

This section details the applicable requirements for complaints, debriefs, and protests.

6.3.1 COMPLAINTS. This Solicitation offers a complaint period for bidders wishing to voice objections to this solicitation. The complaint period ends five (5) business days before the bid due date. The complaint period is an opportunity to voice objections, raise concerns, or suggest changes that were not addressed during the Question & Answer Period or, if applicable, at the Pre-Bid Conference. Failure by the bidder to raise a complaint at this stage may waive its right for later consideration. DRS will consider all complaints but is not required to modify or cancel the Competitive Solicitation. If bidder complaints result in changes to the Competitive Solicitation, written amendments to the Solicitation will be issued and posted on WEBS.

- a. **CRITERIA FOR COMPLAINT.** A formal complaint may be based only on one or more of the following grounds: (a) The solicitation unnecessarily restricts competition; (b) The solicitation evaluation or scoring process is unfair or flawed; or (c) The solicitation requirements are inadequate or insufficient to prepare a response.
- b. **INITIATING A COMPLAINT.** A complaint must: (a) Be submitted to and received by the Procurement Coordinator no less than five (5) business days prior to the deadline for bid submittal; and (b) Be in writing (see Form and Substance, and Other below). A

complaint should clearly articulate the basis of the complaint and include a proposed remedy.

- c. RESPONSE. When a complaint is received, the Procurement Coordinator (or designee) will consider all the facts available and respond in writing prior to the deadline for bid submittals, unless more time is needed. DRS is required to promptly post the response to a complaint on WEBS.
- d. RESPONSE IS FINAL. The Procurement Coordinator's response to the complaint is final and not subject to administrative appeal. Issues raised in a complaint may not be raised again during the protest period. Furthermore, any issue, exception, addition, or omission not brought to the attention of the Procurement Coordinator prior to bid submittal may be deemed waived for protest purposes.

6.3.2 DEBRIEF CONFERENCES. A Debrief Conference is an opportunity for a bidder and DRS through its Procurement Coordinator, to meet and discuss the bidder's bid (and, as further explained below, is a necessary prerequisite to filing a protest). Following the evaluation of the bids, DRS will issue an announcement of the ASB. That announcement may be made by any means, but DRS likely will use email to the bidder's email address provided in the Bidder's Profile. Bidders will have three (3) business days to request a Debrief Conference. Once a Debrief Conference is requested, DRS will offer the requesting bidder one meeting opportunity and notify the bidder of the Debrief Conference place, date, and time. Please note, because the debrief process must occur before making an award, DRS likely will schedule the Debrief Conference shortly after the announcement of the ASB and the bidder's request for a Debrief Conference. DRS will not allow the debrief process to delay the award. Therefore, bidders should plan for contingencies and alternate representatives. **Bidders who wish to protest must first participate in a debrief conference. Bidders who are unwilling or unable to attend the Debrief Conference will lose the opportunity to protest. A debrief is a required prerequisite for a bidder wishing to file a protest.**

- e. TIMING. A Debrief Conference may be requested by a bidder following announcement of the Apparent Successful Bidder (ASB).
- f. PURPOSE OF DEBRIEF CONFERENCE. Any bidder who has submitted a timely bid response may request a Debrief Conference (see Form and Substance, and Other below). A Debrief Conference provides an opportunity for the bidder to meet with DRS to discuss bidder's bid and evaluation. It does not provide an opportunity to discuss other bids and evaluations.
- g. REQUESTING A DEBRIEF CONFERENCE. The request for a Debrief Conference must be made in writing via email to the Procurement Coordinator and received within three (3) business days after the announcement of the Apparent Successful Bidder. Debrief conferences may be conducted virtually (e.g., by telephone or web-based virtual meeting such as Zoom, Skype, MS Teams), and may be limited by DRS to a specified period of time. The failure of a bidder to request a debrief within the specified time and attend a debrief conference constitutes a waiver of the right to submit a protest. Any issue, exception, addition, or omission not brought to the attention of the procurement coordinator before or during the debrief conference may be deemed waived for protest purposes.

