

STATE OF WASHINGTON

Request for Quotes and Qualifications

Acquisition Title: **RFQQ #03712 Lean Consultant Services**

Expected Results: Department of Enterprise Services (DES) is initiating this Request For Quotes and Qualifications (RFQQ) to solicit responses from Vendors to provide CUSTOMERS with easy access to a pre-qualified pool of professional Lean Consultant Service Vendors. As a result of this RFQQ, state, local, and federal agencies, local governments, and public benefit nonprofit corporations (hereinafter collectively referred to as CUSTOMERS) will be able to utilize Contract #03712 when the need arises for Lean Consultant Services.

Response Due Date: This solicitation is open from August 29, 2012 through September 28, 2012. **Responses must be received at the following address or sent electronically prior to 2:00 p.m. Pacific Time on Tuesday September 28, 2012.**

RFQQ Coordinator Information: Cathy Moxley, RFQQ Coordinator
Department of Enterprise Services
1500 Jefferson St. SE
Olympia, WA 98504-1017

Bid Submittal: Bids may be submitted by:

- E-mailing your electronic Bid to DESRFPResponse@des.wa.gov
Reference: RFQQ – **03712 Lean Consultant Services** in the subject line; or
- Sending your Bid via mail or selected courier to the name and address listed above in the RFQQ Coordinator Information section. Bidders should reference **RFQQ #03712 Lean Consultant Services** on the outside of the package. Solicitations may be printed 2-sided.

Vendor Eligibility: This solicitation is open to those individuals or organizations that satisfy the qualifications stated in Section [1.5 Minimum Qualifications](#).

RFQQ Components: This RFQQ includes two separate parts:

Part 1. “RFQQ” (this document): This document is intended to guide Vendors through the process of preparing their Proposal.

Part 2. Attachments: These are Hyperlinks, which can be found in section 3.4 It contains the, Attachments A,B,C,D,E,F, as well as Attachment G the Model Contract which the successful Vendors will be presented upon award .”A” through “F” are required documents that need to be returned with the Vendors bid. The Model Contract is included for the Vendors review and only exceptions, if any, should be submitted as instructed in Attachment A, section 7.This document does not need to be submitted, but should be reviewed and retained for your future reference.

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1 INTRODUCTION

1.1 Procurement Schedule

Event	Date
Release RFQQ	8/30/12
Pre-Bid Conference	9/13/12 1:00 to 4:00 pm
Questions due to DES, RFQQ Coordinator	9/19/12
DES answers to Vendor questions	9/21/12
RFQQ Responses Due Prior to 2:00 p.m. Local Time	9/28/12
Evaluation Process Starts	10/1/12
Contract Award Announcement	10/26/12

DES reserves the right to change any date or time as needed to properly facilitate the solicitation process.

1.2 Scope and Background

DES is initiating this RFQQ to solicit responses from Vendors to establish Master Contracts with multiple Vendors, in order to provide CUSTOMERS a Vendor Pool of qualified Lean Consultants.

Separate Vendor Pools will be established in three (3) categories that support the Lean process. Vendors may choose to submit a bid for any, or all of the three categories.

All three (3) categories are intended to build the state's capacity to think and perform in a Lean way. All categories include a component of coaching, mentoring, and training state employees to become internal Lean practitioners.

Category 1: Leadership and Cultural Change-This category includes services related to coaching, mentoring, and training leaders to help organizations change their culture to become a Lean organization. This category includes a planning component.

Category 2: Training-This category includes services related to training state employees to understand and apply Lean concepts and tools.

Category 3: Facilitating Lean Process Improvement- This category includes the implementation, deployment, measurement, and follow up to Lean process improvement efforts and events as well as project management and facilitation experience and approach.

1.3 Master Contracts

This RFQQ is being issued on behalf of Washington State. The results of this RFQQ may be used by state, local, and federal agencies, local governments, and public benefit nonprofit corporations eligible to receive services from DES under chapter [43.19](#) RCW.

