Request for Quotation Number 24-RFQ-015

for

**CTS Centrex or Analog Services**

by the

Washington State

Consolidated Technology Services

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**SECTION 1**

# Introduction

## Business Objective

Washington State Consolidated Technology Services (CTS) currently has both Analog and Centrex telephone service in approximately 60 Central Offices located throughout Washington State. This service consists of about 5,000 lines of service.

The current contract for these Centrex lines is expiring in February 2024 and the purpose of this procurement is to award a new contract to replace the expiring one. CTS requires service at all of the specified locations. The Apparently Successful Vendor (ASV) will be required to enter into a contract with the State of Washington offering the specified services to CTS at no more than the quoted prices.

Upon contract award the ASV will be required to convert the existing service within 6 months of contract award at no cost to the State. After the conversion is complete orders for moves, additions or changes will be transmitted to the vendor by CTS Customer Service Representatives (CSRs) on an as needed basis. Service problems will be reported to the CTS service desk and referred to the service provider as required.

## Background

Consolidated Technology Services (CTS), also known as Washington Technology Solutions (“WaTech”), provides telecommunications, computing and digital government services to more than 700 state agencies, boards and commissions, local governments, tribal organizations, and qualifying non-profits. CTS operates a secure, statewide standards-based telecommunications network providing reliable, economical voice, data, and video communications.

The CTS data center is one of the largest in the Northwest, combining both client server and mainframe computing in a secure, controlled environment. For more information, visit the CTS Web site at [www.watech.wa.gov](http://www.watech.wa.gov).

CTS has a dedicated group of Customer Service Representatives (CSRs) that take orders from our customers and either perform the work using vendor provided Centrex Management Systems or coordinate the installation of telephone, voice mail, and other services with contracted vendors. The CSRs submit orders to vendors when required, validate that work has been accomplished and make appropriate changes in CTS billing systems.

The CTS Central Office service offerings (currently Centrex) are independent offerings dedicated to a particular Central Office serving area. CTS Centrex services are flat rate lines that include a feature package, abbreviated dialing within the Centrex, unlimited dialing in the local rate area, and allow preferred interexchange carrier choice to the State’s contracted vendor for toll calling. The Central Office offerings have a diverse user base as they are available to any CTS customer in the Central Office serving area. The Centrex offerings may use 4- or 5-digit abbreviated dial plans for dialing within the Centrex depending on the size of the Centrex and the potential market. Any services acquired by virtue of this contract will need to have the same capabilities.

Analog lines are often referred to as Plain Old Telephone Service (POTS) lines and provide a single analog communications circuit between the local end office (Class 5 switch) and the customer's telephone, key system, fax machine or modem. The analog line offers a reliable solution for routine business telecommunications applications. A large government office may provision analog business lines to use as a disaster recovery back up to a local PBX solution.

## Acquisition Authority

The Department of Enterprise Services (DES) has authority over goods and services under RCW 39.26 and sets processes for procuring information technology based on the policies and standards set by the Technology Services Board. Chapter 43.41A of the Revised Code of Washington (RCW) as amended established the Washington State Technology Services Board (TSB). While the TSB does not purchase for agencies, it establishes policies and standards addressing the manner in which state agencies may acquire information technology equipment, software, and services.

RCW 39.26.100(2) provides CTS with an exemption from the Department of Enterprise Services procurement rules and requirements. Specifically, the competitive procurement rules stated by Department of Enterprise Services do not apply to CTS in is contracting for the following:

1. Services and activities that are necessary to establish, operate, or manage the state data center, including architecture, design, engineering, installation, and operation of the facility, that are approved by the technology services board or
2. The acquisition of proprietary software for or part of the provision of services offered by the consolidated technology services agency or
3. The acquisition of information technology services necessary for or part of the provision of services offered by the consolidated technology services agency.

This procurement is within the exemption and is performed consistent with CTS’ internal Exempt Procurement Policy for brand name procurements.

This RFQ is issued in good faith but it does not guarantee an award of contract, nor does it represent any commitment to purchase whatsoever.

## Contract Term

### If a contract is awarded the contract’s initial term shall be threeyears commencing upon the date of execution by CTS. After the initial term, CTS may extend the Contract for up to three additional years in renewal increments of one (1) or more years.

## Definitions

**“Analog lines”** shall meanPlain Old Telephone Service (POTS) lines which provide a single analog communications circuit between the local end office (Class 5 switch) and the customer's telephone, key system, fax machine or modem.

**“Apparently Successful Vendor”** (**ASV**) shall mean the Vendor(s) who: best meets all the requirements of this RFQ and is selected to provide the service.

**“Business Days” or “Business Hours”** shall mean Monday through Friday, 7 AM to 6 PM, local time in Olympia, Washington, excluding Washington State holidays.

**“Central Office” or “CO”** shall mean a local exchange carrier facility used for the switching of telephone calls.

**“Centrex”** shall mean a PBX-like service providing switching at the central office instead of at the customer's premises.

**“Contract”** shall mean the RFQ, the Response, Contract document, all schedules and exhibits, and all amendments awarded pursuant to this RFQ.

**“CTS”** shall mean the Washington State Consolidated Technology Services (CTS), also known as Washington Technology Solutions (“WaTech”) and formerly the Washington State Department of Information Services (DIS).

**“Delivery Date”** shall mean the date by which the ordered Productsmust be delivered.

**“E911 Surcharge”** shall mean a fee used to pay for 911, a universal emergency number.

**“License”** shall mean the right to use the Products.

**“Mandatory”** or“**(M)**”shall mean the Vendor must comply with therequirement, and the Response will be evaluated on a pass/fail basis.

**“Network Access Register (NAR**)” shall mean a control structure used to control access from a Centrex to the Public Switched Telephone network. This is similar to a PBX trunk.

**“Out-of-Service”** Shall mean either complete or partial hardware or software failure, resulting in the phone service not functioning in accordance with the specifications set forth in this RFQ and any additional specifications included in Vendor’s Response.

**“Plain Old Telephone Service (POTS)”** is an analog voice transmission system that relies on copper twisted pair wires to connect callers.

**“POTS replacement”** is a device connected to the Internet, a Cellular Network, or both, that provides analog connections that can be used with devices such as alarms, elevator phones, door phones or other analog services.

**“Products”** shall mean individual items available on the Analog Phone Service Price list to include voice mail services and purchased services required to implement & maintain the services.

