

**Washington Technology Solutions**

**ITPS Work Request 24-2T-001**

**2nd Tier Solicitation**

**Under**

**Master Contract No. 08215**

**Category 5 – Project Quality Assurance**

**For**

**One Washington Program Quality Assurance**

**Introduction**

Washington Technology Solutions (WaTech) is issuing this 2nd Tier solicitation under Master Contract, 08215. **Only Bidders awarded a Tier 1 Master Contract for Category 5 - Project Quality Assurance can bid on this opportunity.**

**Background**

One Washington is a comprehensive business transformation program to modernize and improve aging administrative systems and related business processes that are common across state government.

One Washington consists of two elements: transformation of business processes and implementation of an enterprise resource planning system (ERP) to support those business processes. By implementing an ERP and transforming the processes that support the state's business, One Washington will help ensure decision makers have access to data that is accurate and timely, standardizes common business processes across agencies, and improves overall service delivery of critical Washington state business.

The scope of One Washington includes the Finance, Procurement, Human Capital Management/Payroll, and Budget functions of the state. Washington currently relies on many manual and time-consuming financial processes with an antiquated financial infrastructure. Additionally, there are disparate procurement functions and systems across the state, a complicated budgeting infrastructure which limits transparency, and a Human Resource/Payroll system that is over 10 years old.

**Scope of the One Washington Program**

The One Washington effort is a program made up of multiple phases and every state agency has individual efforts focused on preparing their respective organizations for the implementation of Workday. The current funding and focus of the program is *Phase 1a – Core Financials* and the replacement of the state’s 40+ year old mainframe accounting system, AFRS. In subsequent phases the functionality in Workday will be expanded and then HR, payroll and budgeting functionality will be implemented. The phases are:

* Phase 1a – Core Financials
* Phase 1b – Expanded Financials, which includes Procurement
* Phase 2 – Human Resources/Payroll
* Phase 3 – Budget

As part of Phase 1a each agency must prepare and adapt their business processes to conform with the new, and consistent statewide business processes. In addition, each agency is responsible for ensuring their legacy systems are ready for Phase 1a go-live. This business process reengineering, and legacy system remediation (LSR) work is being managed individually at the agency level with high-level guidance from the One Washington program.

**Planned Approach**

The One Washington program independent QA service provider role plays an integral part in assessing, guiding, and ensuring all key aspects of the program and related agency efforts are in place, working as expected, and meet quality standards. The QA service provider, at a minimum, will comply with and adhere to the WaTech Project Quality Assurance Policy PM-03, previously known as OCIO Policy 132.

Expectations:

1. The One Washington program QA service provider shall conduct quality assurance services comprised of regular reviews and evaluation of program and project management processes and artifacts as well as overall project performance.
2. The One Washington program QA service provider shall review project deliverables to determine whether the project has met quality standards as well as recommend ways to eliminate the root causes of unsatisfactory results.
3. The One Washington program QA service provider is separate and distinct from any of the individual projects, project management offices, or vendors providing services or solutions related to the program and will report solely to WaTech.
4. The One Washington program QA service provider and any agents or subcontractors are prohibited from responding to or being awarded any additional contracts or purchases in support of One Washington through the term of this contract.
5. The One Washington program QA service provider provides services through the project(s) life cycles, from planning through implementation and closeout.
6. The One Washington program QA service provider will work with any existing QA or IV&V Contractors to ensure alignment.
7. The One Washington program QA service provider will provide a high level of engagement throughout the Program phases and will actively help identify, document, track, and recommend actions to mitigate risks and issues.
8. The One Washington program QA service provider will engage effectively with business and technology owners, enterprise system owners, agencies, and solution vendors to assess gaps and requirements from all parties.
9. The One Washington program QA service provider shall use proven processes iteratively throughout the engagement to conduct reviews that include, but are not limited to, risk mitigation, technical approach, change management, requirements traceability, documentation, solution integration, solution sustainability, security and privacy, testing, and maintenance strategies.
10. The One Washington program QA service provider will use proven project management and communication tools to ensure timely and effective information sharing with stakeholders.
11. The One Washington program QA service provider will employ professional writers with the skills and ability to deliver concise and easily navigable documents and deliverables to meet the needs of various audiences. Audiences include but are not limited to program leadership, key stakeholders, including executive steering committee members, authorizing environment including oversight, technical and program team members, and the general public.

Services:

1. The One Washington program QA service provider shall develop a Program QA Management Plan as detailed in the Deliverables section.
2. The One Washington program QA service provider shall provide a formal comment log with each deliverable submitted. Deliverable reviewers will document any concerns, questions, or fact related suggested changes based on the formal review. The QA service provider will respond to comments in the comment log, as well as maintain and track comments to ensure appropriate disposition prior to final submission and approval of each deliverable.
3. The One Washington program QA service provider shall conduct an initial baseline assessment of the One Washington program with a focus on the multi-disciplinary team approach; testing strategy, approach, and execution; agency readiness for Phase 1a go-live; and program and agency readiness to initiate Phase 1b. The initial baseline assessment will also review One Washington governance and Project Management Office (PMO) structure and processes and identify actionable recommendations to address any gaps in the One Washington program governance model, decision making, management structure, resources, vendor and contract management and related project management processes, tools, and controls. Additional assessments will be conducted at least twice a year in addition to the regular monthly reports.
4. The One Washington program QA service provider shall conduct an initial baseline assessment of the Phase 1a schedule, LSR schedule, and all other related program-managed schedules and schedule management processes and identify actionable recommendations to address gaps in the One Washington schedule(s) and related schedule management processes, tools, and controls. Additional assessments will be conducted at least twice a year in addition to the regular monthly reports.
5. The One Washington program QA service provider shall conduct an initial baseline assessment of the One Washington program’s solution vendor and system integrator (SI) contracts and identify gaps and ambiguities in the current contract management processes and the terms, deliverables, and conditions of the existing contract.
6. The One Washington program QA service provider will produce Monthly Program QA Reports that objectively illustrate the risks and issues as well as the strengths and weaknesses of the program and related projects and provide recommendations to mitigate risks and issues and correct any identified weaknesses. These regular monthly reports will provide updates on the assessments documented in the initial baseline assessments for the program and the program schedules. Monthly Program QA Reports are prepared 10 business days in advance of milestone reviews with governance entities.
	* The monthly QA Reports shall be published as a draft and submitted to the appropriate parties on the agreed upon dates. On or near the monthly submission date, a fact-finding meeting will be scheduled for the QA service provider to walk through and discuss the draft in advance of the formal review. WaTech and One Washington program leadership will review each monthly QA report and document comments in the formal comment log. The QA service provider is responsible to disposition each comment and make any necessary edits or adjustments as appropriate. If required, prior to final submission and deliverable acceptance, a second meeting will be held to discuss the agreed upon disposition of comments and responses received.
7. As part of the assessment and monthly reporting the One Washington program QA service provider shall create and update targeted sections on agency readiness to include: agency legacy system remediation (LSR) development, agency testing, agency training, agency organizational change management (OCM), and overall agency readiness.
8. The One Washington program QA service provider shall provide risk management assessment services; develop and manage program risk management process and a QA program risk register including business/program, operations, technical, schedule and organizational risks.
9. The One Washington program QA service provider shall participate in all appropriate program and project meetings, and report on and consult about any aspects of Program and project QA reviews.
10. The One Washington program QA service provider shall assess, analyze, and provide recommendations on project management activities and evaluate, for example, project progress, scope, resources, budget, schedules, workflow, and reporting.
11. The One Washington program QA service provider shall review, analyze, and provide formal comments regarding, and/or an assessment of content and quality of One Washington program deliverables as agreed upon between WaTech and the QA service provider. One Washington program documentation and deliverables should be identified (inventoried) as part of the baseline assessment and any gaps in program documentation being produced should be called out. Examples of program documentation include but is not limited to; test plan, organziational change management plan, resource plan, phase entrance and exit criteria, go live readiness criteria, integration strategy and plan, and data migration plan.
12. The One Washington program QA service provider shall review, analyze, and provide formal comments regarding, and/or an assessment of content and quality of SI vendor deliverables as agreed upon between WaTech and the QA service provider.SI vendor deliverables should be identified (inventoried) as part of the baseline assessment and any gaps in SI vendor deliverables being produced should be called out.
13. The One Washington program QA service provider shall draft issue papers, white papers, briefing papers and other written material upon request of WaTech, in coordination with the One Washington program, with the understanding and agreement that written materials are time sensitive and may require expedited completion by the service provider to meet One Washington program needs.
14. The One Washington QA service provider shall attend project and leadership meetings, attend strategic planning and brainstorming opportunities, and will be considered partners in the success of the Project. Meeting attendance will be at the direction of WaTech in collaboration with the One Washington program.
15. Assess the One Washington program’s Configuration Management (CM) function by reviewing CM reports and making recommendations regarding appropriate processes and tools to manage system changes.
16. Review the process to track business and technical requirements to their source and review the process established for requirements traceability for Phase 1a and subsequent phases.
17. Review and ensure that current and future business and technological designs of modernization components comply with the accepted best practices, standards, state and federal requirements and laws, and conditions.
18. The One Washington program QA service provider shall report all program and project QA analyses and findings in a State-approved format.
19. The One Washington program QA service provider staff will interview and observe program staff, project management staff, and the project team staff (including any subcontractors). QA service provider staff will observe project meetings and activities to understand the processes, procedures, and tools used in the program environments. They will review and analyze all applicable and available documentation for adherence to accepted, contractually defined industry standards.
20. One Washington QA service provider shall provide additional assistance as required or requested by WaTech.
21. A *retrospective of services* will be scheduled every six (6) months to discuss the Quality Management Plan processes effectiveness and potential changes in approach or additional activities required. This discussion will include, at a minimum, representatives from WaTech, the One Washington Program, and the One Washington QA service provider.

Deliverables:

|  | **Deliverable Title** | **Description & Content** | **Due** |
| --- | --- | --- | --- |
| D3 | Baseline Readiness Assessment Deliverable Expectation Document (DED) | Document describing the format and content of the Baseline Assessment of Program Governance and PMO Structure, Processes, Tools, and Controls (D4) | Due within 20 days of contract execution. |
| D4 | Baseline Readiness Assessment of Program Governance and PMO Structure, Processes, Tools, and Controls | Full assessment. Identify gaps and actionable recommendations to address gaps in the One Washington program governance model, decision making, management structure, resources, vendor and contract management and related project management processes, tools, and controls. | Due within 60 days of contract execution. |
| D31 | Comment Log | Comment log template that captures formal deliverable review comments, recommendations, and disposition.  | Monthly |
| D32 | Validated List of Vendor Deliverables and Program documentation | List of program deliverables produced by SI vendor and timing of those deliverables to be submitted to the program. List of program documentation produced by QA service provider as identified in the baseline assessment. Anticipate approximately 60 (approximately 30 SI vendor deliverables and 30 program documents to be confirmed during baseline assessment) deliverables and documents for Phase 1a.  | Due within 30 days of contract execution. |
| D19 | Vendor deliverable reviews DED | Document describing the evaluation method, assessment content and format of the Vendor deliverable reviews (D20). Specific deliverables to be reviewed will be further identified based on results of baseline assessment. | Within 30 days of contract execution. |
| D20 | Vendor deliverable reviews  | Review and evaluate deliverables submitted by the SI vendor, and One Washington vendors for completeness, accuracy, and quality.Details will be elaborated as per the process defined in the approved Quality Assurance Management Plan. Specific deliverables to be reviewed will be further identified based on results of baseline assessment. | Monthly |
| D29 | Program document reviews DED | Document describing the evaluation method, assessment content and format of the Program document reviews (D30). Specific documents to be reviewed will be further identified based on results of baseline assessment. | Within 30 days of contract execution. |
| D30 | Program document reviews  | Review and evaluate documents produced by the Program for completeness, accuracy, and quality.Details and specific documents will be elaborated and agreed to as per the process defined in the approved Quality Assurance Management Plan. Specific documents to be reviewed will be further identified based on results of baseline assessment. | Monthly |
| D1 | Program QA Management Plan DED | Document describing the format and content of the Program QA Management Plan (D2) | Due within 10 days of contract execution. |
| D2 | Program QA Management Plan | The Program QA Management Plan shall describe the methodology, approaches, services, activities, personnel, schedule, and standards and for conducting QA reviews. The QA Management Plan must at a minimum contain the following sections and detail:* Quality Management Approach
* Risk Management Approach
* Quality Assurance Approach
* Project Management Approach
* Deliverable Development Process
* Deliverables
* Deliverable Submission
* Project Management Standards
* Scope Management
* Program Performance Management
* QA Services Resources and Contacts
* Roles & Responsibilities

