



STATE OF WASHINGTON  
HEALTH CARE AUTHORITY

**REQUEST FOR QUALIFICATIONS AND QUOTATIONS (RFQQ)**

**RFQQ NO. 2021HCA27**

**PROJECT TITLE: Ombuds Training**

**PROPOSAL DUE DATE:** October 29, 2021 by 2:00 Pacific Time.

Only e-mailed bids will be accepted.

**ESTIMATED TIME PERIOD FOR CONTRACT:** December 1, 2021 to June 30, 2022

The Health Care Authority reserves the right to extend the contract for additional periods at the sole discretion of the Health Care Authority.

**BIDDER ELIGIBILITY:** This procurement is open to those Bidders that satisfy the minimum qualifications stated herein and that are available for work in Washington State.

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# 1. INTRODUCTION

## 1.1. DEFINITIONS

Definitions for the purposes of this RFQQ include:

**Administrative Costs or Indirect Costs** – Elements of costs incurred by the Contractor as costs that are necessary to administrate or operate a program that are not considered direct program costs.

**Apparent Successful Bidder (ASB)** – The bidder selected as the entity to perform the anticipated services, subject to completion of contract negotiations and execution of a written contract.

**Authorized Representative** – A person to whom signature authority has been delegated in writing acting within the limits of his/her authority.

**Bidder** – Individual or company interested in the RFQQ that submits a proposal in order to attain a contract with the Health Care Authority.

**Business Day(s)** – Monday through Friday, except for holidays observed by the State of Washington.

**Contract** – The agreement between HCA and the Apparent Successful Bidder (ASB) to carry out the ASB's proposed program.

**Contractor** – The Applicant who is awarded and enters into the Contract for the services outlined in this RFQQ.

**Department of Commerce** – The Department of Commerce for the state of Washington.

**Department of Behavioral Health and Recovery or DBHR** – The Division of Behavioral Health and Recovery for the State of Washington.

**Health Care Authority or HCA** – The Health Care Authority, an executive agency of the state of Washington that is issuing this RFQQ.

**Office of Financial Management or OFM** – The Office of Financial Management for the State of Washington.

**Ombuds** - Ombuds are advocates for individuals and parents in the public behavioral health system to ensure their individual rights are respected and that services respond to consumer needs and wishes.

**Managed Care Organizations or MCOs** – Organizations within Washington State providing managed care health services.

**Mandatory (M)** – The Bidder must comply with the requirement, and the Proposal will be evaluated on a pass/fail basis.

**Proposal** – A formal offer submitted in response to this solicitation.

**Request for Qualifications and Quotations or RFQQ** – Formal procurement document in which a service or need is identified and Bidders are invited to provide their qualifications to provide the services and their hourly rates.

## 1.2. ESTIMATED SCHEDULE OF PROCUREMENT ACTIVITIES

Issue Request for Qualifications and Quotations	October 7, 2021
Questions Due	October 18, 2021 - 2:00 PM Pacific Time
Answers Posted*	October 21, 2021
Proposals Due	October 29, 2021 - 2:00PM Pacific Time
Evaluate Proposals*	November 1, 2021- November 4, 2021
Announce "Apparent Successful Bidder" via WEBS*	November 12, 2021
Debrief Request Deadline	November 17, 2021
Negotiate Contract	November 15, 2021 – November 30, 2021
Begin Contract Work	December 1, 2021

*\*Dates are anticipated and subject to change without an official amendment.*

HCA reserves the right in its sole discretion to revise the above schedule at any time.

## 1.3. PURPOSE AND BACKGROUND

The Washington State Health Care Authority, hereafter called "HCA," is initiating this Request for Qualifications and Quotations (RFQQ) to solicit proposals from Bidders interested in participating on a project to coordinate quarterly trainings to behavioral health Ombuds to meet the needs of individuals who are or will receive behavioral health services in Washington State.

HCA intends to award one contract to provide the services described in this RFQQ.