1.4 Overview of Solicitation Process

DES may enter into agreements with one or more Vendors as a result of this solicitation. The release of this RFQQ, Responses received by Vendors, evaluation, Apparently Successful Vendor ("ASV") selection, execution of any Contract(s) and, where applicable, amendments thereto, constitutes, and is referred to as, the First-Tier. The subsequent vendor selection process used by

Purchasers to acquire vendor services for actual work constitutes, and is referred to as, the Second-Tier.

First-Tier: The contract(s) will be made available to Purchasers for the purpose of providing Lean services as defined in Section 1.2 above.

Second-Tier: Purchasers will conduct a Second-Tier competitive acquisition process or other Second-Tier process as defined by the DES. During the Second-Tier process Purchasers will identify specific requirements and/or outcomes for individual projects which will be documented in a Work Request and made available to a Vendor or Vendor Pool as may be applicable for bidding or other quotation type process. If the Purchaser decides to move forward with the project an agreement will be entered into between the Purchaser and the Vendor.

There is no stated or implied guarantee that Work Requests will be issued to any successful Vendor(s) nor that any specific Work Requests will be awarded to any successful Vendor(s) with any one or more of the CUSTOMERS.

1.5 Minimum Qualifications

To be qualified to submit a bid:

- Vendors must be licensed in the State of Washington or agree to become licensed within 30 days after contract award,
- Personnel in lead positions must have at least two (2) years of experience in providing professional Lean consultant services relative to the corresponding category service descriptions listed in Section 1.2 of this RFQQ.

1.6 Period of Performance

The initial period of performance for the Master Contract resulting from this RFQQ shall be two (2) years and shall have the opportunity of four (4) -1 year extensions, for a total Contract performance period of six (6) years. Extensions will be initiated at the discretion of DES and will require mutual acceptance from the Vendor(s).

1.7 No Obligation to Contract

This RFQQ does not obligate the State of Washington, DES, or the CUSTOMERS to contract for services specified herein. DES reserves the right at its sole discretion to reject any and all proposals.

1.8 Expansion of the Pre-Qualified Vendor Pool

DES reserves the right, at its sole discretion, to expand and or refresh the Vendor Pool or to include the addition of categories or subcategories, or to add to the Vendor Pool if it is deemed to be in the CUSTOMERS best interest. DES intends to review and assess this need at least annually.

1.9 DES Master Contract Administrative Fee

All Master Contracts executed as a result of this RFQQ will be subject to a master contract administration Fee. Collection and remittance of the master contract administration fee shall be conducted in accordance with Subsection 1.10, *Reporting*, and the provisions set forth in the attached Attachment G – *Proposed Model Contract*.

The Master Contract Administration Fee will be one and one half percent (1.5%) of the purchase price for all transactions executed via an Work Request Purchases are defined as total purchase price prior to adding sales tax and/or charges for permits and performance bonds. The Administration Fee is not subject to sales tax.

1.10 Quarterly Reports

The Apparently Successful Vendor must agree to submit to DES a quarterly report as described in the Model Contract in Section 60.

1.11 Periodic Vendor Performance Evaluation and Report

CUSTOMERS are encouraged to periodically evaluate a Contractor's Performance using a [Vendor Performance Report](#). The Report is designed to evaluate impacts and outcomes achieved as a result of Vendor's delivery of services, clarify Vendor's duties and CUSTOMER expectations, inform Vendors of their performance strengths and weaknesses, and aid CUSTOMERS in referrals.

