



STATE OF WASHINGTON
DEPARTMENT OF EARLY LEARNING
ITPS WORK REQUEST WR-09-113

Agency Work Request No: 09-103

The Washington State Department of Information Services (DIS) issued a Request for Quotation and Qualifications to solicit proposals from vendors to provide Information Technology Professional Services (ITPS). Your firm responded and was selected to provide services in one or more Technical Service Categories. Your firm subsequently entered into a Master Contract with DIS. All rights and obligations of the parties are subject to and governed by the terms of the Master Contract including any subsequent modifications incorporated herein. As a contractor participating in the DIS ITPS Program, your firm may submit a Response to this Work Request.

SCHEDULE		PERSONAL TECHNICAL SERVICES CATEGORY(S) REQUESTED	
Date Issued:	6/9/2009	<input type="checkbox"/>	1. IT Funding Request, Financial Analysis (WEBS CC 9241)
Questions Due:	6/16/2009	<input type="checkbox"/>	2. IT Business Analysis (WEBS CC 9242)
Answers Submitted:		<input type="checkbox"/>	3. External IT Quality Assurance (WEBS CC 9243)
Response Due Date:	6/29/2009 by 3:00 PM	<input type="checkbox"/>	4. IT Project Management (WEBS CC 9244)
WORK PERIOD OF PERFORMANCE		<input type="checkbox"/>	5. Technology Architecture Development (WEBS CC 9245)
Agency reserves the right at its discretion, to extend the Work Order for up to <u>one (1)</u> additional <u>year</u> .		<input type="checkbox"/>	6. Security Analysis (WEBS CC 9246)
FROM:	7/6/2009	<input type="checkbox"/>	7. Enterprise Content Management (WEBS CC 9247)
To:	6/30/2010	<input type="checkbox"/>	8. Contingency & Disaster Recovery Planning (WEBS CC 9248)
Agency Contract Manager		<input type="checkbox"/>	9. Systems Analysis (WEBS CC 9249)
Name	Corina McCleary	PURCHASED TECHNICAL SERVICES CATEGORY(S) REQUESTED	
Title:	Technical Program Manager	<input type="checkbox"/>	10. Network Administration (WEBS CC 9250)
Address:	649 Woodland Square Loop SE Olympia, WA 98504	<input type="checkbox"/>	11. Software Quality Assurance & Testing (WEBS CC 9251)
Phone:	360-725-4398	<input type="checkbox"/>	12. Desktop Applications Development & Training (WEBS CC 9252)
FAX:	360-413-3482	<input type="checkbox"/>	13. Geographic Information Systems Application Development (WEBS CC 9253)
E-mail:	Corina.McCleary@del.wa.gov	<input type="checkbox"/>	14. Workstation Installation & Support (WEBS CC 9254)
		<input checked="" type="checkbox"/>	15. Client Server, Web & N-Tier Application Development (WEBS CC 9255)
		<input type="checkbox"/>	16. General Mainframe Development (WEBS CC 9256)
		<input type="checkbox"/>	17. General Database Administrator/Database Developer/Data Analyst (WEBS CC 9257)
		EXPERIENCE LEVEL(S) REQUESTED	
		<input type="checkbox"/>	Junior a minimum of one (1) year of recent experience and demonstrated knowledge, skills and abilities
		<input type="checkbox"/>	Journey a minimum of three (3) years of recent experience & demonstrated superior knowledge, skills, and abilities
		<input checked="" type="checkbox"/>	Senior a minimum of five (5) years of recent experience & demonstrated superior knowledge, skills, and abilities
		<input type="checkbox"/>	Expert a minimum of ten (10) years of increasing levels of responsibilities, and supervisory or management responsibility



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Yes No The selected vendor will be assigned an Agency workstation(s) and assessed a workstation fee of \$XXXX per month for each workstation.

I. REQUEST FOR SPECIFICATIONS

A. TITLE

Intermittent design, development and maintenance needs.

B. PROJECT BACKGROUND

The Department of Early Learning (DEL) works every day to help Washington’s children get ready for school and life. We know parents are children’s first and most important teachers, so DEL is committed to providing parents with the early learning information, services and support they want and need.