## 1.4. OBJECTIVES AND SCOPE OF WORK

The Division of Behavioral Health and Recovery (DBHR) within the HCA seeks a qualified peer-run organization to do all tasks outlined in this RFQQ to manage and host four (4) trainings to the Washington State Behavioral Health Ombuds between December 1, 2021 through June 30, 2022. The goal of these trainings are to provide statewide updates, ongoing continuing education, and services coordination with the HCA and MCOs to include networking opportunities between service regions. DBHR is seeking a Washington based organization that values and understands the principles of recovery. The Contractor will promote recovery and resiliency principles during the entire Contract period in working with external stakeholders. DBHR is committed to individual, youth, and family voice and choice in behavioral health services.

The contract will require that four (4) 2-day trainings will be held in a 6-month period beginning early January, 2022. These trainings may be held in person and the Contractor will cover all expenses to include; lodging, catering, mileage reimbursement and speaker/trainer fees. The Contractor will work with the DBHR Program Manager to identify training needs and the Contractor will do all things necessary to coordinate the specific trainings and identified speakers.

Traditionally, these trainings have been held in person. Since March of 2020, the trainings were transitioned to a virtual format to meet the physical distancing requirements due to COVID-19. HCA anticipates that these contracted trainings will be held virtually, however, the awarded Contractor may be expected to transition to an in-person format if directed by the DBHR Program Manager.

The Contractor is expected to provide all services necessary to coordinate and carry out the training. All final decisions regarding the trainings will be made by the DBHR Program Manager. The Contractors tasks include:

- Event planning and coordination as approved by the DBHR Program Manager;
- Outreach to the Behavioral Health Ombuds attendees;
- Training invitations and registration;
- Training document creation;
- Speaker/trainer contracting, coordination, and management;
- Facilitation of training sessions;
- Submit all required deliverables as outlined in the Contract to the DBHR Program Manager; and
- Provide two (2) staff members for the entirety of each training.

For virtual trainings:

- Provide virtual copies of training documents;
- Provide licensed virtual format as approved by the DBHR Program Manager;

For in-person trainings:

- Identify available facilities, facility site review, and contracting with the training venue;
- Provide catered meals as identified in the contract;
- Provide printed copies of training documents;
- Travel arrangements, lodging, and reimbursements for all Ombuds in alignment with OFM guidelines;

## **1.5. MINIMUM QUALIFICATIONS**

The following are the minimum qualifications for Bidders:

- 1.5.1. Licensed to do business in the State of Washington or provide a commitment that it will become licensed in Washington within thirty (30) calendar days of being selected as the Apparent Successful Bidder.
- 1.5.2 Be a licensed peer-run organization in the State of Washington.
- 1.5.3. Minimum two (2) years experience of event planning and/or event hosting.

## **1.6. FUNDING**

HCA has budgeted an amount not to exceed seventy-five thousand dollars (\$75,000.00) for this project. Proposals in excess of \$75,000.00 will be considered non-responsive and will not be evaluated.

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

## **1.7. FEDERAL FUNDING ACCOUNTABILITY AND TRANSPARENCY ACT**

If the resulting contract is supported by federal funds, such contract may require compliance with the Federal Funding Accountability and Transparency Act (FFATA or the Transparency Act). The purpose of the Transparency Act is to make information available online so the public can see how federal funds are spent.

To comply with the act and be eligible to enter into this contract, the Apparent Successful Bidder's organization must have a Data Universal Numbering System (DUNS®) number. A DUNS® number provides a method to verify data about your organization. If the organization does not already have one, it may receive a DUNS® number free of charge by contacting Dun and Bradstreet at [www.dnb.com](http://www.dnb.com).

The Apparent Successful Bidder may be required to complete a Federal Funding Accountability and Transparency Act (FFATA) Data Collection Form which must be returned with the signed contract. If applicable, the contract will not be executed until this form has been properly completed, executed, and received by the agency.

Required information about the contracting organization and this contract will be made available on USASpending.gov by the Washington State Health Care Authority as required by P.L. 109-282. As a tool to provide the information, HCA encourages registration with the Central Contractor Registry (CCR) because less data entry and re-entry is required on behalf of both HCA and the contracting organization. Registration can be done with CCR online at <https://www.uscontractorregistration.com/>.

## **1.8. PERIOD OF PERFORMANCE**

The period of performance of any contract resulting from this RFQQ is tentatively scheduled to begin on or about December 1, 2021 and to end on June 30, 2022. Amendments extending the period of performance, if any, will be at the sole discretion of HCA.