**“Public Switched Telephone Network (PSTN)”** shall mean the aggregate of the world's circuit-switched telephone networks that are operated by national, regional, or local telephony operators, providing infrastructure and services for public telecommunication.

**“Purchased Services”** shall mean those Services and activities provided by Vendor to accomplish routine, continuing, and necessary functions as set forth in the resulting Contract or a Statement of Work.

**“Purchaser”** shall mean the Consolidated Technology Services.

**“RCW”** means the Revised Code of Washington.

**“Response”** shall mean the written proposal submitted by Vendor to CTSin accordance with this RFQ. The Response shall include all written material submitted by Vendor as of the date set forth in the RFQ schedule or as further requested by CTS.

**“Related Services”** shall mean those services described in the RFQ such as maintenance, technical support, on-site response, installation, and user training.

**“Services”** includes Purchased Services and shall mean those Services provided by Vendor relating to the solicitation, deployment, development and/or implementation activities that are appropriate to the scope of this solicitation.

**“Software”** shall mean the object code version of computer programs Licensed pursuant to the Contract. Software also means the source code version, where provided by Vendor. Embedded code, firmware, internal code, microcode, and any other term referring to software residing in the Equipment that is necessary for the proper operation of the Equipment is not included in this definition of Software. Software includes all prior, current, and future versions of the Software and all maintenance updates and error corrections.

**“State”** shall mean the state of Washington.

**“Subcontractor”** shall mean one not in the employment of Vendor, who is performing all or part of the Products under the resulting Contract under a separate contract with Vendor. The term “Subcontractor” means Subcontractor(s) of any tier.

**“Subscriber Line Charge” (SLC)** shall meana charge meant to recover some of the costs of the local network formerly recovered through interstate toll charges.

**“Universal Service Fund Recovery Charge (USF**)” shall mean a charge which provides funding for low-income services, schools and libraries, and high-cost rural service.

**“Vendor”** shall mean a company, organization, or entity submitting a Response to this RFQ.

## Single Award

CTS will award one contract to the vendor who meets all RFQ requirements and offers the service at the lowest price to the State.

## Overview of Solicitation Process

The evaluation process will comprise of:

1. A preliminary examination of the completeness and validity of responses.
2. A commercial and technical evaluation to determine compliance with requirements, which may require a demonstration or proof of concept, references, and support certification.
3. A commercial risk and cost analysis of all pricing, project schedules, terms and conditions contained within the Response.

## Award of Contract

After completing the evaluation phase of the process, we hope to enter into contractual negotiations with one Apparently Successful Vendor (ASV) with a view to finalizing a contract to supply. Award of contract will depend on a satisfactory outcome to these negotiations. Unsuccessful respondents will be notified subsequently.

## Funding

Any contract awarded as a result of this procurement is contingent upon the availability of funding.

## Additional Products and Services

Additional Products or Services that are determined by CTS to be appropriate to the scope of this acquisition may be added to the Contract.

## Quantity/Usage

Since the Contract resulting from this solicitation will be designated as “optional use,” no guarantee of volume or usage can be given.

**SECTION 2**

# SCHEDULE

This RFQ is being issued under the following Schedule. The Response deadlines are mandatory and non-negotiable. Failure to meet any of the required deadlines will result in disqualification from participation. All times are local Olympia time.

|  |  |
| --- | --- |
| **Acquisition Schedule** | **Dates** |
|  |  |
| RFQ Issued | January 4, 2024 |
| Pre-Proposal Conference | January 12, 2024 |
| Final Vendor Questions and Comments due  | January 16, 2024 **by 12 noon** |
| State’s Final Written Answers issued | January 17, 2024 |
| Vendor Responses due  | February 2, 2024 **by 12 noon** |
| Evaluation period  | February 5-6, 2024 |
| Announcement of ASV | February 7, 2024 |
| Vendor Request for Optional Debriefing due | February 8, 2024 |
| Optional Vendor Debriefings | February 8-9, 2024 |
| Contract ExecutedSystem Transition | February 23, 2024February 23, 2024 to February 28, 2024 |

***CTS reserves the right to revise the above schedule.***

**SECTION 3**

# Administrative Requirements

COMPLIANCE WITH ALL SECTIONS OF SECTION 3 IS REQUIRED. FAILURE TO FOLLOW THESE ADMINISTRATIVE REQUIREMENTS MAY RESULT IN IMMEDIATE DISQUALIFICATION.

## RFQ Coordinator (Proper Communication)

Upon release of this RFQ, all Vendor communications concerning this solicitation must be directed to the RFQ Coordinator listed below. With the exception of the Office of *Minority and Women’s Business Enterprises*, (reference Subsection 3.19), unauthorized contact regarding this solicitation with other state employees involved with the solicitation may result in disqualification. All oral communications will be considered unofficial and non-binding on the State. Vendors should rely only on written statements issued by the RFQ Coordinator.

**Primary** - Joanna Colvin, RFQ Coordinator

Washington Consolidated Technology Services

1500 Jefferson Street SE

P.O. Box 41501

Olympia, Washington 98504-1501

Telephone: (360) 485-1955

Email: joanna.colvin@watech.wa.gov

## Vendor Questions

It is the Vendor’s responsibility to remedy any ambiguity, inconsistency, error or omission within this document before submitting their Response. Vendors shall submit all requests to the contact above no later than **12 noon local time** on the closing date stated in Section 2. An official written CTS response will be provided for Vendor questions received by this deadline. Written responses to Vendor questions will be posted on the CTS website: <http://watech.wa.gov/procurement-announcements>.

## Vendor Complaints Regarding Requirements and Specifications

Vendors may submit specific complaints in writing to the RFQ Coordinator, if Vendor believes requirements exist that unduly constrain competition. The complaint must be made in writing to the RFQ Coordinator before the Response due date. The complaint must state how the requirement unduly constrains competition and provide the relevant facts, circumstances, and documentation. The solicitation process may continue during review of protests.

Except as otherwise stated below, the Chief Legal Services Officer will review protests on behalf of the agency. Vendors may appeal the Chief Legal Service Officer’s determination, on purchases over $100,000, by submitting an appeal in writing to the Director. An appeal shall be filed no later than 5 business days after Chief Legal Service Officer’s decision. Decisions made by the Director or designee are final.

## Response Contents

The Response must contain information responding to all mandatory requirements contained in this RFQ, completed client references, and must include the signature of an authorized Vendor representative on all documents required in the appendices.