DEL is seeking intermittent developers to provide design, development, deployment, and maintenance of current and projected web-based systems for the Department of Early Learning. This is a request for quotes and qualifications. One or more Contractors will be selected to become part of DEL’s intermittent developer’s pool to perform on-site work for DEL as needed.

When work becomes available, DEL will release a call for interest to Contractor(s) in the intermittent pool. Each call for interest will specify specific skills, knowledge, abilities and timeframe. Please submit quotes and qualifications electronically by e-mail.

C. PROJECT SCOPE OF WORK

Contractors shall provide the following services as needed:

- ASP.NET/C# 3.5 application development
- Database development in SQL 2005
- HTML/JavaScript/AJAX development
- Support and maintain existing systems
- Other technical services as required

The work will be intermittent in nature and contractors will be selected from the pool as it occurs throughout the term of the contract.

This is a request for quotes and qualifications. DEL requires a qualified list of Contractors who can respond within a short time frame with qualified Consultant(s) for on call, intermittent project work. Project work may range from a period of a few weeks to months. Deliverables shall change in accordance to project assignment. When work becomes available, DEL will release a call for interest to Contractor(s) in the intermittent pool. Each call for interest will specify specific skills, knowledge, abilities and timeframe.

Please submit quotes and qualifications electronically by e-mail.

Work request must include

1. A proposed inclusive hourly rate for work. Contractor must propose rates at or below those contained in their Primary Agreement with DIS.
2. Number of staff that will be available for this Work Request.
3. Resume for the consultant(s) submitted for this project (include company names and phone numbers worked for past three years for this individual). Consultant(s) must meet minimum qualification in order to be considered. Staff must be of senior or expert level.
4. Examples/descriptions of projects the Contractor has completed as well as reference information.
5. Contractor's contact information for this Work Request. Name, title, email, phone & fax numbers must be included.
6. Corporate Background and Experience
7. Technical Approach and Methodology

Compliance with DEL Standards

The successful contractor(s) is expected to comply with all appropriate DEL process standards, and divisional policies. Failure to comply will result in contract termination. A copy will be provided by DEL of each appropriate policy to the contractor.

Contractor staff will be required to work on site at the DEL main office during normal business hours, unless otherwise specified, a temporary space will be available for use if necessary.

A weekly status report listing the current week's accomplishments, next week goals and hot issues will be required in addition to twice monthly time sheets.

II. VENDOR RESPONSE

A. Work Request Coordinator and Submission of Response

Responses are **Due by 3:00 p.m. on June 29, 2009, local standard time in Lacey, Washington and are to be submitted electronically (e-mail) to:**

Corina McCleary, Technical Program Manager
Email: Corina.McCleary@del.wa.gov

B. Work Request Response – Instructions to Vendors

Submit proposals by e-mail to the Work Request Coordinator identified above by the date and time specified.

The response shall include the following items outlined in Section III Evaluation and Selection Criteria:

- A. Qualifications and Experience of Staff
- B. Technical Approach and Methodology
- C. Corporate Background and Experience

D. Cost

C. Work Order Costs by hour or deliverables

Contractor will be reimbursed on an hourly base with restriction by task and/or deliverable.

Attachments to e-mail shall be on Microsoft Word software. Zipped files cannot be received and cannot be used for the submission of proposals. DEL does not take responsibility for any problems in the e-mail. Faxed proposals will not be accepted.

III. EVALUATION AND SELECTION CRITERIA

QUALIFICATIONS AND EXPERIENCE OF STAFF (SCORED/MANDATORY)

A. Mandatory Experience and Qualifications:

The proposal should provide the names of key personnel on the contractor's team, as well as a resume for each individual proposed, a description of the functions and responsibilities of each key person relative to the task to be performed, and the approximate percent of time that can be devoted to this project. Limit resumes to a maximum of four (4) pages per proposed contractor.

Resumes must include company names and phones numbers worked for past three years for the individual. Examples/descriptions of projects the Contractor has completed as well as reference information.