1.12 Definitions and Acronym Glossary

- A. **Apparently Successful Vendor** ("ASV") shall mean the Vendor(s) selected by DES to perform the anticipated services.
- B. **Blended Hourly Rate** – includes all labor, tools, equipment, supervision, transportation-within 50 miles (1-way), insurance, accounting, documentation, reports, and all others items necessary to complete Lean project work with a Service Category.
- C. **Business Days and Hours:** Monday through Friday, 6:00 a.m. to 6:00 p.m., Pacific Time, except for holidays observed by the State of Washington.
- D. **Category:** A specifically defined division of Professional Services e.g. Lean
- E. **Category Discipline:** The knowledge that regulates activity or practices within a category.
- F. **CUSTOMER:** state, local, and federal agencies, local governments, and public benefit nonprofit corporations eligible to receive services from DES under chapter [43.19](#) RCW.
- G. **DES:** Washington State Department of Enterprise Services, the agency of the State of Washington that is issuing this RFQQ.
- H. **Level of Excellence:** The evaluation score required for inclusion into the group of vendors who are offered Master Contracts.
- I. **Master Contract:** A contract awarded by the Department of Enterprise Services that other agencies (CUSTOMERS) can utilize through a second-tier competitive process. Also, the contract that each successful Vendor must enter into and sign.
- J. **NTE:** Not To Exceed (referring to blended hourly rates)
- K. **OFM:** Washington State Office of Financial Management
- L. **RCW:** The Revised Code of Washington (Washington State Law).
- M. **RFQQ:** The Request for Quotes and Qualifications used as a solicitation document in this procurement in conjunction with all amendments and modifications thereto.

- N. **Vendor:** Includes any firm, provider, organization, individual, its employees and agents or other entity proposing to perform the desired services as under this Contract. It shall also include any Subcontractor that would be utilized by a Vendor as permitted under the terms of this RFQQ or Master Contract.
- O. **Vendor Pool:** The group of Vendors who are deemed the Apparent Successful Bidders, are offered Master Contracts through this RFQQ and who have signed such contracts to potentially provide CUSTOMERS with consulting services. They are pre-qualified in the sense that they have achieved a final score of 80 points or higher for all score-able sections of the solicitation, and passed the reference check exercise. The term “Vendor Pool” would not include Subcontractors as the Vendor Pool is only comprised of primary contract holders.
- P. **WEBS:** Washington’s Electronic Business Solution, a web based solution to allow Vendors to register and maintain their accounts online which also provides CUSTOMERS a vehicle to post bid opportunities in a central location.
- Q. **Work Request:** A solicitation document used by CUSTOMERS in the second tier to solicit proposals from pre-qualified Vendors. A Work Request generally contains a specific statement of work.

2 GENERAL INFORMATION FOR VENDORS

2.1 RFQQ Coordinator

The RFQQ Coordinator is the sole point of contact for this solicitation. All communication between the Vendor and DES upon receipt of this solicitation shall be with the RFQQ Coordinator, as follows:

Cathy Moxley, CPPB	Email:	cathy.moxley@des.wa.gov
Master Contracts & Consulting	Phone	360-407-9434
Department of Enterprise Services		

Contact the RFQQ Coordinator by email at cathy.moxley@des.wa.gov if you have any questions or concerns about the procurement schedule. Any other communication will be considered unofficial and non-binding. Vendors are to rely on written statements issued by the RFQQ Coordinator. Communication directed to parties other than the RFQQ Coordinator will have no legal bearing on this solicitation and may result in the disqualification of the Vendor.

2.2 Pre-Bid Conference

An optional Pre-Bid Conference will be held.

Date	Thursday, September 13, 2012
Time	1:00 pm
Location	Department of Enterprise Services 1500 Jefferson St. SE Olympia, WA 98501017
Room #	Training Room #2 / room #3620
WEBEX Call in numbers:	Call-in toll free (US/Canada) 1-877-668-4493 Call-in toll number (US/Canada) 1-408-600-3600
WEBEX Access code	929-180-990

Participants attending the pre-bid, will be required to obtain a visitor badge, at the security desk in the building lobby and take elevator 3 to the 3rd floor training center.

Parking: There is Visitor Parking across the street, at the corner of Jefferson and Maple Park, on the Capitol Campus. There are 51 parking spaces available on a first-come, first-serve basis. Rates are **\$12.00 per day or \$1.50 per hour**. The parking meters accept credit cards, debit cards, or cash (\$1 dollar bills and coins only). Parking is not allowed directly in front of the building. Intercity Transit bus routes 601 and 603, as well as the free DASH shuttle service, stop in front of the DES building. For questions about parking, please call the Department of Enterprise Services Parking at (360) 725-0030.