HCA reserves the right to extend the contract to meet business needs.

## **1.9. CONTRACTING WITH CURRENT OR FORMER STATE EMPLOYEES**

Specific restrictions apply to contracting with current or former state employees pursuant to chapter 42.52 of the Revised Code of Washington. Bidders should familiarize themselves with the requirements prior to submitting a proposal that includes current or former state employees.

### **1.10. ADA**

HCA complies with the Americans with Disabilities Act (ADA). Bidders may contact the RFQQ Coordinator to receive written information in another format (e.g., large print, audio, accessible electronic formats, and other formats).

## 2. GENERAL INFORMATION FOR BIDDERS

### 2.1. RFQQ COORDINATOR

The RFQQ Coordinator is the sole point of contact in HCA for this procurement. All communication between the Bidder and HCA upon release of this RFQQ must be with the RFQQ Coordinator, as follows:

Name	Alyssa McClure
E-Mail Address	HCAProcurements@hca.wa.gov

Any other communication will be considered unofficial and non-binding on HCA. Bidders are to rely on written statements issued by the RFQQ Coordinator. Communication directed to parties other than the RFQQ Coordinator may result in disqualification of the Bidder.

### 2.2. SUBMISSION OF PROPOSALS

The proposal must be received by the RFP Coordinator no later than the Proposal Due deadline in Section 2.2, Estimated Schedule of Procurement. Proposals must be submitted electronically as an attachment to an e-mail to the RFP Coordinator at the e-mail address listed in Section 2.1, and meet the following requirements:

- A. Attachments to e-mail must be in Microsoft Word format, Excel, or PDF.
- B. The Quotation Proposal must be submitted as a separate Excel attachment.
- C. Zipped files cannot be received by HCA and cannot be used for submission of proposals.
- D. The Letter of Submittal (Section 3.1), Certifications and Assurances form (Exhibit A), Executive Order 18-03 Worker's Rights (Exhibit C), and Proclamation 21-14 – COVID-19 Vaccination Certification (Exhibit D) must have a signature of the individual within the organization authorized to bind the Bidder to the offer.
- E. HCA does not assume responsibility for problems with Bidder's e-mail. If HCA e-mail is not working, appropriate allowances will be made.

Bidders should allow sufficient time to ensure timely receipt of the proposal by the RFP Coordinator. Late proposals will not be accepted and will be automatically disqualified from further consideration, unless HCA e-mail is found to be at fault or HCA deems a grace period is in the best interest of the State. All proposals and any accompanying documentation become the property of HCA and will not be returned.

### 2.3. PROPRIETARY INFORMATION / PUBLIC DISCLOSURE

Proposals submitted in response to this competitive procurement will become the property of HCA. All proposals received will remain confidential until the Apparent Successful Bidder is announced; thereafter, the proposals will be deemed public records as defined in chapter 42.56 of the Revised Code of Washington (RCW).

Any information in the proposal that the Bidder desires to claim as proprietary and exempt from disclosure under the provisions of chapter 42.56 RCW, or other state or federal law that provides for the nondisclosure of your document, must be clearly designated. The information must be clearly



identified and the particular exemption from disclosure upon which the Bidder is making the claim must be cited. Each page containing the information claimed to be exempt from disclosure must be clearly identified by the words "Proprietary Information" printed on the lower right hand corner of the page. Marking the entire proposal exempt from disclosure or as Proprietary Information will not be honored.

If a public records request is made for the information that the Bidder has marked as "Proprietary Information," HCA will notify the Bidder of the request and of the date that the records will be released to the requester unless the Bidder obtains a court order enjoining that disclosure. If the Bidder fails to obtain the court order enjoining disclosure, HCA will release the requested information on the date specified. If a Bidder obtains a court order from a court of competent jurisdiction enjoining disclosure pursuant to chapter 42.56 RCW, or other state or federal law that provides for nondisclosure, HCA will maintain the confidentiality of the Bidder's information per the court order.