The Response should be submitted in two (2) volumes containing what is listed below. This separation of documentation protects the integrity of the State’s evaluation process. No mention of the cost response may be made in Volume 1.

Volume 1:

1. Vendor’s cover letter explicitly acknowledging receipt of all RFQ revisions issued, if any.
2. The Response to the Vendor Requirements (Section 4)
3. The Response to Technical and Service Requirements (Section 5)

Volume 2:

1. The Responses to the Financial Requirements (Section 6) and Vendor’s *Cost Model and Price List (*Appendix E – Price List and Cost Model)
2. Vendor’s signed and completed *Certifications and Assurances* *(Appendix A)*
3. Vendor’s exceptions and/or proposed revisions to the *Proposed Contract* *(Appendix B)*
4. Vendor’s *MWBE Certification (Appendix C)*, if applicable

Failure to provide any requested information in the prescribed format may result in disqualification of the Vendor.

## Response Requirements

**Please pay attention to the following:**

The signature block in Appendix A, Certifications and Assurances, must be signed by a representative authorized to bind the company to the offer.

* + 1. Vendor must respond to each Requirement. Failure to comply with any applicable item may result in the Response being disqualified. In each requirement title is a designation indicating how the Response will be evaluated:
* For Mandatory requirements (M), the Response must always indicate explicitly whether or not the Vendor’s proposed Software/Services meet the requirement. A statement, “(Vendor Name) has read, understands, and fully complies with this requirement” is acceptable, along with any additional information requested.
* For Mandatory Scored (MS) and Desirable Scored (DS) items, the Response must always indicate explicitly whether or not the Vendor's proposed Software/Services will accomplish each requirement or are desirable as it relates to the service(s) proposed.
	+ 1. Response prices must be submitted using form provided. Separate price quotes attached to this document or submitted in some other form will not be accepted as a valid Response.
		2. The Response, as well as any reference materials presented by Vendor, must be written in English and Vendor must provide all rates in United States dollars.

## Multiple Responses

Multiple Responses from a Vendor will be permissible; however, each Response must conform fully to the requirements for Response submission. Each such Response must be submitted separately and labeled as Response #1, Response #2, etc. on each page included in the Response.

## Delivery of Responses

All proposals must arrive via an attachment to e-mail to the RFQ Coordinator at the email address above, on the proposal due date and time stated in Section 2. Responses arriving in the RFQ Coordinator’s in-box after the time stated in Section 2 will be disqualified. The "receive date/time" posted by CTS’ email system will be used as the official time stamp but may not reflect the exact time received.

Vendors should allow sufficient time to ensure timely receipt of the proposal by the RFQ Coordinator. Late Responses will not be accepted and will be automatically disqualified from further consideration.

CTS assumes no responsibility for delays caused by Vendor’s e-mail, network problems or any other party. All Responses must strictly adhere to the format and file naming conventions set forth herein. Zipped files cannot be received by CTS and cannot be used for submission of Responses.

## Cost of Response Preparation

CTS will not reimburse Vendors for any costs associated with preparing or presenting a Response to this RFQ.

## Administrative Clarifications

CTS reserves the right to contact Vendor for clarification of Response contents.

## Proprietary Information/Public Disclosure

Any information contained in the Response that is proprietary or confidential must be clearly designated. Marking of the entire Response or entire sections of the Response as proprietary or confidential will not be accepted nor honored. CTS will not accept Responses where pricing is marked proprietary or confidential, and the Response will be rejected.

To the extent consistent with chapter 42.56 RCW, the Public Disclosure Act, CTS shall maintain the confidentiality of Vendor’s information marked confidential or proprietary. If a request is made to view Vendor’s proprietary information, CTS will notify Vendor of the request and of the date that the records will be released to the requester unless Vendor obtains a court order enjoining that disclosure. If Vendor fails to obtain the court order enjoining disclosure, CTS will release the requested information on the date specified.

The State’s sole responsibility shall be limited to maintaining the above data in a secure area and to notify Vendor of any request(s) for disclosure for so long as CTS retains Vendor’s information in CTS records. Failure to so label such materials or failure to timely respond after notice of request for public disclosure has been given shall be deemed a waiver by Vendor of any claim that such materials are exempt from disclosure.

## Waive Minor Administrative Irregularities

CTS reserves the right to waive minor administrative irregularities contained in any Response. Additionally, CTS reserves the right, at its sole option, to make corrections to Vendors’ Responses when an obvious arithmetical error has been made in the price quotation. Vendors will not be allowed to make changes to their quoted price after the Response submission deadline.

## Errors in Response

Vendors are liable for all errors or omissions contained in their Responses. Vendors will not be allowed to alter Response documents after the deadline for Response submission. CTS is not liable for any errors in Responses. CTS reserves the right to contact Vendor for clarification of Response contents.

## Amendments/Addenda

CTS reserves the right to change the *Schedule* or other portions of this RFQ at any time. Any changes or corrections will be by one or more written amendments, dated, and attached to or incorporated in and made a part of this solicitation document. If there is any conflict between amendments, or between an amendment and the RFQ, whichever document was issued last in time shall be controlling.

## Right to Cancel

With respect to all or part of this RFQ, CTS reserves the right to cancel or reissue at any time without obligation or liability.

## Contract Requirements

To be responsive, Vendors must indicate a willingness to enter into a Contract substantially the same as the Contract in Appendix B, by signing the *Certifications and Assurances* located in Appendix A. Any specific areas of dispute with the attached terms and conditions must be identified in the Response and may, at the sole discretion of CTS, be grounds for disqualification from further consideration in the award of a Contract.

Vendor must explain why each item proposed as additional contract terms is in CTS’ best interest as a customer and how it will support CTS’ business objectives. Under no circumstances is a Vendor to submit their own standard contract terms and conditions as a response to this solicitation.

Instead, Vendor must review and identify the language in Appendix B that Vendor finds problematic, state the issue, and propose the language or contract modification Vendor is requesting. CTS expects the final Contract signed by the ASV to be substantially the same as the contract located in Appendix B.

If Responses are from a Reseller, wherever the suppliers offer selected customers more suitable terms and conditions of supply, Vendors shall recommend these terms and help CTS to obtain them wherever possible.

Where terms and conditions cannot be changed and may have negative consequences on the quality of goods and services or their supply, Vendors are required to recommend methods of mitigating or limiting these negative consequences.