2.3 Vendor Questions

Vendor questions regarding this RFQQ will be consistent with the respective dates and times specified in the *Schedule* (Section 1.1). All Vendor questions must be submitted in writing (e-mail acceptable) to the RFQQ Coordinator. Official written DES responses will be provided for Vendors' questions received by the respective deadlines. Written responses to Vendors questions will be posted on the website listed on page 1 of this RFQQ. Verbal responses to questions will be considered unofficial and non-binding. Only written responses posted to the DES web sites listed above will be considered official and binding.

2.4 Revisions to the RFQQ

DES reserves the right to revise the Schedule or other portions of this RFQQ at any time. DES may correct errors in the solicitation document identified by DES or a Vendor. Any changes or corrections will be by one or more written amendment(s), dated, and posted with this solicitation document on the DES websites. **Vendors are responsible for checking this site for changes and should do so frequently.** DES will not be responsible for notifying Vendors of changes in any other manner. All changes must be authorized and issued in writing by the RFQQ Coordinator. If there is any conflict between amendments, or between an amendment and the RFQQ, whichever document was issued last in time shall be controlling.

2.5 RFQQ Submission

The Response, in its entirety, must be received by DES no later than the time indicated in the *Schedule* set forth in Section 1.1. All Responses must be sent to the RFQQ Coordinator by e-mail addressed or by delivery as stated on page 1 of this RFQQ. The "sent date/time" posted by Vendor's 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 RFQQ Coordinator. Late Responses will not be accepted and will be automatically disqualified from further consideration.

DES assumes no responsibility for delays caused by Vendors' e-mail, network problems or any other party. **All Responses must strictly adhere to the format as set forth in Section 3.1.** Zipped files cannot be received by DES and must not be used for submission of Responses.

All proposals and any accompanying documentation become the property of DES and will not be returned.

Responses may not be transmitted using facsimile transmission.

2.6 Acceptance Period

DES shall have ninety (90) days from the due date for receipt and acceptance of proposals.

2.7 Minority and Women's Business Enterprises (MWBE)

In accordance with the legislative findings and policies set forth in [RCW 39.19](#), DES encourages participation in all of its Contracts by Minority and Woman Owned Business Enterprise (MWBE) firms, either self-identified or certified by the [Office of Minority and Women's Business Enterprises](#) (OMWBE). Participation may be either on a direct basis in response to this solicitation or as a Subcontractor to a Contractor. While DES does not give preferential treatment, it does seek equitable representation from the minority and women's business community. Vendors who are MWBE or intend to use MWBE Subcontractors are encouraged to identify the participating firm in the Vendor Profile See Attachment B). For questions regarding the above, or to obtain information on certified firms for potential sub-contracting arrangements, contact Office of MWBE at (360) 753-9693.

2.8 Veteran-Owned Business Enterprise (VBE)

DES also strongly encourages participation of businesses owned by veterans. Vendors who are registered with the Washington State Department of Veterans Affairs are encouraged to identify the participating firm in the Vendor Profile (See Attachment B). No minimum level of veteran-owned business 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 43.60A RCW. For questions regarding the above, contact the Washington State Department of Veterans Affairs at (800) 562-0132.

2.9 Responsiveness & Responsibility

All proposals will be reviewed by DES to determine compliance with administrative requirements and instructions as specified herein. Vendor is specifically notified that failure to responsively and responsibly comply with any part of the RFQQ may result in rejection of their proposal. (A responsive proposal is one that complies in all material respects with the solicitation, including satisfaction of the Minimum Qualifications (See Section 1.5). Please use the instructions provided in Section 3 of this document. A Vendor who is deemed responsible, is one whose skill, ability and capacity demonstrate the capability to provide the service. DES reserves the right, at its sole discretion to waive minor administrative irregularities.