6.3.3 PROTESTS. Following a Debrief Conference, a bidder may protest the award of a Contract.

- h. **CRITERIA FOR A PROTEST.** A protest may be based only on one or more of the following: (a) Bias, discrimination, or conflict of interest on the part of an evaluator; (b) Error in computing evaluation scores; or (c) Non-compliance with any procedures described in the Competitive Solicitation.
- i. **INITIATING A PROTEST.** Any bidder may protest an award to the ASB. A protest must: (a) Be submitted to and received by the Protest Officer specified below, within five (5) business days after the protesting bidder's Debriefing Conference (see Form and Substance, and Other below); (b) Be in writing; (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.
- j. **PROTEST RESPONSE.** After reviewing the protest and available facts, Protest Officer will issue a written response within ten (10) business days from receipt of the protest, unless additional time is needed.
- k. **DECISION IS FINAL.** The protest decision is final and not subject to administrative appeal. If the protesting bidder does not accept the protest response, the bidder may seek relief in Thurston County Superior Court.

6.3.4 COMMUNICATION DURING COMPLAINTS, DEBRIEFS, AND PROTESTS. All communications about this Competitive Solicitation, including complaints, debriefs, and protests, must be addressed to the Procurement Coordinator unless otherwise directed.

- l. **FORM, SUBSTANCE, & OTHER.** All complaints, requests for debrief, and protests must:
 - i. Be in writing;
 - ii. Be signed by the complaining or protesting bidder or an authorized agent, unless sent by email;
 - iii. Be delivered within the time frame(s) outlined herein;
 - iv. Identify the Solicitation number;
 - v. Conspicuously state "Complaint," "Debrief," or "Protest" in any subject line of any correspondence or email; and
 - vi. Be sent to the address identified below.
- m. **COMPLAINTS & PROTESTS.** All complaints and protests must (a) State all facts and arguments on which the complaining or protesting bidder is relying as the basis for its action; and (b) Include any relevant documentation or other supporting evidence.

6.3.5 HOW TO CONTACT DRS

- n. **TO SUBMIT A COMPLAINT.** Send an email message to the Procurement Coordinator listed in this Competitive Solicitation. The email message must include "Complaint" in the subject line of the email message. Alternatively, mail the complaint to the Procurement Coordinator listed in this Solicitation at the following address:

Attn: Wendy Kancianich
Procurement Coordinator

PO Box 48380

Olympia, WA 98504-8380

- o. TO REQUEST A DEBRIEF CONFERENCE. Send an email message to the Procurement Coordinator listed in this Competitive Solicitation. The email message must include “Debrief” in the subject line of the email message.
- p. TO SUBMIT A PROTEST. Send an email message to Procurement Coordinator at the following email address: wendy.kancianich@drs.wa.gov. The email message must include “Protest” in the subject line of the email message. Alternatively, mail the protest at the following address:

Attn: Attn: Wendy Kancianich
Procurement Coordinator

PO Box 48380

Olympia, WA 98504-8380

7. General Information

7.1 Option to Extend

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

7.2 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.

7.3 Information Availability

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

7.4 Proprietary or Confidential Information

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

7.5 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.

7.6 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 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 proposals. Bidders must carefully read each amendment to ensure they have met all solicitation requirements.

7.7 Incorporation of Documents

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

Sample Work Orders may include additional or conflicting terms and conditions as determined by DRS. In the event of any conflict, the terms of the Exhibit A Work Order 24-01 shall prevail.

8. Definitions

"Agency" means the Washington State Department of Retirement Systems.

"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, any division, section, office, unit, or other entity of DRS, or any of the officers or other officials lawfully representing DRS.

"Notification List" means a list within WEBS that is categorized by the Technical Service Category for state purchasers to use for notification purposes when they seek competitive bids or proposals.

"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 in the [Master Contracts Usage Agreement \(MCUA\)](#). Includes institutions of higher education, boards, commissions, nonprofit corporations, and political subdivisions such as counties, cities, school districts or public utility districts.

“Solicitation” means the process of notifying prospective bidders of a request for competitive bids or proposals. Also includes reference to the actual documents used for that process, along with all amendments or revisions set forth in this Contract.

“Technical Service Category” means an information technology skill categorized by the common IT business needs of state government 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 that are on the Notification List for the Technical Service Category(ies) specified.

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