The final contract executed by the parties must satisfy CTS’s obligations with respect to performance-based contracting as directed in Executive Order 10-07. The parties may negotiate performance-based elements, in addition to those in Appendix B, for inclusion into the final contract.

The foregoing should not be interpreted to prohibit either party from proposing additional contract terms and conditions during negotiation of the final Contract.

The ASV will be expected to execute the Contract within ten (10) Business Days of its receipt of the final Contract. If the selected Vendor fails to sign the Contract within the allotted ten (10) days’ time frame, CTS may elect to cancel the award, and award the Contract to the next ranked Vendor, or cancel or reissue this solicitation.

## Incorporation of Documents into Contract

This solicitation document and the Response will be incorporated into any resulting Contract.

## No Best and Final Offer

CTS reserves the right to make an award without further discussion of the Response submitted, *i.e*., there will be no best and final offer request. Therefore, the Response should be submitted on the most favorable terms that Vendor intends to offer.

## No Costs or Charges

No costs or charges under the proposed Contract may be incurred before the Contract is fully executed.

## Minority and Women’s Business Enterprises (MWBE)

CTS strongly encourages participation of minority and women businesses. Vendors who are MWBE certified or intend on using MWBE certified Subcontractors are encouraged to identify the participating firm on Appendix C. No minimum level of MWBE participation is required as a condition of receiving an award and no preference will be included in the evaluation of Responses in accordance with chapter 39 RCW. For questions regarding the above, contact Office of MWBE at (360) 753-9693.

## No Obligation to Contract/Buy

CTS reserves the right to refrain from Contracting with any and all Vendors. Neither the release of this solicitation document nor the execution of a resulting Contract obligates CTS to make any purchases.

## Non-Endorsement and Publicity

In selecting a Vendor to supply Products to the state of Washington, the State is neither endorsing Vendor’s Products, nor suggesting that they are the best or only solution to the State’s needs. By submitting a Response, Vendor agrees to make no reference to CTS or the state of Washington in any literature, promotional material, brochures, sales presentation, or the like, regardless of method of distribution, without the prior review and express written consent of CTS.

## Withdrawal of Response

Vendors may withdraw a Response that has been submitted at any time up to the Response due date and time (identified on the *Schedule*, Section 2). To accomplish Response withdrawal, a written request signed by an authorized representative of Vendor must be submitted to the RFQ Coordinator. After withdrawing a previously submitted Response, Vendor may submit another Response at any time up to the Response submission deadline.

## Optional Vendor Debriefing

Vendors who submit a Response may request an optional debriefing conference to discuss the evaluation of their Response. The requested debriefing conference must occur on or before the date specified in the *Schedule* (Section 2). The request must be in writing (e-mail acceptable) addressed to the RFQ Coordinator.

The optional debriefing will not include any comparison between the Response and any other Responses submitted. However, CTS will discuss the factors considered in the evaluation of the requestors Response and address questions and concerns about Vendor’s performance with regard to the solicitation requirements.

## Protest Procedures

Vendors who have submitted a Response to this solicitation and have had a debriefing conference may make protests. Upon completion of the debriefing conference, a Vendor is allowed five (5) Business Days to file a formal protest of the solicitation with the RFQ Coordinator. Further information regarding the grounds for, filing and resolution of protests is contained in Appendix D, *Protest Procedures*.

## Selection of Apparently Successful Vendor(s)

All Vendors responding to this solicitation will be notified by mail or e-mail when CTS has determined the ASV. The ASV will be the respondent(s) who:

* Meets all the requirements of this RFQ; and
* Submits the response that achieves the highest total score (see Section 7).

The date of announcement of the ASV(s) will be the date the announcement letter is postmarked, or if emailed the date the e-mail is sent.

## Electronic Availability

The contents of this RFQ and any amendments/addenda and written answers to questions will be available on the WaTech web site at: <http://watech.wa.gov/procurement-announcements>. The document(s) will be available in Microsoft Word & Excel.

## Allowable Additions

Vendors who have executed a Contract may revise their offerings to reflect changed Products and Services appropriate to the scope of the Contract and may submit new Products and Services with associated prices subject to provisions set forth in the Contract terms and conditions. New or changed Products and Services submitted by Vendor shall meet mandatory requirements established in this solicitation document or subsequent revisions and may be included in the Contract at the option of CTS and shall be accomplished via an amendment to the Contract.

## Vendor Assumption and Dependencies

CTS will rely upon representations made in the Response. If the Vendor chooses to identify assumptions or dependencies on which it has based its proposal, CTS retains the right to determine if the Vendor’s assumptions/dependencies render the Response non-responsive.

**SECTION 4**

# 4 VENDOR REQUIREMENTS

Respond to the following requirements per the instructions set forth in Section 3.

## (M) Vendor Qualifications

Vendors must state in their response that they have read, understand, and will fully comply with each of the following requirements.

4.1.1 Vendor’s RFQ response has been signed by an individual authorized to bind the responding organization in a Contract.

4.1.2 Vendor has read, understands, and fully accepts the procedures, review criteria, and all other administrative requirements set forth in this RFQ.

4.1.3 Vendor will be the single focal point for all issues related to purchase of service, billing, and problem resolution.

## (M) Vendor Profile

Vendor must provide a description of their company (including business locations, size, areas of specialization and expertise, client base and any other pertinent information that would aid an evaluator in formulating a determination about the stability and strength of the entity), including the Vendor organization’s experience and history with providing managed Centrex services. Description must include a summary of the vendor’s experience providing the service they are proposing to use for this requirement.

## (M) Major Problem Response

Vendors must respond to any service problems that impact an entire Centrex location within 2 hours of the time the problem is reported. Vendors must provide the State with updates on major problems every 2 hours until the issue is resolved.

## (M) Vendor Account Manager

Vendor shall appoint a dedicated Account Manager who will provide oversight of Vendor contract activities. Vendor’s Account Manager will be the principal point of contact concerning Vendor’s performance under this Contract. Vendor shall notify the CTS Contract Administrator, in writing, when there is a new Vendor Account Manager assigned to this Contract. The Vendor Account Manager information is:

|  |
| --- |
| Vendor Account Manager: |
| Address: |
| Phone: |  |  |
| Fax: |  |  |
| Email: |  |  |

## (M) Vendor Licensed to do Business in Washington

Within thirty (30) days of being identified as the ASV, Vendor must be licensed to conduct business in Washington, including registering with the Washington State Department of Revenue. The Vendor must collect and report all applicable taxes.