2.10 Most Favorable Terms

DES reserves the right to announce Apparent Successful Vendors without further discussion of the proposal submitted; there will be no best and final offer procedure. Therefore, the response should be initially submitted on the most favorable terms the Vendor can offer. DES does reserve the right to contact a Vendor for clarification of its proposal. However, the Vendor should be prepared to accept this RFQQ including the most favorable terms, for incorporation into a Master Contract resulting from this RFQQ. It is understood that the proposals received become part of the official procurement file on this matter without obligation to DES or CUSTOMERS.

2.11 Withdrawal of Proposals

Vendors may withdraw their submitted proposal at any time up to the proposal due date and time. To accomplish this, a written request signed by an authorized representative of the Vendor must be submitted to the RFQQ Coordinator. After withdrawing a previously submitted proposal, the Vendor may submit another proposal at any time up until the closing date and time.

2.12 Insurance

All ASVs will be 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 Contractor 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 terms in Attachment G, *Proposed Model Contract*.

3 PROPOSAL CONTENTS

All requested information is Mandatory.

3.1 Proposal Format

Proposals must be submitted in the format and sequence outlined, in order to be responsive. Please refer to Section 3, which has been designed and organized as a template for the preparation of responses.

The proposal must arrive at the indicated email or physical address, prior to the date and time indicated on the cover page of this RFQQ and in the Procurement Schedule, section 1.1. Proposals submitted late will not be accepted and will be considered non-responsive.

Each major section must be a separate file. *To keep document sizes to a minimum, Vendors are cautioned not to use unnecessary graphics in their proposals.* If a Vendor submits more than one proposal the proposals must be distinctly marked so as not to create confusion between proposals. Use of the submission order and attachments in Section 3.2 is mandatory. Proposals that fail to follow the requirements of section 3.2, will be considered **non-responsive** and will not be considered. The RFQQ Coordinator reserves the right and sole discretion to seek clarification from the Vendors.

3.2 Submission Order

Proposals must be submitted in the following sequence, with the same headings and in accordance with this RFQQ. Failure to respond to each requirement may disqualify the Vendor from further participation in this RFQQ. Independent documents must be used to separate major sections of the proposal. The major sections of the proposal are to be submitted in the order noted below.

Required Vendor Information:

Please provide the required Vendor information in the order and format specified.

One (1) complete original Proposal

A complete original document within the submittal will be titled and ordered as follow:

- **Certification and Assurances**-Attachment A
A copy of the Certifications and Assurances signed and dated by a person authorized to legally bind the Vendor to a contractual relationship, e.g., the President or Executive Director of a corporation, the managing partner if a partnership, or the proprietor if sole proprietorship. This document containing the signature is to be saved as an unlocked PDF.
- **Vendor Profile**-Attachment B
- **Management Performance**-Attachment C
- **Technical Evaluation Form**-Attachment D (One for each Service Category).
- **Price Proposal**-Attachment E.
- **References**-Attachment F








3.3 Content

Each Vendor’s proposal must demonstrate the Vendor’s qualifications to fulfill the proposed services. Vendors are responsible for ensuring that proposals are complete and understandable by evaluators. Incomplete or vague responses that do not adequately demonstrate that the proposal meets these requirements will be considered non-responsive and may be rejected. Failure to provide adequate information to demonstrate to the evaluators that your firm meets the requirements shall constitute grounds for disqualification and may be established by any of the following conditions:

- a) The Vendor fails to include information requested.
- b) The Vendor fails to include sufficient information requested.

3.4 Attachments

The Hyperlinks below contains Exhibit A-Bidders Authorized Offer Signature Page, Attachments A, B, C, D, E, F and Attachment G-Model Contract.

 Attachment A-Certification and As	 Attachment B-Vendor Profile.doc	 Attachment C-Management Propc	 Attachment D-Technical Proposal(
 Attachment E-Pricing Proposal.doc	 Attachment F-References.doc	 Attachment G-Part II Model Contract.doc	

4 EVALUATION

The evaluated areas on this RFQQ are described below. A single not-to-exceed, “blended hourly rate” will be evaluated for all proposed services in the Pricing Proposal, Attachment E. The price submitted will be scored in relation to other Vendor price proposals.