A charge will be made for copying and shipping, as outlined in RCW 42.56. No fee will be charged for inspection of contract files, but 24 hours' notice to the RFQQ Coordinator is required. All requests for information should be directed to the RFQQ Coordinator.

## **2.4. REVISIONS TO THE RFQQ**

In the event it becomes necessary to revise any part of this RFQQ, addenda will be provided via e-mail to all individuals who have made the RFQQ Coordinator aware of their interest. Addenda will also be published on Washington's Electronic Bid System (WEBS). The website can be located at <https://fortress.wa.gov/ga/webs/>. For this purpose, the published questions and answers and any other pertinent information will be provided as an addendum to the RFQQ and will be placed on the website.

HCA also reserves the right to cancel or to reissue the RFQQ in whole or in part, prior to execution of a contract.

## **2.5. DIVERSE BUSINESS INCLUSION PLAN**

Bidders will be required to submit a Diverse Business Inclusion Plan with their proposal. In accordance with legislative findings and policies set forth in RCW 39.19, the state of Washington encourages participation in all contracts by firms certified by the Office of Minority and Women's Business Enterprises (OMWBE), set forth in RCW 43.60A.200 for firms certified by the Washington State Department of Veterans Affairs, and set forth in RCW 39.26.005 for firms that are Washington Small Businesses. Participation may be either on a direct basis or on a subcontractor basis. However, no preference on the basis of participation is included in the evaluation of Diverse Business Inclusion Plans submitted, and no minimum level of minority- and women-owned business enterprise, Washington Small Business, or Washington State certified Veteran Business participation is required as a condition for receiving an award. Any affirmative action requirements set forth in any federal Governmental Rules included or referenced in the contract documents will apply.

## **2.6. ACCEPTANCE PERIOD**

Proposals must provide one hundred twenty (120) calendar days for acceptance by HCA from the due date for receipt of proposals.

## **2.7. COMPLAINT PROCESS**

2.7.1. Bidders may submit a complaint to HCA based on any of the following:

2.7.1.1. The solicitation unnecessarily restricts competition;

2.7.1.2. The solicitation evaluation or scoring process is unfair; or

- 2.7.1.3. The solicitation requirements are inadequate or insufficient to prepare a response.
- 2.7.1.3.1. A complaint may be submitted to HCA at any time prior to five business days before the bid response deadline. The complaint must meet the following requirements:
  - 2.7.1.4. The complaint must be in writing;
  - 2.7.1.5. The complaint must be sent to the RFQQ Coordinator in a timely manner;
  - 2.7.1.6. The complaint should clearly articulate the basis for the complaint; and
  - 2.7.1.7. The complaint should include a proposed remedy.

The RFQQ Coordinator will respond to the complaint in writing. The response to the complaint and any changes to the solicitation will be posted on WEBS. The Director of HCA will be notified of all complaints and will be provided a copy of HCA's response. The complaint may not be raised again during the protest period. HCA's action or inaction in response to the complaint will be final. There will be no appeal process.

## **2.8. RESPONSIVENESS**

All proposals will be reviewed by the RFQQ Coordinator to determine compliance with administrative requirements and instructions specified in this RFQQ. The Bidder is specifically notified that failure to comply with any part of the RFQQ may result in rejection of the proposal as non-responsive. HCA also reserves the right at its sole discretion to waive minor administrative irregularities.

## **2.9. MOST FAVORABLE TERMS**

HCA reserves the right to make an award without further discussion of the proposal submitted. Therefore, the proposal should be submitted initially on the most favorable terms which the Bidder can propose. HCA does reserve the right to contact a Bidder for clarification of its proposal.

HCA also reserves the right to use a Best and Final Offer (BAFO) before awarding any contract to further assist in determining the ASB(s).

The Apparent Successful Bidder should be prepared to accept this RFQQ for incorporation into a contract resulting from this RFQQ. The contract resulting from this RFQQ will incorporate some, or all, of the Bidder's proposal. The proposal will become a part of the official procurement file on this matter without obligation to HCA.