Approach and Method to determine if the program is meeting relevant quality standards utilizing authoritative sources; industry and best practice standards, deliverable-specific criteria, applicable criteria or standards as stated in the RFP, Contract or SOW, and way to mitigate risk or eliminate the cause of unsatisfactory results.Must define how deliverable reviews will be conducted for each deliverable. Each review should include a description that defines the standards to be used and the specific quantitative and qualitative factors for assessment. Plan should also define the approach to qualitative assessments and information gathering including the interview selection and approach to be used. | Initial draft due within 30 days of contract execution.Final approved Plan due within 60 days of contract execution. |
| D5 | Biannual Assessment DED | Document describing the format and content of the Biannual Assessment of Program Governance and PMO Structure, Processes, Tools, and Controls (D6) | Due within 80 days of contract execution. |
| D6 | Biannual Assessment of Program Governance and PMO Structure, Processes, Tools, and Controls | Full assessment. Identify gaps and actionable recommendations to address gaps in the One Washington program governance model, decision making, management structure, resources, vendor and contract management and related project management processes, tools, and controls. Document progress made against previous observations and recommendations. | Every 180 days, starting 180 days after delivery of the initial baseline. |
| D7 | Baseline Assessment of Program Schedules and Schedule Management Processes DED | Document describing the format and content of the Baseline Assessment of Program Schedules and Schedule Management Processes (D8) | Due within 20 days of contract execution. |
| D8 | Baseline Assessment of Program Schedules and Schedule Management Processes | Full assessment of the Phase 1a schedule, LSR schedule, and all other related program-managed schedules and schedule management processes. | Due within 60 days of contract execution. |
| D9 | Biannual Assessment of Program Schedules and Schedule Management Processes DED | Document describing the format and content of the Biannual Assessment of Program Schedules and Schedule Management Processes (D10) | Due within 80 days of contract execution.Subsequent assessments due every 6 months. |
| D10 | Biannual Assessment of Program Schedules and Schedule Management Processes | Full assessment of the Phase 1a schedule, LSR schedule, and all other related program-managed schedules and schedule management processes. Document progress made against previous observations and recommendations. | Due within 60 days of contract execution.Subsequent assessments due every 6 months. |
| D13 | Initial Project Risk Assessment DED | Document describing the format and content of the Initial Project Risk Assessment (D14) | Due within 20 days of contract execution. |
| D14 | Initial Project Risk Assessment | Initial assessment of project risks including documentation and risk mitigation strategies. Actionable recommendations in the areas of program and project governance; program and project quality assurance;  | Within 60 days of contract execution.  |
| D15 | Baseline Assessment of Solution Vendor and SI Contracts DED | Document describing the format and content of the Baseline Assessment of Solution Vendor and SI Contracts (D16) | Due within 60 days of contract execution. |
| D16 | Baseline Assessment of Solution Vendor and SI Contracts | Initial baseline assessment of the One Washington program’s contracts. Identify and document gaps and ambiguities in the current contract management processes and the terms, deliverables, and conditions of the existing contract. | Within 120 days of contract execution. |
| D17 | Decision Package Review DED | Document describing the format and content of the Decision Package Review (D18) | Due within 60 days of contract execution. |
| D18 | Decision Package Review | Review the funding requests and evaluate completeness and inclusion of needed resources and funds sufficient to complete the objectives of the program. | As required to support the funding request cycle. |
| D21 | Monthly QA Report Template Deliverable Expectation Document (DED) | A document describing the format and content of report templates used for Monthly QA Report (D22) | Within 10 days of contract execution. |
| D22 | Monthly QA Report | Prepare and deliver a QA report that includes: * Executive summary and Program Overview Dashboard
* Summary of QA activities for the past month
* Summary of QA activities planned for the next month
* QA assessment of the Program and project(s), schedule, budget, scope, and quality status
* Additions or updates to Program executive-level risks, issues, and opportunities
* Any additional recommended actions with traceability to identified issues and risks.