## (M) Prior Contract Performance

Vendor must submit full details of all Terminations for Default for performance similar to the Productsrequested by this RFQ experienced by the Vendor in the past five (5) years, including the other party’s name, address, and telephone number.

“Termination for Default” is defined as notice to Vendor to stop performance due to the Vendor’s non-performance or poor performance and the issue was either: (a) not litigated; or (b) litigated and such litigation determined the Vendor to be in default.

Vendor must describe the deficiencies in performance and describe whether and how the deficiencies were remedied. Vendor must present any other information pertinent to its position on the matter.

CTS will evaluate the information and may, at its sole discretion, reject the Response if the information indicates that completion of a Contract resulting from this RFQ may be jeopardized by selection of the Vendor.

If the Vendor has experienced no such Terminations for Default in the past five years, so declare.

## (M) Insurance

The ASV is required to obtain insurance to protect the State should there be any claims, suits, actions, costs, or damages or expenses arising from any negligent or intentional act or omission of the Vendor or its Subcontractor(s), or their agents, while performing work under the terms of any Contract resulting from this solicitation. Vendors will find a complete description of the specific insurance requirements in the *Proposed Contract (Appendix B)*.

## (MS) Client References

The Vendor must provide a minimum of 2 references for customers using their service that have at least 250 Centrex or Central Office lines. If the Vendor provides more than 2 references, CTS will only contact 2 references. All references must be from customers using analog Centrex or Central office telephone services. At least one of the references must be from a government customer. CTS will use the *Client Reference Form (Appendix G)* to check references. References will be evaluated on a pass/fail basis.

The Vendor must provide the following information for each Client Reference:

1. Company Name
2. Company Address
3. Type of Business
4. Name of Contact
5. Title of Contact
6. Phone Number and email address of Contact
7. Description of the Service provided
8. Total number of lines
9. Date(s) of Installation

To the extent a response may give rise to confidentiality obligations, CTS will not sign an NDA to receive the information. Instead, please respond with sufficient information to enable CTS to evaluate and contact the Client Reference.

In the event that one of the provided references is a member of the evaluation team, CTS will contact the Vendor for an alternate reference. The alternate reference shall be provided in a timely manner and must be available during the evaluation period.

CTS will make two (2) attempts to contact the client and obtain a reference. CTS will leave voicemail and it is acceptable if a return call is received within the timeframe set forth in Schedule – Section 2. If a contact cannot be made, the reference will be disallowed. It is the Vendor’s responsibility to provide CTS with references that will be timely and available during the evaluation period set forth in Schedule – Section 2.

CTS reserves the right to eliminate from further consideration in this RFQ process any Vendor who, in the opinion of CTS, receives an unfavorable report from a Vendor. CTS also reserves the right to contact other Vendor Purchasers for additional references. CTS will not serve as a reference for any vendor.

## (M) Vendor’s USAC Service Provider Identification Number

Vendors must participate in the Schools and Libraries Program (commonly known as E-rate) of the Universal Service Administrative Company (USAC) in order to respond to this procurement.  Vendors must also have a current Service Provider Identification Number (SPIN) and be in good standing with USAC.  In addition, vendors must have a Service Provider Annual Certification (SPAC) form on file for the current funding year, as well as the demonstrated ability to provide Telecommunications Services (Form 499 filer).  This status can be verified at the following address:

[*http://www.sl.universalservice.org/Forms/SPIN\_Contact\_Search.asp*](http://www.sl.universalservice.org/Forms/SPIN_Contact_Search.asp)

## (M) Use of Subcontractors

CTS will accept Responses that include one or more third-party contractor involvement only if the Vendor submitting the Response agrees to take complete responsibility for all actions of such Subcontractors. Vendors must state whether Subcontractors are/are not being used. CTS reserves the right to approve or reject any and all Subcontractors that Vendor proposes.

Specific instructions apply to contracting with current or former state employees pursuant to chapter 42.52 RCW. Vendors should familiarize themselves with the requirements prior to submitting a Response.

## (M) Subcontractor Participation Monitoring and Reporting

Once a contract 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.

**SECTION 5**

# TECHNICAL AND SERVICE REQUIREMENTS

Vendors must respond to the following requirements per the instructions set forth in Section 3.

## (M) Carrier Service

Vendor’s solution must be provided by a Local Exchange Carrier (LEC) or Competitive Local Exchange Carrier (CLEC) recognized by the Washington State Utilities and Transportation Commission (UTC). The service provider must maintain status as a UTC recognized LEC throughout the term of the contract and any subsequent extension.

## (M) Service Area availability

The provider’s solution must be able to provide service to all of the individual locations currently being served. A list of Centrex offerings, line counts, and service locations are listed in *Service Availability Workbook (Appendix F)*. Additional central offices in Lumen/Legacy Century Link territory where WaTech does not currently purchase service, but may in the future, are also included in the service Availability Workbook. Please indicate if service is available at these locations by utilizing the tab labeled “Proposed Service Locations” on the Vendor’s response Cost Model.

## (M) Number portability

All current users must be able to retain their existing telephone numbers.

## (M) Local Calling

At a minimum, the service must provide free unlimited local calling in each central office serving area listed in *Service Availability Workbook (Appendix F)*.

## (M) Analog Service

Users must be able to install the proposed service on individual analog telephone instruments or as analog lines on key systems or PBX systems. The service must support facsimile (Fax) and modem data calls at 300 through 56,000 BPS.

## (M) Equipment Reliability and Redundancy

5.6.1 Any proposed solution must be rated for 24 x 7 use with at least 99.99% reliability.

5.6.2 The service must be line powered or provide a Uninterruptable Power Supply (UPS) capable of maintaining service for a minimum of 8 hours during a commercial power interruption.

5.6.3 The vendor must maintain sufficient spare capacity to meet order delivery times as identified in Service Order Processing (paragraph 5.12).

## (M) System Features

5.7.1 At a minimum any proposed solution must include the following system features:

1. E911
2. Call forward variable
3. Call forward busy
4. Call forward no answer
5. Call hold
6. Speed calling for 8 user programed numbers of up to 19-digits
7. Last number redial
8. Call transfer
9. Three way calling
10. Call park
11. Call pickup
12. Call waiting
13. Camp on
14. Station hunting

5.7.2The proposed solution must also include the following features that may be charged separately:

1. Caller ID
2. Outbound toll call restriction
3. Third party billing restriction
4. Collect call acceptance restriction
5. Call accounting or Traffic studies

## (M) Voice Mail

Vendor must offer voice mail in conjunction with their Analog Phone service.