## **2.10. CONTRACT AND GENERAL TERMS & CONDITIONS**

The Apparent Successful Bidder will be expected to enter into a contract which is substantially the same as the sample contract and its general terms and conditions attached as Exhibit C. In no event is a Bidder to submit its own standard contract terms and conditions in response to this solicitation. The Bidder may submit exceptions as allowed in the Certifications and Assurances form, Exhibit A to this solicitation. All exceptions to the contract terms and conditions must be submitted as an attachment to Exhibit A, Certifications and Assurances form. If the Bidder fails to identify or object to any particular term or condition, that term or condition will be deemed agreed to by the Bidder, and will not be further discussed by HCA. HCA reserves the right to discuss any Bidder proposed change to terms or conditions and to clarify and supplement such proposal.

If, after the announcement of the ASB, and after a reasonable period of time, the ASB and HCA cannot reach agreement on acceptable terms for the Contract, HCA may cancel the selection and Award the Contract to the next most qualified Bidder.

## **2.11. COSTS TO PROPOSE**

HCA will not be liable for any costs incurred by the Bidder in preparation of a proposal submitted in response to this RFQQ, in conduct of a presentation, or any other activities related to responding to this RFQQ.

## **2.12. RECEIPT OF INSUFFICIENT NUMBER OF PROPOSALS**

If HCA receives only one responsive proposal as a result of this RFQQ, HCA reserves the right to either: 1) directly negotiate and contract with the Bidder; or 2) not award any contract at all. HCA may continue to have the bidder complete the entire RFQQ process. HCA is under no obligation to tell the Bidder if it is the only Bidder.

## **2.13. NO OBLIGATION TO CONTRACT**

This RFQQ does not obligate the state of Washington or HCA to contract for services specified herein.

## **2.14. REJECTION OF PROPOSALS**

HCA reserves the right, at its sole discretion, to reject any and all proposals received without penalty and not to issue a contract as a result of this RFQQ.

## **2.15. COMMITMENT OF FUNDS**

The Director of HCA or his/her delegate is the only individual who may legally commit HCA to the expenditures of funds for a contract resulting from this RFQQ. No cost chargeable to the proposed contract may be incurred before receipt of a fully executed contract.

## **2.16. ELECTRONIC PAYMENT**

The state of Washington prefers to utilize electronic payment in its transactions. The Apparent Successful Bidder will be provided a form to complete with the contract to authorize such payment method.

### 3. PROPOSAL CONTENTS

Proposals must be written in English and submitted electronically to the RFQQ Coordinator in the order noted below:

- A. Letter of Submittal, including signed Certifications and Assurances (Exhibit A to this RFQQ)
- B. Section 3.3, Bidder Information
- C. Section 3.4, Letters of Reference
- D. Section 3.5, Qualifications Section
- E. Section 3.7, Quotation Section (Exhibit E to this RFQQ)
- F. Diverse Business Inclusion Plan, (Exhibit B to this RFQQ)
- G. Executive Order 18-03, (Exhibit C to this RFQQ)
- H. Signed Proclamation 21-14, (Exhibit D to this RFQQ)

Proposals must provide information in the same order as presented in this document with the same headings.

Items marked “mandatory” must be included as part of the proposal for the proposal to be considered responsive: however, these items are not scored. Items marked “scored” are those that are awarded points as part of the evaluation conducted by the evaluation team.

#### **3.1. LETTER OF SUBMITTAL (MANDATORY)**

The Letter of Submittal and the attached Certifications and Assurances form (Exhibit A to this RFQQ) must be signed and dated by a person authorized to legally bind the Bidder to a contractual relationship, e.g., the President or Executive Director if a corporation, the managing partner if a partnership, or the proprietor if a sole proprietorship. Along with introductory remarks, the Letter of Submittal is to include by attachment the following information about the Bidder and any proposed subcontractors:

- 3.1.1. Name, address, principal place of business, telephone number, and fax number/e-mail address of legal entity or individual with whom contract would be written.
- 3.1.2. Name, address, and telephone number of each principal officer (President, Vice President, Treasurer, Chairperson of the Board of Directors, etc.)
- 3.1.3. Legal status of the Bidder (sole proprietorship, partnership, corporation, etc.) and the year the entity was organized to do business as the entity now substantially exists.
- 3.1.4. Federal Employer Tax Identification number or Social Security number and the Washington Uniform Business Identification (UBI) number issued by the state of Washington Department of Revenue. If the Bidder does not have a UBI number, the Bidder must state that it will become licensed in Washington within thirty (30) calendar days of being selected as the Apparent Successful Bidder.
- 3.1.5. Location of the facility from which the Bidder would operate.
- 3.1.6. Identify any state employees or former state employees employed or on the Bidder's governing board as of the date of the proposal. Include their position and responsibilities within the Bidder's organization. If following a review of this information, it is determined by HCA that a conflict of interest exists, the Bidder may be disqualified from further consideration for the award of a contract.