DEL requires developers at senior or expert level. The DEL development platform is standardized on Microsoft's .NET technologies. All staff submitted to provide services outlined in this work request must demonstrate a high level of competency with the following technologies:

- Visual Studio .NET 2008
- ASP.NET 3.5
- C# 3.5
- SQL Server 2005 – Database design, Transact SQL, and Business Intelligence
- Web development including JavaScript, cross browser compatibility, and AJAX
- Object Oriented methodologies

Contractor must have experience in designing, developing, and maintaining database driven, web-based applications. Contractor must have:

- Demonstrated knowledge and minimum of five (5) years as a business analyst analyzing business needs, business rules, processes, and workflows and formally documenting them.
- Demonstrated knowledge and minimum of five (5) years of designing, developing, testing, and maintaining software.
- Demonstrated knowledge and a minimum of five (5) years programming experience with the following development tools:
 - Visual Studio
 - C#.Net
 - ASP.NET
 - Web Services

- Object Oriented principles and methodologies
- SQL Reporting Services
- SQL Server
- Visual Source Safe or Team Foundation Server
- Ability to adhere to agency application development standards and policies/procedures.
- Ability to conduct data analysis and use Entity Relationship data models.
- Ability to communicate orally and in writing to project lead and internal customers.
- Ability to speak clearly and effectively and listen and understand written and verbal instructions.
- Ability to work independently and as a team member.
- Ability to work and interact with others in a positive and team oriented manner.
- Demonstrated understanding that individuals have different perspectives and communications styles.

B. Highly Desired Experience and Qualifications:

- Knowledgeable in principles of IT project management and methodologies.
- Knowledgeable in the DEL custom application framework

TECHNICAL APPROACH/METHODOLOGY (SCORED/MANDATORY)

The Contractor should explain the approach, capabilities, and means to be used in accomplishing the tasks in the Work Request, and where significant development difficulties may be anticipated and resolved. Any specific techniques to be used should also be addressed.

CORPORATE BACKGROUND/ EXPERIENCE (SCORED/MANDATORY)

The Contractor shall provide a written non-technical summary of the Contractor's overall corporate background and experience as it relates to services specified herein. The response must demonstrate proven successful delivery of a similar solution as described in this work request.

A. Staffing

Include a list of contracts the Contractor has had during the last five years that relate to the Contractor's ability to perform the services needed under this work request. In two pages or less, describe no more than two similar application maintenance and enhancement activities provided by the consultant(s), preferably for a Washington State agency. Include the outcomes and deliverables achieved for the customer. List each contract reference numbers, the contract period of performance, contact persons, telephone numbers, and fax numbers/e-mail addresses for each contract.

The Contractor and staff proposed to provide the services must grant permission to the DEL to contact references, and others for whom services have been provided. Do not include current DEL staff as references. References will be contacted and scored for the top-ranking proposal(s) only.

B. Related Information

If the Contractor or any subcontractor contracted with the state of Washington during the past 24 months, indicate the name of the agency, the contract number and project description and/or other information available to identify the contract.

If the Contractor's staff or subcontractor's staff was an employee of the state of Washington during the past 24 months, or is currently a Washington State employee, identify the individual by name, the agency previously or currently employed by, job title or position held and separation date.

If the Contractor has had a contract terminated for default in the last five years, describe such incident. Termination for default is defined as notice to stop performance due to the Contractor's non-performance or poor performance and the issue of performance was either: a) not litigated due to inaction on the part of the Contractor, or (b) litigated and such litigation determined that the Contractor was in default.

Submit full details of the terms for default including the other party's name, address, and phone number. Present the Contractor's position on the matter. DEL will evaluate the facts and may, at its sole discretion, reject the proposal on the grounds of the past experience. If no such termination for default has been experienced by the Contractor in the past five years, so indicate.

C. Office of Minority and Women-Owned Business (OMWBE) Certification (not scored)
Include proof of certification issued by the Washington State OMWBE if certified minority-owned firm and/or women-owned firm(s) will be participating on this project.

Score Criteria

COST (SCORED/MANDATORY)

Propose your all-inclusive hourly rate for work for each staff member proposed. Vendor may propose rates at or below those contained in the Primary Agreement with DIS. The hourly rate is all-inclusive. Compensation for services will be on an hourly basis. Vendor's actual total compensation for services rendered shall be based on the proposed hourly rates and actual hours worked. Work orders may be developed with multiple contractors and shall be amended accordingly based on available work with a total of all funding **not to exceed \$300,000**. No costs associated with travel, per diem, parking or subsistence will be made part of or included in the contract.