Program is made up of multiple projects and the Monthly QA Report must contain details and assessments of pertinent information (risks, issues, etc.) for each individual project while defining how those items impact the overall program. | Monthly |
| D25 | Management Briefings | Prepare and deliver a formal presentation(s) on the status of the Program and Project. Present as required by the State. Briefings will be related to the latest QA Review Report’s results to the program and will be performed upon request by WaTech. | As requested |
| D26 | Monthly QA Report (fact finding) Walkthrough DED | Document describing the format and content of the Risk Review Meetings (D28) | Due within 20 days of contract execution. |
| D28 | Monthly QA Report (fact finding) Walkthrough | Report out of risks and issues and facilitate monthly risk review meetings to appropriate levels of the One Washington program.  | Monthly |
| D30 | Other deliverables as defined | Can include: spotlight reports, detailed assessment on particular topics, ad hoc deliverable reviews, other additional research, white papers, and other deliverables as defined. | As requested |
| D33 | Contract Compliance Journal DED | On a monthly basis, track and assess all program contracts for contract compliance quality and timeliness.  | Within 20 days of contract execution. |
| D24 | Contract Compliance Journal | On a monthly basis, track and assess all program contracts for contract compliance quality and timeliness.  | Monthly |

This Solicitation is divided into six (6) sections:

* [Section 1](#_Section_1_–) provides a summary table of relevant deadlines for responding to the Solicitation and identifies contact information for the WaTech Procurement Coordinator.
* [Section 2](#Section_2) provides important information about the procurement that is designed to help interested bidders evaluate the potential opportunity, including the purpose of the procurement, the form of the resulting Contract, and potential contract sales.
* [Section 3](#_Section_3_–) identifies how WaTech will evaluate the bids.
* [Section 4](#Section_3) identifies how to prepare and submit a bid for this Competitive Solicitation, including detailed instructions regarding what to submit and how to submit your bid.
* [Section 5](#_Section_5_–Complaint,) details the applicable requirements to file a complaint, request a debrief conference, or file a protest regarding this Competitive Solicitation.
* [Section 6](#_Section_6_–Doing) provides information pertaining to doing business with the State of Washington, including WaTech efforts to enable Washington’s small and diverse businesses to compete for and participate in state procurements for services.

In addition, this Solicitation includes the following Exhibits:

* *Exhibit A – Required Bidder Information*: These exhibits identify information that bidders must provide to constitute a responsive bid. *See* Section 4, below.
	+ Exhibit A-1 – Bidder’s Certification
	+ Exhibit A-2 – Bidder’s Profile
* *Exhibit B – Performance Requirements and Qualifications*: This exhibit outlines the required specifications/qualifications for the service(s) that is/are the subject of this Competitive Solicitation.
* *Exhibit C – Bid Price*: This exhibit provides the pricing information that bidders will complete as part of their bid and the price evaluation tool that will be used to evaluate and compare bids.
* *Exhibit D – Work Order*: This exhibit is a draft of the Work Order/Contract that any successful bidder will execute.
* *Exhibit D1 – Work Order/Contract Issues List:* This exhibit outlines the bidder’s issues, if any, and proposed resolution for bidders who have business concerns with the form of *Exhibit D – Work Order.*  Note, however, that WaTech reserves the right not to modify the Work Order/Contract and to award the Work Order/Contract on the basis of a bidder’s willingness to agree to the Work Order/Contract.

# Section 1 – Deadlines, Questions, Procurement Coordinator, and Modification

This section identifies important deadlines for this Competitive Solicitation, where to direct questions regarding the Competitive Solicitation, and the process for potential amendments or modifications to the Competitive Solicitation.

1. **Solicitation Deadlines**. The following table identifies important dates for this Competitive Solicitation:

| **Competitive Solicitation Deadlines** |
| --- |
| **Item** | **Date** |
| Competitive Solicitation Posting Date: | January 25, 2024 |
| Pre-Bid Conference: | February 7, 2024, at 3:00-3:30 PM (Pacific Time)*Virtual Pre-Bid ConferenceAttend via Teams*Microsoft Teams meeting **Join on your computer, mobile app or room device** [Click here to join the meeting](https://teams.microsoft.com/l/meetup-join/19%3Ameeting_ZTdhYWIzZTQtMGM4Zi00MjBkLTk3MzEtZDQyNTdhZDk1Nzdj%40thread.v2/0?context=%7b%22Tid%22%3a%2211d0e217-264e-400a-8ba0-57dcc127d72d%22%2c%22Oid%22%3a%22258d01d7-2dab-451d-a91e-c7ed1f17187d%22%7d) Meeting ID: 240 364 865 814 Passcode: TJf3xU [Download Teams](https://www.microsoft.com/en-us/microsoft-teams/download-app) | [Join on the web](https://www.microsoft.com/microsoft-teams/join-a-meeting)**Or call in (audio only)** +1 564-999-2000,,453489967#   United States, Olympia (833) 322-1218,,453489967#   United States (Toll-free) Phone Conference ID: 453 489 967# [Find a local number](https://dialin.teams.microsoft.com/811a9140-4f87-4b3b-b4e5-c0df12d33f3f?id=453489967) | [Reset PIN](https://dialin.teams.microsoft.com/usp/pstnconferencing) [Learn More](https://aka.ms/JoinTeamsMeeting) | [Meeting options](https://teams.microsoft.com/meetingOptions/?organizerId=258d01d7-2dab-451d-a91e-c7ed1f17187d&tenantId=11d0e217-264e-400a-8ba0-57dcc127d72d&threadId=19_meeting_ZTdhYWIzZTQtMGM4Zi00MjBkLTk3MzEtZDQyNTdhZDk1Nzdj@thread.v2&messageId=0&language=en-US)  |
| Questions Due: | February 13, 2024, **by 12 noon** |
| WaTech Answers Posted | February 14, 2024 |
| Deadline for submitting Bids: | February 27, 2024, **by 12 noon** |
| Anticipated Announcement of Apparent Successful Bidder: | March 22, 2024 |
| Anticipated Award of Contract: | April 1, 2024 |

1. **Solicitation Questions**. Questions or concerns regarding this Solicitation must be directed to the following Procurement Coordinator:

|  |
| --- |
| **Procurement Coordinator** |
| Name: | Joanna Colvin |
| Telephone: | 360-485-1955 |
| Email: | joanna.colvin@watech.wa.gov |
| Subject Line: | 24-2T-001 |

Questions raised during the Q&A period will be answered and responses posted to Washington’s Electronic Business Solution (WEBS).