3.1.7.A statement of how the Bidder meets all of the Minimum Qualifications outlined in Section 1.4

3.1.8.Any information in the proposal that the Bidder desires to claim as proprietary and exempt from disclosure under the provisions of RCW 42.56 must be clearly designated. The page must be identified and the particular exemption from disclosure upon which the Bidder is making the claim must be listed. Each page claimed to be exempt from disclosure must be clearly identified by the word "Proprietary" printed on the lower right hand corner of the page. In your Letter of Submittal, please list which pages and sections that have been marked "Proprietary" and the particular exemption from disclosure upon which the Bidder is making the claim.

### **3.2. COVID-19 VACCINATION CERTIFICATION (MANDATORY)**

Bidder must review Exhibit D, COVID-19 Vaccination Certification and respond as to whether the Bidder complies with Proclamation 21-14.1 – COVID-19 Vaccination Requirement. Bidder must sign and return Exhibit D with its Proposal.

Note: Compliance with the Proclamation is mandatory. Bidders who are not able to perform in compliance with the Vaccination Proclamation will have their proposals considered as non-responsive and will not be evaluated.

### **3.3. BIDDER INFORMATION (M) and (Optional)**

#### **3.3.1.BUSINESS INFORMATION (MANDATORY):**

- 3.3.1.1. State the name of the company, address, phone number, fax number, e-mail address, legal status of entity (ownership), and year entity was established as it now substantially exists.
- 3.3.1.2. Provide the Bidder's Federal Employer Tax Identification number or Social Security number and the Washington Uniform Business Identification (UBI) number issued by the state of Washington Department of Revenue.
- 3.3.1.3. Indicate how many employees are with the Bidder. Name the Bidder's principles and their roles.
- 3.3.1.4. Identify any state employees or former state employees employed by the Bidder or on the Bidder's governing board as of the date of the proposal. Include their position and responsibilities within the Bidder's organization. If following a review of this information it is determined by HCA that a conflict of interest exists, the Bidder may be disqualified from further consideration for the award of a contract.
- 3.3.1.5. If the Bidder's staff or subcontractor's staff was an employee of the state of Washington during the past 24 months, or is currently a Washington State employee, identify the individual by name, the agency previously or currently employed by, job title or position held, and separation date.
- 3.3.1.6. If the Bidder has had a contract terminated for default in the last five years, describe such incident. Termination for default is defined as notice to stop performance due to the Bidder's non-performance or poor performance and the issue of performance was either (a) not litigated due to inaction on the part of

the Proposer, or (b) litigated and such litigation determined that the Proposer was in default.

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

### 3.3.2.OMWBE CERTIFICATION (OPTIONAL AND NOT SCORED)

Include proof of certification issued by the Washington State Office of Minority and Women's Business Enterprises if certified minority-owned firm and/or women-owned firm(s) will be participating on this project.

## 3.4. LETTERS OF REFERENCE (SCORED)

A minimum of two (2) Letters of Reference from business references for whom work similar to the scope of work of this RFQQ has been accomplished are mandatory and each must include the following:

- 3.4.1. Business name;
- 3.4.2. Name of Business Reference (business staff member to be contacted);
- 3.4.3. Business Address;
- 3.4.4. Telephone Number of Business Reference;
- 3.4.5. E-mail Address of Business Reference; and
- 3.4.6. A brief description of the type of service(s) provided for them, including how it is similar to the type of work requested in this RFQQ.

Should the Letters of Reference submitted exceed the number permitted only the two (2) will be accepted. The Letters in excess of those two (2) will be disregarded and no additional points will be awarded.