1. Voice mail service must provide for a minimum of 30 days storage for 30 messages.
2. Voice mail must have the capability to notify customers of messages via stutter dial tone or via activation of a message light on properly equipped telephones.
3. Voice mail must offer email conversion.

The State reserves the right to use its own voice mail system or provider.

## (M) Long Distance

Vendor must offer or include domestic (50 US states) as part of the service. International long-distance calling must also be supported. Blocking of International (011) and foreign countries within the North American Number Plan (NANP) with Area Codes must be supported by the vendor. The State reserves the right to Presubscribed Interexchange Carrier Charge (PICC) long distance service to its preferred carrier.

## (M) Non-Blocking Service

The State requires a non-blocking service. The service must provide a minimum of P.001 service during peak traffic periods and service will not require the purchase of Network Access Registers (NARS) or other controls to achieve a non-blocking service.

## (M) Service Desk

Vendor must provide a dedicated Service Desk to process orders and trouble tickets for the State account.

Calls or e-mails must be answered or returned within 60 minutes from 7 AM to 6 PM PST during State business days.

## (M) Service Order Processing

The CTS Customer Service Representatives will take orders from CTS customers, record the orders in the CTS billing system, and transmit the order to the vendor. The vendor must provide a procedure for transmitting, processing, tracking, and implementing service orders.

Lines: Under normal circumstances vendor must be capable of completing orders, through installation, of up to 10 lines within 5 working days. Orders for 10 to 30 lines will be negotiated but will not exceed 10 working days. Orders over 30 lines will be negotiated, however the installation interval will not exceed 30 working days.

Features: Under normal circumstances vendor must be capable of completing feature installation and change orders of up to 20 lines within 2 working days. Orders for 20 to 40 lines will not exceed 3 working days. Orders over 40 lines will be negotiated, however the installation interval will not exceed 7 working days.

Voicemail: Under normal circumstances vendor must be capable of completing new installation and change orders of up to 20 boxes within 4 working days. Orders for 20 to 40 boxes will not exceed 5 working days. Orders over 40 boxes will be negotiated, however the installation interval will not exceed 10 working days.

Disconnects: Service disconnects (lines, voicemail, or features) shall be completed or have billing stopped within 3 working days of notification.

## (M) System Transition

Once the contract is in place, the vendor must work with the State to transition existing service. The transition must be completed within 6 months of contract award. The transition must be accomplished at no cost to the State.

## (M) Billing

The vendor must provide electronic billing which at a minimum itemizes service by telephone number, location, and cost. The State will receive a separate bill for each Central Office unless otherwise requested by the State. If charged, long distance calls must also provide individual call detail (date, time, originating number, destination number, duration, unit rate, and total call charge).

## (M) Abbreviated Dialing

Vendor must provide abbreviated, 3, 4 or 5 digit, dialing as shown in the *Service Availability Workbook - Appendix F*) within each Central Office that has over 20 lines.

## (D) Ninth Level Access

Vendor should provide capability to dial 9 or not dial 9 to reach the public switched telephone network. This capability must be configurable on a per line basis.

**SECTION 6**

# Financial Quote

Respond to the following requirements per the instructions set forth in Section 3.

## Overview

CTS seeks to acquire the Products/Services that best meet the State’s needs at the lowest cost and best value. Prices submitted by Vendor must include all cost components needed for providing the Products and Services as described in the RFQ.

CTS currently has Centrex offerings in approximately 60 Central Offices with an aggregate of about 5,000 lines located throughout the State.

Vendors must offer the same rate for all lines, for service in all 60 serving areas.

## (M) Taxes

Vendor must collect and report all applicable state taxes as set forth herein. Vendor must not include taxes on the *Price List and* *Cost Model (Appendix E)*.

## (M) Miscellaneous Expenses

Expenses related to day-to-day performance under any Contract, including but not limited to, travel, lodging, meals, incidentals will **not** be reimbursed to the Vendor.

## (M) Presentation of Cost Components

All elements of recurring and non-recurring costs, with the exception of tax, must be identified and included in the *Price List and* *Cost Model (Appendix E)*. This must include, but is not limited to, all administrative fees, instruction, manuals, documentation, shipping charges, labor, travel, training, consultation services, wiring and supplies needed for the service.

* + 1. A non-blocking Analog or Centrex/Central Office line is the primary product to be offered under this RFQ. The service includes the following Cost Components and other services that should be included on the vendor price list:
	1. The loop (copper pairs) from the providers Central Office to the customer’s premise.
	2. Free local calling within each Central Office serving area as described in Section 5.
	3. A feature package which includes the minimum system features described in Section 5.
	4. Any charges or fees that are common to all the Centrex or Central Office offerings, excluding taxes and city and county fees that the vendor intends to charge, as part of their service. Examples include charges for items such as Universal Service Fund (USF), Subscriber Line Charge (SLC), & State & County E911 surcharges.
		1. Other required services that should be included on the vendor price list such as:
	5. Voice Mail service
	6. Call Detail Records (CDR)
	7. Features that may carry an additional charge such as toll and 3rd party billing restrictions
	8. Installation charges for moves, adds or changes
	9. Hourly charges for repairing or extending wiring associated with the telephone service being provided
	10. Bundled or per minute long distance services

## 6.5 (M) Financial Grounds for Disqualification

Failure to identify all costs in a manner consistent with the instructions in this RFQ is sufficient grounds for disqualification.

## (MS 300 points) Cost Model

The *Central Office* *Cost Model* form contained in the *Cost Model and Price List (Appendix E)* must be completed using the pricing from Vendor’s proposed *Price List* included in their Response. Vendor must include in the *Central Office* *Cost Model* all cost components needed for the provisioning of the Products/Services as described in Sections 4 and 5.

Do not include taxes in the *Cost Model* form. The successful vendor must collect and report all applicable state taxes.

All costs necessary to meet all mandatory specifications identified in the *Technical Requirements* Section 5 must be included.

Include all the assumptions set forth in the Cost Model form when preparing your Response.