1. **Complaints, Debriefs, & Protests**. The Solicitation (and award of any Contract) is subject to complaints, debriefs, and protests as explained in Section 5, which may impact the dates set forth above.
2. **Solicitation – Amendment & Modification**. WaTech reserves the right to amend and modify this Solicitation. **Only bidders who have properly registered and downloaded the original Solicitation directly via the Washington Electronic Business Solution WEBS will receive notifications of amendments and other correspondence pertinent to this Solicitation.** Bidders must be registered in WEBS to be awarded a Contract. Visit [WEBS](https://fortress.wa.gov/ga/webs) to register.

# Section 2 – Information About the Procurement

This section describes the purpose of the Solicitation and provides information about this procurement, including the potential scope of the opportunity.

1. **Purpose of the Procurement – Award a Contract**. The purpose of this Solicitation is to receive competitive bids to evaluate and, as appropriate, award a Contract for One Washington Project Quality Assurance. Pursuant to Washington’s Procurement Code for Goods and Services, RCW chap. 39.26, state agency purchases of goods and services must be based on a Solicitation process in which the Contract is awarded to the lowest responsive, responsible bidder.
2. **Contract**. The form of the Contract that will be awarded as a result of this Solicitation is attached as ***Exhibit D – Work Order***.
3. **Contract Term**. As set forth in the attached Contract for this Competitive Solicitation, the contract term is through June 30, 2025, with the option to extend for additional 1-year periods. Bidders are to specify prices for the contract term. The Contract is subject to earlier termination.
4. **Estimated Contract Value**. Total potential or estimated contract sales for this Competitive Solicitation are not known and does not represent or guarantee any minimum purchase from the resulting Contract.
5. **Washington State Procurement Priorities & Preferences**. WaTech will apply the following Washington State procurement priorities and preferences to this Solicitation which, as set forth in Section 3.5, will impact the evaluation of bids for this Competitive Solicitation:
* Executive Order 18-03 – Workers’ Rights (Mandatory employee arbitration & class action waivers): 5 points
* Washington Small Business: 5 points
* Certified Veteran-Owned Business: 5 points

# Section 3 – Bid Evaluation

This section identifies how WaTech will evaluate bids for this Competitive Solicitation.

1. **Overview**. WaTech will evaluate bids for this Solicitation as described below.
* Bidder responsiveness, performance requirements, price factors, and responsibility, will be evaluated based on the process described herein.
* Any bidder whose bid is determined to be non-responsive will be rejected and will be notified of the reasons for this rejection.
* WaTech reserves the right to: (1) Request clarification regarding any bid; (2) Waive any informality; (3) Reject any or all bids, or portions thereof; (4) Accept any portion of the bid unless the bidder stipulates all or nothing in their bid; (5) Cancel the Solicitation and, if desired, re-solicit bids; and/or (6) Negotiate with the lowest responsive and responsible bidder(s) to determine if such bid can be improved.
* WaTech will use the following process and evaluation criteria for an award of the Contract:

| Step | Item | Points |
| --- | --- | --- |
| 1 | Bid Responsiveness | Pass/Fail |
| 2 | Performance Requirements EvaluationExhibit B | Pass/Fail |
| 3A | Bid Evaluation |
| Cost FactorsExhibit C – Bid Price (Bidder’s Bid Margin) | 40 |
| Non-Cost FactorsExhibit B – Bidder Qualifications Experience | 60 |
| Exhibit B – Bidder Qualifications Approach | 100 |
| Total: | 200 |
| 3B | State Procurement Priorities |
| Washington Small Business | 5 |
| Certified Veteran-Owned Business | 5 |
| Executive Order 18-03 | 5 |
| Total: | 15 |
| 4 | Responsible Bidder |
| Bidder Responsibility Analysis | Pass/Fail |

1. **Bid Responsiveness (Step 1)**. Bidders must submit complete bids, including all required attachments requested in Section 4. A Bidder’s failure to do so may result in a bid being deemed non-responsive and disqualified. WaTech will review each bid to determine whether the bid is complete – i.e., does the bid include each of the required bid submittals, are the submittals complete, signed, legible. WaTech reserves the right – in its sole discretion – to determine whether a bid is responsive – i.e., to determine a bidder’s compliance with the requirements specified in this Solicitation and to waive informalities in a bid. An informality is an immaterial variation from the exact requirements of the Solicitation, having no effect or merely a minor or negligible effect on quality, quantity, or delivery of the goods or performance of the services being procured, and the correction or waiver of which would not affect the relative standing of, or be otherwise prejudicial, to bidders. Responsive bids will be evaluated as set forth herein.
2. **Performance Requirements Evaluation (Step 2)**. WaTech will evaluate each bid to ensure that each bidder’s service(s) meet the specifications and/or performance requirements set forth in *Exhibit B – Performance Requirements*. WaTech reserves the right to request additional information or perform tests and measurements before selecting the Apparent Successful Bidder. A bidder’s failure to provide requested information to WaTech within ten (10) business days may result in disqualification.
3. **Bid Pricing Evaluation (Step 3)**. WaTech will evaluate bids – to identify the lowest evaluation total – by reviewing and comparing the submitted bid prices provided in *Exhibit C*. Each position will be weighted in the final score.
4. **Washington State Procurement Priorities & Preferences (Step 4)**. WaTech will apply the following Washington State procurement priorities and preferences, as set forth below, to this Competitive Solicitation
* Executive Order 18-03 – Workers’ Rights (Mandatory employee arbitration & class action waivers): 5 points
* Washington Small Business: 5 points
* Certified Veteran-Owned Business: 5 points
1. **Bidder Responsibility Analysis (Step 4)**. For responsive bids, WaTech must determine whether the bidder is a ‘responsible bidder.’ Accordingly, WaTech will make reasonable inquiry to determine bidder responsibility on a pass/fail basis. In determining bidder responsibility, WaTech will consider the following statutory elements:
	* The bidder’s ability, capacity, and skill to perform the contract or provide the service required;
	* The bidder’s character, integrity, reputation, judgment, experience, and efficiency;
	* Whether the bidder can perform the contract within the time specified;
	* The bidder’s performance quality pertaining to previous contracts or services;
	* The bidder’s compliance with laws relating to the contract or services;
	* Whether, within the three-year period immediately preceding the date of the Competitive Solicitation, the bidder has been determined by a final and binding citation and notice of assessment issued by the Washington State Department of Labor and Industries or through a civil judgment entered by a court of limited or general jurisdiction to have willfully violated, as defined in RCW 49.48.082, any provision of chapter 49.46, 49.48, or 49.52 RCW; and
	* Such other information as may be secured having a bearing on the decision to award the Contract.