4.1 Evaluation Process

4.1.1 Determination of Responsiveness

Proposals will be evaluated in accordance with the requirements set forth in this RFQQ and any amendments that may be issued. All proposals consisting of Attachments A through F will be reviewed for completeness and compliance with the administrative requirements and instructions specified in this RFQQ.

Responsive and responsible proposals will advance to the evaluation team for scoring. Proposals that fail to provide specific information to adequately describe their response to any question contained in this RFQQ may be deemed non-responsive and may be rejected. The RFQQ Coordinator or a designated evaluation team member may contact the Vendor for clarification of any portion of the Vendor's proposal.

4.1.2. Minimum Qualifications

Minimum Qualifications (Section 1.5) will be evaluated on a pass/fail basis. Vendor's proposals that do not meet the minimum qualifications will be disqualified.

4.1.3 Evaluation Team

An evaluation team consisting of subject matter experts and staff members will perform the evaluation of the proposals. Proposals will be evaluated in accordance with the requirements set forth in this RFQQ and any amendments issued.

4.2 Management Proposal RequirementsAttachment C 15 points possible

The Management Section evaluation scoring will be based on the Vendor's ability to manage projects, to include approach and methodology, ability and capacity to deliver service, staff/personnel management, communications, and internal controls.

4.3 Technical Proposal RequirementsAttachment D 65 points possible

The purpose of this section is to provide the evaluation team with evidence that the Vendor has sufficient technical experience in providing the needed consulting services. The Technical Section of each responsive proposal will be evaluated and scored on its own merit. Evaluation scoring will be based on the Vendor's technical abilities, to include depth and breadth of experience, project/technical expertise, knowledge, task identification, and project results.

4.4 Price Proposal Requirements.....Attachment E 20 points possible

Vendors must provide a single, not-to-exceed, "blended hourly rate" price quote and indicate each Category they wish to bid for on the Pricing Proposal page. The prices quoted will be considered "not-to-exceed" prices. If and when selected to participate in the second tier process, vendor(s) may then propose prices at or below the quoted prices.

Vendors must consider the following when completing the Price Proposal.

1. Overtime rates are not allowed.
2. Quote all-inclusive blended hourly rates in United States dollars to include all expenses for travel within a 50 miles one way radius (e.g., overhead, insurance, and administration including but not limited to the DES 1.5% program cost recovery fee (see Section 1.13), etc.) to accommodate working with a CUSTOMER in any area of Washington State.

NOTE: Travel expenses (if any) for Vendors providing services at locations which exceed a 50-mile one way radius of the service provider's location may be included, **with advance approval for ALL charges**, when responding to a CUSTOMER Work Request, and may be a selection (cost) factor used by the CUSTOMER in making a best value award decision for a Work Request.

3. Price (rates) quoted will be locked in for the initial term of the contract. DES, at its sole discretion, will determine the acceptability of any price changes proposed before agreeing to an extension of a Master Contract.

4.5 Price Evaluation

Evaluation of Rate/Price Proposals: Vendors are quoting a single, “blended hourly rate”. These rates will be averaged to determine an overall average offered price. Each individual price being evaluated, will receive a score based on a comparison to the lowest price bid. Prices at the same price will receive full point score. Proposed prices above the average price will receive a proportionally reduced score.

Example: If bidder A has the lowest score, they will receive 20 points. If Bidder B’s price is 10% higher, their points will be reduced by 10%, which would be 18 points.

4.6 Overall Score Determination:

Scores for Vendor’s Technical, Price, and Management sections of their proposal will be tabulated to determine the final score out of 100 points possible. DES intends to select all of the qualified Vendors scoring 80 points (Level of Excellence cutoff score) or higher and passing the reference-check process, to sign Master Contracts. DES, at its discretion, may lower or increase the cutoff score if it is considered in the best interests of the CUSTOMERS, and/or to better meet anticipated Customer needs for Vendor availability.