## 6.7 (M) Cost Model Completion

6.7.1 The Vendor must follow the instructions set forth below to complete the form in *Appendix E*, *Cost Model*, which will be the basis for evaluation of the Financial Response. Response prices must be submitted using the form provided. Separate price quotes attached to this document or submitted in some other form will not be accepted as a valid response.

6.7.2 All prices appearing in the *Cost Model and price List (Appendix E)* must also be included in Vendor’s *Price List*.

6.7.3 The Response, as well as any reference materials presented by Vendor, must be written in English and Vendor must provide all rates in United States dollars.

## 6.8 (M) Cost Model Assumptions and Directions

All costs must be included in the monthly cost for an Analog, Central Office/Centrex line as set forth on the *Cost Model and Price List (Appendix E)*. Installation charges if any, will be included in the Vendor’s *Price List* but are not included in the monthly cost of service.

The vendor is responsible for providing the State with a highly reliable service and will be required to provide the State credits for system non availability caused by service interruptions. The vendor is responsible for providing the service to the provider Point of Presence (POP) at the customer site to include all hardware, software, interfaces, upgrades, maintenance, training aids, documentation, demonstrations, and any other cost related items associated with their proposed solution and its implementation. The vendor is responsible for upgrading the system as new releases become available at no additional cost to the State.

## (M) Price Protection

For the entire term(s) of the Contract, the Vendor must guarantee to provide the Products at the proposed rates or lower. Product rates cannot increase during any term of the Contract. In the event Vendor is providing the products at a lower rate, CTS shall be entitled to the lower rate.

After the three-year initial term ends, Price List cost increases shall not exceed five percent (5%) increase in any one year above the immediately preceding year’s fee.

## 6.10 (M) Price Decrease Guarantee

The ASV may at any time during the term of the contract elect to provide Productsspecified in this RFQ at a lower price than originally quoted.

## 6.11 (M) Price List

Vendor must provide a *Price List* as an attachment to their Response. The list shall include the prices for all Product(s)/Service(s)necessary to meet the RFQ's Mandatory requirements. Vendor’s *Price List* may include any additional products, software, and services appropriate to the scope of this RFQ. An example price list is shown in the tab titled Example Price List in *Appendix E, Cost Model and Price List*.

All terms on the price list must be compatible with the terms of the RFQ and subsequent Contract.

All prices provided in the *Cost Model and Price List* (*Appendix E*) must be consistent with and cross-reference to the Vendor’s *Price List*.

In addition to the monthly cost for an Analog, Central Office or Centrex line, the vendor should include on its Price List the prices of any additional products or services applicable to the scope of this RFQ. Where there is no charge or rate for Productsenter N/C (no charge) or zero (0) in *Appendix E*, as applicable. If the Vendor fails to provide a price, the State will assume the item is free.

**SECTION 7**

# EVALUATION PROCESS

## 7.1 Overview

A Vendor that meets all of the RFQs mandatory requirements and achieves the highest Vendor Response Total Score will be declared the apparently successful vendor (ASV). If a vendor is selected as the ASV, they will enter into contract negotiations with CTS.

## 7.2 Administrative Screening

Responses will be reviewed initially by the RFQ Coordinator to determine on a pass/fail basis compliance with administrative requirements as specified in Section 3, *Administrative Requirements*. Evaluation teams will only evaluate Responses meeting all administrative requirements.

## 7.3 Mandatory Requirements

Responses meeting all the administrative requirements will then be reviewed on a pass/fail basis to determine if the Response meets the Mandatory requirements. Only Responses meeting all Mandatory requirements, other than references, will be further evaluated.

The State reserves the right to determine at its sole discretion whether Vendor’s response to a Mandatory requirement is sufficient to pass. If, however, all responding Vendors fail to meet any single Mandatory item, CTS reserves the following options: (1) cancel the procurement, or (2) revise or delete the Mandatory item.

CTS reserves the right to reject a technical defect in a specific mandatory response section but only where the non-compliance (1) does not deprive the state of the assurance that the contract will be entered into and performed and (2) does not confer a competitive advantage on the bidder.

## Vendor Scoring

Financial Score

Vendor scoring is reached by the following formula as set forth below:

Step 1 – calculate Vendor’s Total Cost

|  |
| --- |
| $Vendor^{'}s Analog and/or Centrex Cost+Service Unavailability Cost= $Vendor’s Total Cost |

Step 2 – calculate Vendor’s Total Score

|  |
| --- |
| $Vendor^{'}s Response Total Score=\left(\frac{Lowest Vendor Total Cost}{Vendor Total Cost}\right)\*300$ points |

## Vendor Response Total Score

Vendors will be ranked using the Vendor’s Response Total Score, with the highest score ranked first and the next highest score ranked second, and so forth.

## Selection of Apparently Successful Vendor (ASV)

The Vendor with the highest Vendor Response Total Score will be declared the ASV. CTS will enter into contract negotiations with the ASV. Should contract negotiations fail to be completed within seven (7) business days after initiation, CTS may immediately cease contract negotiations and declare the Vendor with the second highest score as the new ASV and enter into contract negotiations with that Vendor. This process will continue until the Contracts are signed or no qualified Vendors remain.

**APPENDIX A**

**CERTIFICATIONS AND ASSURANCES**

Issued by the State of Washington

We make the following certifications and assurances as a required element of the Response to which it is attached, affirming the truthfulness of the facts declared here and acknowledging that the continuing compliance with these statements and all requirements of the RFQ are conditions precedent to the award or continuation of the resulting Contract.

The prices in this Response have been arrived at independently, without, for the purpose of restricting competition, any consultation, communication, or agreement with any other offer or competitor relating to (i) those prices, (ii) the intention to submit an offer, or (iii) the methods or factors used to calculate the prices offered. The prices in this Response have not been and will not be knowingly disclosed by the offer or, directly or indirectly, to any other offer or competitor before Contract award unless otherwise required by law. No attempt has been made or will be made by the offer to induce any other concern to submit or not to submit an offer for the purpose of restricting competition. However, we may freely join with other persons or organizations for the purpose of presenting a single proposal or bid.

The attached Response is a firm offer for a period of 120 days following the Response Due Date specified in the RFQ, and it may be accepted by CTS without further negotiation (except where obviously required by lack of certainty in key terms) at any time within the 120-day period. In the case of protest, your Response will remain valid for 180 days or until the protest is resolved, whichever is later.