*See* RCW 39.26.160(2)(a)-(g). In addition, WaTech may consider the following:

* Financial Information: WaTech may request financial statements, credit ratings, references, record of past performance, clarification of bidder’s offer, on-site inspection of bidder's or subcontractor's facilities, or other information as necessary to determine bidder’s capacity to perform and the enforceability of bidder’s contractual commitments. Failure to respond to these requests may result in a bid being rejected as non-responsive.
* References: WaTech reserves the right to use references to confirm satisfactory customer service, performance, satisfaction with service, knowledge of service and/or industry and timeliness. Any negative or unsatisfactory reference can be reason for rejecting a bidder as non-responsible.
1. **Contract Negotiations (Step 5)**. WaTech may negotiate with the highest scored responsive, responsible bidder to finalize the Contract and to determine if the bid may be improved. If, after a reasonable period of time, WaTech, in its sole judgement, cannot reach agreement on acceptable Contract terms with such bidder, WaTech may suspend negotiations and undertake negotiations with the next highest scored responsive, responsible bidder as determined by the evaluations.
2. **Announcement of Apparent Successful Bidder**. WaTech will determine the Apparent Successful Bidder (“ASB”). The ASB will be the responsive and responsible bidder(s) that best meet(s) the Solicitation requirements and presents the best total value, including price, as calculated consistent with the instructions set forth in ***Exhibit C – Bid Price***, and other factors as set forth in this Solicitation including any applicable state procurement priority or preference.
* Designation as an ASB does not imply that WaTech will issue an award for a Contract to your firm. Rather, this designation allows WaTech to perform further analysis and ask for additional documentation. The bidder must not construe this as an award, impending award, attempt to negotiate, etc. If a bidder acts or fails to act as a result of this notification, it does so at its own risk and expense.
* Upon announcement of the ASB, bidders may request a debrief conference as specified in Section 5.
1. **Award of Contract**. Subject to protests, if any, WaTech and the ASB will enter into a Contract as set forth in ***Exhibit D – Work Order***. A contract award is made, and a contract formed by signature of WaTech and awarded bidder on the Contract. WaTech reserves the right to award on an all-or-nothing consolidated basis. Following the award of the Contract, all bidders registered in WEBS will receive a Notice of Award delivered to the bidder’s email address provided in the bidder’s profile in WEBS.
2. **Bid Information Availability**. Upon announcement of ASB, all bid submissions and all bid evaluations are subject to public disclosure pursuant to Washington’s Public Records Act. See RCW 39.26.030(2).

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# Section 4 – How to Prepare and Submit a Bid for this Competitive Solicitation

This section identifies how to prepare and submit your bid for this Competitive Solicitation. In addition, bidders will need to review and follow the Solicitation requirements including those set forth in the exhibits, which identifies the information that bidders must provide to constitute a responsive bid. By responding to this Solicitation and submitting a bid, bidders acknowledge having read and understood the entire Solicitation and accept all information contained within this Competitive Solicitation.

1. **Pre-Bid Conference**. WaTech will host a Competitive Solicitation pre-bid conference at the time and location indicated in Section 1.1 of this Competitive Solicitation. Attendance is not mandatory. Bidders, however, are encouraged to attend and participate. The purpose of the pre-bid conference is to clarify the Competitive Solicitation as needed and raise any issues or concerns that bidders may have. If changes to the Competitive Solicitation are required as a result of the pre-bid conference, the Procurement Coordinator will post an amendment to this Competitive Solicitation to WEBS. Assistance for disabled, blind, or hearing-impaired persons who wish to attend the pre-bid conference is available with prior arrangement by contacting the Procurement Coordinator.
2. **Bidder Communications Regarding this Competitive Solicitation**. During the Solicitation process, all bidder communications regarding this Solicitation must be directed to the Procurement Coordinator for this Competitive Solicitation. *See* Section 1.2 of this Competitive Solicitation. Bidders should rely only on this Solicitation and written amendments to the Solicitation issued by the Procurement Coordinator. In no event will oral communications regarding the Solicitation be binding.
* Bidders are encouraged to make any inquiry regarding the Solicitation as early in the process as possible to allow consideration and, if warranted, respond to the inquiry. If a bidder does not notify WaTech of an issue, exception, addition, or omission, WaTech may consider the matter waived by the bidder for protest purposes.
* If bidder inquiries result in changes to the Solicitation, written amendments will be issued and posted on WEBS.
* Unauthorized bidder contact regarding this Solicitation with other state employees involved with the Solicitation may result in bidder disqualification.
1. **Pricing**. Bid prices must include all cost components needed for the services as described in this Solicitation. *See* ***Exhibit C – Bid Price***. A bidder’s failure to identify all costs in a manner consistent with the instructions in this Solicitation is sufficient grounds for disqualification.
* Inclusive Pricing: Bidders must identify and include all cost elements in their pricing. In the event that bidder is awarded a Contract, the total price for the services shall be bidder’s price as submitted. Except as provided in the Contract, there shall be no additional costs of any kind.
* Credit Cards (P-Cards): In the event that bidder is awarded a Contract, the total price for the services shall be the same regardless of whether Purchasers make payment by cash, credit card, or electronic payment. Bidder shall bear, in full, any processing or surcharge fees associated with the use of credit cards or electronic payment.
1. **Bid Submittal Checklist – Required Bid Submittals**. This section identifies the bid submittals that must be provided to constitute a responsive bid. The submittals must be delivered as set forth below. Bids that do not include the submittals identified below may be rejected as nonresponsive. In addition, a bidder’s failure to complete any submittal as instructed may result in the bid being rejected. Bidders may not provide unsolicited materials. For any supplemental materials expressly required by WaTech in writing, bidders must identify such supplemental materials with the bidder’s name.
* Exhibit A-1 – Bidder’s Certification
This document is the Bidder’s Certification.
Complete the certification, attach it to the bid along with any exceptions or required explanations, and submit it to WaTech
Note: The Certification must be complete. Where there are choices, bidder must check a box. The certification must be signed and submitted by a duly authorized representative for the bidder.
* Exhibit A-2 – Bidder’s Profile
This document is required bidder information for WaTech contract administration purposes.
Complete as instructed and submit with the bid to WaTech.
* Exhibit B – Performance Requirements and Qualifications
Bidder will need to confirm that the services and/or bidder’s performance meets or exceeds the detailed specifications/qualifications set forth in *Exhibit B – Performance Requirements and Qualifications*.
* **Exhibit C – Bid Price**Bidder will need to complete the price worksheet templates as instructed in ***Exhibit C – Bid Price***.
* **Exhibit D-1 – Contract Issues List [if applicable]**