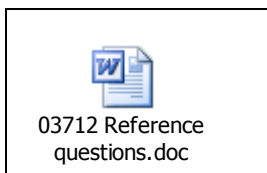
4.7 Reference Checks.....Attachment F pass/fail

References from successful proposals will be checked, scored, and will be a Pass/Fail element. DES reserves the right to obtain additional information concerning the proposal pertinent to this RFQQ from any and all sources, and to consider such information in evaluating reference answers and selecting the Apparent Successful Vendor(s).

NOTE: Vendors will be supplying contact names in this section. In doing so, the Vendor is granting permission for the RFQQ Coordinator and Evaluators to contact this person and this firm regarding past performance. It is also the Vendor's responsibility to alert the contact that they have been named as a potential reference under this RFOQ.

References listed in Attachment F will be contacted by the RFQQ Coordinator or designee. References will be asked a series of questions which are contained in the Hyperlink below. If reference answers “yes” to questions 1-7 and gives the Vendor a score of 5 or higher in the overall opinion question, the Bidder will have passed.

Reference check scores are independent and will not be considered or combined with Management, Technical, or Pricing scores for qualification into the Vendor Pool.



4.8 Selection for Master Contracts Vendor Pool

DES will select the Apparent Successful Vendors for inclusion in the Vendor Pool based upon satisfaction of all of the requirements described in this RFQQ and associated documents.

Notifications of the Apparent Successful Vendors will be e-mailed to all proposing Vendors.

As stated, each Apparent Successful Vendor will be required to sign a Master Contract with DES. DES will compile a list of the Vendors who have successfully competed in the RFQQ and who have signed the Master Contracts. The resulting list of pre-qualified Vendors, referred to as the Pre-Qualified “Vendor Pool” will be made available to state, local, and federal agencies, local governments, and public benefit nonprofit corporations, to be used immediately to secure contractors for specific statements of work.

A Vendor’s presence in the pool shall reflect that the Vendor has:

- Submitted a responsive proposal package
- Been evaluated and scored against all scored criteria in this RFQQ
- Achieved a level of excellence cutoff score as outlined in section 4.6
- Passed reference checks
- Signed a Model Contract for Lean Services

4.9 Debriefing

All Vendors that submit proposals may request a debriefing conference.

The request for a debriefing conference must be made by Electronic mail and received by the RFQQ Coordinator within three (3) business days after receipt of Notification of the Apparent Successful Vendors. The debriefing will be held within three (3) business days of the request unless otherwise agreed to between the parties. Requests must be made to the RFQQ Coordinator listed on the RFQQ Cover Sheet. Debriefing requests made to any party other than the RFQQ Coordinator shall be deemed unofficial and have no legal bearing on this RFQQ and subsequent Model contracts.

4.10 Protest Procedures

Protests may be made after DES has announced the selected Bidders and after the protesting Bidder has had a debriefing conference with DES. Protests may be made on only these grounds:

- Arithmetic errors were made in computing scores.
- DES failed to follow procedures established in this Acquisition document.
- There was bias, discrimination, or conflict of interest on the part of the evaluator.

Protests are initially made to the Acquisition Coordinator. The protest letter must be signed by a person authorized to bind the Bidder to a contractual relationship. DES must receive the written protest within five (5) Business days after receiving the debriefing conference. DES shall also postpone further steps in the acquisition process until the protest has been resolved.

Individuals not involved in the protested acquisition will objectively review the written protest material submitted by the Bidder and all other relevant facts known to DES. DES must deliver it’s written decision to the protesting Bidder within five (5) Business Days after receiving the protest, unless more time is needed. The protesting bidder will be notified if additional time is necessary.

Form and Content

A written protest must contain the facts and arguments upon which the protest is based and must be signed by a person authorized to bind the Bidder to a contractual relationship. At a minimum this must include:

- The name of the protesting Bidder, it's mailing address and phone number, and the name of the individual responsible for submission of the protest.
- Information about the acquisition and the acquisition method and name of the issuing agency.
- Specific and complete statement of the agency action (s) protested/
- Specific reference to the grounds for the protest.
- Description of the relief or corrective action requested.