In preparing this Response, we have not been assisted by any current or former employee of the state of Washington whose duties relate (or did relate) to the State's solicitation, or prospective Contract, and who was assisting in other than his or her official, public capacity. Neither does such a person nor any member of his or her immediate family have any financial interest in the outcome of this Response. (Any exceptions to these assurances are described in full detail on a separate page and attached to this document.)

We understand that the State will not reimburse us for any costs incurred in the preparation of this Response. All Responses become the property of the State, and we claim no proprietary right to the ideas, writings, items or samples unless so stated in the Response. Submission of the attached Response constitutes an acceptance of the evaluation criteria and an agreement to abide by the procedures and all other administrative requirements described in the solicitation document.

We understand that any Contract awarded, as a result of this Response will incorporate all the solicitation requirements. Submission of a Response and execution of this Certifications and Assurances document certify our willingness to comply with the Contract terms and conditions appearing in Appendix B, or substantially similar terms, if selected as a contractor. It is further understood that our standard contract will not be considered as a replacement for the terms and conditions appearing in Appendix B of this solicitation.

We (circle one) **are / are not** submitting proposed Contract exceptions (see Subsection 3.15, *Contract* *Requirements*).

|  |  |  |
| --- | --- | --- |
|  |  |  |
| Vendor Signature |  | Vendor Company Name |
|  |  |  |
| Title |  | Date |

**APPENDIX B**

**PROPOSED CONTRACT**

Posted separately on the CTS Web site at:

<http://watech.wa.gov/procurement-announcements>

**APPENDIX C**

**MWBE Participation Form**

**Minority and Women's Business Enterprises (MWBE)**

**Participation Form**

MWBE participation is defined as: Certified MBEs and WBEs bidding as prime contractor, or prime contractor firms subcontracting with certified MWBEs. For questions regarding the above, contact Office of MWBE, (360) 753-9693.

In accordance with WAC 326-30-046, CTS goals for acquisitions have been established as follows: 12% MBE or WBE.

|  |  |  |
| --- | --- | --- |
| **MBE FIRM NAME** | **\*MBE CERTIFICATION NO.** | **PARTICIPATION %** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
| **WBE FIRM NAME** | **\*WBE CERTIFICATION NO.** | **PARTICIPATION %** |
|  |  |  |
|  |  |  |

**\***Certification number issued by the Washington State Office of Minority and Women's Business Enterprises.

Name of Vendor completing this Certification: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**APPENDIX D**

**PROTEST PROCEDURE**

A Vendor who is aggrieved in connection with the solicitation or award of a contract, who has submitted a response and participated in a debriefing conference, may submit a written protest to the Contracts & Procurement Manager at Consolidated Technology Services, 1500 Jefferson Street SE, 5th Floor, Olympia WA 98501 or michael.callahan@watech.wa.gov.

**Grounds**

Protests may be based only on alleged bias on the part of an evaluator, mathematical error in the computation of the score, or failure to follow the process or standards stated in the related procurement document.

**Timing**

A protest shall be presented to CTS in writing no later than 5 business days after the post award debrief has occurred. The written letter shall state the grounds for the protest and state the relevant facts, circumstances, and documents in support of the Vendor’s position.

**Process**

In conducting its review, CTS will consider all available relevant facts. CTS will resolve the protest in one of the following ways:

1. Find that the protest lacks merit and uphold the agency's action.
2. Find only technical or harmless errors in the agency's acquisition process, determining the agency to be in substantial compliance, and rejecting the protest; or
3. Find merit in the protest and provide options to the agency, including:
	1. Correcting errors and reevaluating all responses;
	2. Reissuing the solicitation document; or
	3. Making other findings and determining other courses of action as appropriate.

Except as stated otherwise below, the Contracts & Procurement Manager will review protests on behalf of the agency. The agency will deliver its written decision to the protesting vendor within five business days after receiving the protest unless more time is needed. The protesting vendor will be notified if additional time is necessary. Exempt Purchases under $100,000 shall be reviewed only by the Contracts & Procurement Manager, whose opinion is final.

Vendors may appeal the Contracts & Procurement Manager’s determination, on Exempt Purchases over $100,000, by submitting an appeal in writing to the Director. An appeal shall be filed no later than 5 business days after Contracts & Procurement Manager’s decision. Decisions made by the Director or designee are final.

In the event the Contracts & Procurement Manager has a conflict of interest, the protest or appeal will be managed by a CTS senior level manager appointed by the Deputy Director. This individual must not be involved with the business that is the subject matter of the protest appeal.

**APPENDIX E**

**VENDOR’S COST MODEL AND PRICE LIST**

Excel Spreadsheet to be completed is posted separately on the CTS Web site at: <http://watech.wa.gov/procurement-announcements>

**APPENDIX F**

**Service Availability Workbook**

Excel Spreadsheet that provides a list of the Analog/Centrex offerings, line counts, and service locations covered by this RFQ:

 <http://watech.wa.gov/procurement-announcements>

APPENDIX G

**Client Reference Form**

Name of Vendor for whom reference is given: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Your Name and title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ E-Mail address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* Describe the telephone service provided to your organization: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**PLEASE RATE THE FOLLOWING ITEMS (circle one):**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | ***0*** | ***1*** | ***2*** | ***3*** | ***4*** | ***5*** |
|  | ***Unsatisfactory*** | ***Below Average*** | ***Average*** | ***Above Average*** | ***Exceptional*** | ***Best*** |

1*.* Communications with Vendor: 0 1 2 3 4 5

Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. Adherence to contractual

 requirements*:* 0 1 2 3 4 5

Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. Problem resolution

 0 1 2 3 4 5

Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

4. Reliability of Service: 0 1 2 3 4 5

Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

5. Responsiveness to support

requirements 0 1 2 3 4 5

Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**PLEASE RATE THE FOLLOWING ITEMS (circle one):**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | ***0*** | ***1*** | ***2*** | ***3*** | ***4*** | ***5*** |
|  | ***Unsatisfactory*** | ***Below Average*** | ***Average*** | ***Above Average*** | ***Exceptional*** | ***Best*** |

7. Support provided for installations:

 0 1 2 3 4 5

Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

8. Competence of professional

 services staff: 0 1 2 3 4 5

Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

9. Accuracy and timeliness of invoices

 0 1 2 3 4 5

Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

10. Overall satisfaction with

Vendor: 0 1 2 3 4 5

Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Any other information that you would like to share about the Vendor:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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