This document is a required submittal IF bidder has business issues with the Contract attached as ***Exhibit D – Contract***.  If so, bidder must complete and submit to WaTech Note, however, that WaTech reserves the right not to modify the Contract and to award the Contract on the basis of a bidder’s willingness to agree to the Contract.

1. **Bid Format**. Bids must be complete, legible, signed, and follow all instructions stated in the Solicitation (including the exhibits). Unless otherwise specified in writing by WaTech, documents included with an electronic bid must be prepared in MS Word, MS Excel, or Adobe PDF. Where required to do so, bidders may sign using either a physical or electronic signature.
2. **Submitting Bids**. Your electronic bid must be emailed to Joanna.colvin@watech.wa.gov. WaTech email boxes only can accept emails that total less than 30MB in size. Bidders are cautioned to keep email sizes to less than 25MB to ease delivery. Zipped files cannot be accepted.

# Section 5 – Complaint, Debrief, & Protest Requirements

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

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. WaTech 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.
	1. 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.
	2. 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.
	3. 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. WaTech is required to promptly post the response to a complaint on WEBS.
	4. 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.
2. **Debrief Conferences**. A Debrief Conference is an opportunity for a bidder and WaTech 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, WaTech will issue an announcement of the ASB. That announcement may be made by any means, but WaTech 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, WaTech 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, WaTech likely will schedule the Debrief Conference shortly after the announcement of the ASB and the bidder’s request for a Debrief Conference. WaTech 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**.
	1. Timing. A Debrief Conference may be requested by a bidder following announcement of the Apparent Successful Bidder (ASB).
	2. 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 WaTech to discuss bidder’s bid and evaluation. It does not provide an opportunity to discuss other bids and evaluations.
	3. 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), as determined by WaTech, and may be limited by WaTech 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.
3. **Protests**. Following a Debrief Conference, a bidder may protest the award of a Contract.
	1. 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.
	2. 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.
	3. 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.
	4. 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.
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.
	1. Form, Substance, & Other. All complaints, requests for debrief, and protests must:
		1. Be in writing;
		2. Be signed by the complaining or protesting bidder or an authorized agent, unless sent by email;
		3. Be delivered within the time frame(s) outlined herein;
		4. Identify the Solicitation number;
		5. Conspicuously state “Complaint,” “Debrief,” or “Protest” in any subject line of any correspondence or email; and
		6. Be sent to the address identified below.
	2. 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.
5. **How to Contact WaTech**.
	1. 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.
	2. 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.
	3. To Submit A Protest. Send an email message to Procurement Coordinator at the following email address: Joanna.colvin@watech.wa.gov. The email message must include “Protest” in the subject line of the email message.

# Section 6 – Doing Business with the State of Washington

This section provides additional information regarding Washington’s Public Records Act and doing business with the State of Washington, including WaTech efforts to enable Washington’s small, diverse, and veteran-owned businesses to compete for and participate in state procurements for services.