The evaluation process is designed to award this procurement not necessarily to the Contractor of least cost, but rather to the Contractor whose proposal best meets the requirements of this Work Request. However, Contractors are encouraged to submit proposals that are consistent with State government efforts to conserve state resources.

Evaluation Criteria:

<u>Qualifications and Experience of contractor</u>	<u>40 points</u>
<u>Corporate Background and Experience</u>	<u>25 points</u>
<u>Cost</u>	<u>15 points</u>
<u>Technical Approach and Methodology</u>	<u>20 points</u>
<u>Oral Presentation /Interview (if used)</u>	<u>15 points</u>

IV. ADMINISTRATION

1. Debriefing

All Vendors who submit a response to this solicitation will be given the opportunity for a debriefing conference if requested. The request for a debriefing conference must be made in writing and received by the Work Request Coordinator within three (3) calendar days after notification of the Apparent Successful Vendor. A debriefing will be scheduled within three (3) calendar days of the request. If additional time is required, the requesting party will be notified of the delay. Discussion will be limited to a critique of the requesting Vendor's proposal. Comparisons between proposals or evaluations of other proposals will not be allowed. Debriefing conferences may be conducted in person or by telephone and will be scheduled for a maximum of one (1) hour.

2. Protest Procedures

A. Procedure

This protest procedure is available to Vendors who submitted a Response to this solicitation and have received a debriefing conference. Protests are made:

1. To the agency after the agency has announced the ASV. Vendor protests shall be received, in writing, by the agency within five (5) Business Days after the Vendor debriefing conference.

B. Grounds for protest are:

1. Arithmetic errors were made in computing the score;
2. The agency failed to follow procedures established in the solicitation document or applicable state or federal laws or regulations; or
3. There was bias, discrimination or conflict of interest on the part of an evaluator.

Protests not based on these criteria will not be considered.

C. Format and Content

Vendors making a protest shall include in their written protest to the agency all facts and arguments upon which the Vendor relies. Vendors shall, at a minimum, provide:

1. Information about the protesting Vendor; name of firm, mailing address, phone number and name of individual responsible for submission of the protest;
2. Information about the acquisition; issuing agency, acquisition method;
3. Specific and complete statement of the agency action(s) being protested;
4. Specific reference to the grounds for the protest; and
5. Description of the relief or corrective action requested.

D. The Agency Review Process

Upon receipt of a Vendor's protest, the agency will postpone signing a Contract with the ASV until the Vendor protest has been resolved.

The agency will perform an objective review of the protest, by individuals not involved in the acquisition process being protested. The review shall be based on the written protest material submitted by the Vendor and all other relevant facts known to the agency.

The agency will render a written decision to the Vendor within five (5) Business Days after receipt of the Vendor protest, unless more time is needed. The protesting Vendor shall be notified if additional time is necessary.

E. The Agency Determination

The final determination shall:

1. Find the protest lacking in merit and uphold the agency's action;
2. Find only technical or harmless errors in the agency's acquisition process conduct, determine the agency to be in substantial compliance, and reject the protest;
3. Find merit in the protest and provide the agency with options that may include:
 - a) Correct errors and reevaluate all proposals; or
 - b) Reissue the solicitation document; or
 - c) Make other findings and determine other courses of action as appropriate.
4. Not require the agency to award the Contract to the protesting party or any other Vendor, regardless of the outcome.

3. The Agency's Option To Extend

The agency reserves the right to extend the Work Order issued under this Work Request for one (1) year period at the agency's option.

4. The Agency's Right to Cancel

The agency reserves the right to cancel this Work Request at any time, reject any and all responses received, and/or not to execute a Work Order from this Work Request without penalty to the agency. The release of this solicitation document does not obligate the agency to contract for the services specified in this Work Request. The agency shall not be liable for any costs incurred by a Vendor in preparation of a proposal submitted in response to this Work Request, in the conduct of an oral interview, or any other activity related to responding to this Work Request.