1. **Washington’s Public Records Act – Public Records Disclosure Requests**.
	* All documents (written and electronic) submitted as part of this procurement are public records. Unless statutorily exempt from disclosure, such records are subject to disclosure ***if*** requested. *See* [RCW 42.56](https://app.leg.wa.gov/RCW/default.aspx?cite=42.56), Public Records Act. WaTech strongly discourages bidders from unnecessarily submitting sensitive information (e.g., information that bidder might categorize as ‘confidential,’ ‘proprietary,’ ‘sensitive,’ ‘trade secret,’ etc.).
		+ If, in bidder’s judgment, Washington’s Public Records Act provides an applicable statutory exemption from disclosure for certain portions of bidder’s bid, please mark the precise portion(s) of the relevant page(s) of the bid that bidder believes are statutorily exempt from disclosure and identify the precise statutory basis for exemption from disclosure.
		+ In addition, if, in bidder’s judgment, certain portions of bidder’s bid are not statutorily exempt from disclosure but are sensitive because these particular portions of bidder’s bid (NOT including pricing) include highly confidential, proprietary, or trade secret information (or the equivalent) that bidder protects through the regular use of confidentiality or similar agreements and routine enforcements through court enforcement actions, please mark the precise portion(s) of the relevant page(s) of bidder’s bid that include such sensitive information.
	* In the event that WaTech receives a public records disclosure request pertaining to information that bidder has submitted and marked either as (a) statutorily exempt from disclosure; or (b) sensitive, prior to disclosure, will do the following:
		+ WaTech Public Records Officer will review any records marked by bidder as statutorily exempt from disclosure. In those situations, where the designation comports with the stated statutory exemption from disclosure, WaTech will redact or withhold the document(s) as appropriate.
		+ For documents marked ‘sensitive’ or for documents where WaTech either determines that no statutory exemption to disclosure applies or is unable to determine whether the stated statutory exemption to disclosure properly applies, WaTech will notify bidder, at the address provided in the bid submittal, of the public records disclosure request and identify the date that WaTech intends to release the document(s) (including documents marked ‘sensitive’ or exempt from disclosure) to the requester unless the bidder, at bidder’s sole expense, timely obtains a court order enjoining WaTech from such disclosure. In the event bidder fails to timely file a motion for a court order enjoining such disclosure, WaTech will release the requested document(s) on the date specified. Bidder’s failure properly to identify exempted or sensitive information and timely respond after notice of request for public disclosure has been given shall be deemed a waiver by bidder of any claim that such materials are exempt or protected from disclosure.
2. **Small & Diverse Businesses**. WaTech, in accordance with Washington law, encourages small and diverse businesses to compete for and participate in state procurements as contractors and as subcontractors to awarded bidders. *See, e.g.*, [RCW 39.19](https://app.leg.wa.gov/RCW/default.aspx?cite=39.19) (OMWBE certified businesses); [RCW 43.60A.200](https://app.leg.wa.gov/RCW/default.aspx?cite=43.60A.200) (WDVA certified veteran-owned businesses); and [RCW 39.26.005](https://app.leg.wa.gov/RCW/default.aspx?cite=39.26.005) (Washington small businesses). In support of the state’s economic goals and to support a diverse supplier pool, WaTech has established the following voluntary numerical goals for WaTech Competitive Solicitations:
	* + Ten percent (10%) Minority-Owned Businesses certified by the Washington State Office of Minority and Women’s Business Enterprises (OMWBE);
		+ Six percent (6%) Women-Owned Businesses certified by the Washington State Office of Minority and Women’s Business Enterprises (OMWBE);
		+ Five percent (5%) Veteran-Owned Businesses certified by the Washington State Department of Veterans Affairs (WDVA); and
		+ Twenty-Five percent (25%) Washington Small Businesses, five percent (5%) of which are microbusinesses or mini-businesses as defined in RCW 39.26.010(16) and (17).

Achievement of these goals is encouraged whether directly or through subcontractors.

* + OMWBE Certification. Bidders may contact the Washington State [Office of Minority and Women’s Business Enterprises](http://www.omwbe.wa.gov/) (OMWBE) regarding information on Minority-Owned and Women-Owned certified firms, state, and federal certification programs,or to become certified. OMWBE can be reached by telephone, 866-208-1064, or through their website at [OMWBE](http://www.omwbe.wa.gov/). OMWBE-Certified firms may provide their certification information on ***Exhibit A-2 – Bidder’s Profile***.
	+ WDVA Certification. Bidders may contact the [Washington State Department of Veterans’ Affairs](https://www.dva.wa.gov/veterans-their-families/veteran-owned-businesses/vob-search) (WDVA) for information regarding Certified Veteran-Owned businesses or to become a Certified Veteran-Owned Business. The WDVA can be reached by telephone, (360) 725-2169, or through their website at [WDVA](http://www.dva.wa.gov/). The qualification requirements to be a Certified Veteran-Owned Business are set forth in ***Exhibit A-1 – Bidder’s Certification***.
	+ Washington Small Businesses. Bidders may contact WaTech about small and diverse business inclusion and qualification as a Washington Small Business. If you qualify as a Washington Small Business, identify yourself as such in WEBS. Call WEBS Customer Service at 360-902-7400. The qualification requirements to self-certify as a Washington Small Business are set forth in ***Exhibit A-1 – Bidder’s Certification***.
1. **WEBS Registration**. Individuals and firms interested in state contracting opportunities with any state agency should register for Solicitation notices at the Washington Electronic Business Solution (WEBS) [WEBS Registration](http://www.des.wa.gov/services/ContractingPurchasing/Business/Pages/WEBSRegistration.aspx). *Note*: There is no cost to register on WEBS.
2. **Subcontractor Participation Monitoring and Reporting**. Once a contract is awarded through the solicitation process, the awarded bidder 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. Bidders that have previously registered with B2Gnow for any public entity, must verify the system has updated information. Bidders 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 Bidder 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 Bidder 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 Bidders and their Subcontractors.

**Exhibit A-1 – Bidder’s Certification**

*See* attached *Exhibit A-1 – Bidder’s Certification*.

Note: As set forth above, Bidder must complete, sign, and return the *Exhibit A-1 – Bidder’s Certification* to WaTech.

**Exhibit A-2 – Bidder’s Profile**

*See* attached *Exhibit A-2 – Bidder’s Profile*.

Note: As set forth above, Bidder must complete and return the *Exhibit A-2 – Bidder’s Profile* to WaTech.

**Exhibit B – Performance Requirements and Bidder Qualifications**

*See* attached *Exhibit B – Performance Requirements*.

Note: As set forth above, Bidder must complete and return the *Exhibit B – Performance Requirements* to WaTech.

**Exhibit C – Bid Price**

*See* attached *Exhibit C – Bid Price*.

Note: As set forth above, Bidder must complete and return *Exhibit C – Bid Price* to WaTech.

**Exhibit D – Work Order**

*See* attached *Exhibit D – Work Order* for Solicitation No. 24-2T-001 One Washington Program Quality Assurance.

**Exhibit D1 – Work Order/Contract Issues List**

*Exhibit D1 – Work Order/Contract Issues List* for Solicitation No. 24-2T-001 One Washington Program Quality Assurance.

Note: As set forth above, Bidder must complete and return *Exhibit D – Work Order/Contract Issues List* to WaTech if applicable.

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| **Section** | **Issue** | **Proposed Resolution** |
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