By submitting a proposal in response to this RFQQ, the Bidder and team members grant permission to HCA to contact these references and others, who from HCA's perspective, may have pertinent information. HCA may or may not, at HCA's discretion, contact references. Do not include current HCA staff as references. **(Maximum number of points: 10, 5 points per letter)**

## 3.5. QUALIFICATIONS SECTION (SCORED)

The services to be provided under this project are: event coordination and facilitation services for four (4) two-day Ombuds trainings over six (6) months in Washington State.

The qualifications section of the proposal must contain information that will demonstrate to the evaluation committee the Bidder's understanding of the types of services proposed, the Bidder's ability to accomplish them, and the ability to meet tight timeframes.

The qualifications response is to be submitted in three sections as follows: 1) Business Information; 2) Experience and Staffing; and 3) Schedule.

### 3.5.1.EXPERIENCE (SCORED) (Maximum available points: 55)

- 3.5.1.1. Describe services provided by the Bidder that indicate the Bidder's ability to provide the services described in this RFQQ. **(Maximum available points: 15)**

- 3.5.1.2. Describe the Bidder's experience with planning and facilitating events and familiarity with behavioral health recovery support services. **(Maximum available points: 15)**
- 3.2.1.3. Identify the Bidder's commitment to recovery principals and knowledge of the Behavioral Health Ombudsman program in Washington State and explain the role they play in the services described in this RFQQ. **(Maximum available points: 15)**
- 3.2.1.4. Explain how the new legislation created by Washington State HB1086 *Creating the state Office of Behavioral Health Consumer Advocacy* impacts the role of Ombuds in the state and explain what educational opportunities the Bidder sees in this legislation that could improve the transition of the Ombuds programs. **(Maximum available points: 10)**

**3.5.2.STAFFING (SCORED) (Maximum available points: 15)**

- 3.5.2.1. Provide a description of the proposed project team structure and internal controls to be used during the course of the project, including any subcontractors. **(Maximum available points: 5)**
- 3.5.2.2. Provide the name and a resume of the person who will be the lead contact for the project. Provide names and resumes for other staff, which includes information on the individual's particular skills related to this project, education, experience, significant accomplishments, and any other pertinent information. **(Maximum available points: 5)**
- 3.5.2.3. List any sub-consultants you may want to include to complete your roster of services. Describe what services each would provide. Provide the information in Section 3.2 about each. **(Maximum available points: 5)**

**3.5.3.SCHEDULE (SCORED) (Maximum available points: 10)**

Describe the Bidder's ability to meet deadlines, especially on a short-time frame, and give examples of how past tight deadlines have been successfully met. **(Maximum available points: 10)**

**3.6. EXECUTIVE ORDER 18-03 (SCORED)**

Pursuant to RCW 39.26.160(3) and consistent with Executive Order 18-03 – Supporting Workers' Rights to Effectively Address Workplace Violations (dated June 12, 2018), HCA will evaluate bids for best value and provide a bid preference in the amount of 5 points to any Bidder who certifies, pursuant to the certification attached as Exhibit C, that their firm does NOT require its employees, as a condition of employment, to sign or agree to mandatory individual arbitration clauses or class or collective action waiver. Bidders that do require their employees, as a condition of employment, to sign or agree to mandatory individual arbitration clauses or class or collective action waiver will not be disqualified evaluation of this RFP, however they will receive 0 out of 5 points for this section.

**3.7. QUOTATIONS SECTION (SCORED)**

The maximum fee for this contract must be seventy-five thousand Dollars (\$75,000.00) or less to be considered responsive to this RFQQ.

The evaluation process is designed to award this procurement not necessarily to the Bidder of least cost, but rather to the Bidder whose proposal best meets the requirements of this RFQQ. However,

Bidders are encouraged to submit proposals which are consistent with state government efforts to conserve state resources.

### 3.7.1.Quotations (SCORED) (**Maximum number of points: 5**)

Bidder must complete the Quotation spreadsheet, provided as Exhibit E, per the instructions below. The Bidder's response to the Quotation must be submitted as a separate Excel attachment.

- Bidder's Quotation must be inclusive of all costs to manage the deliverables as described in the Statement of Work.
- Bidder must enter their cost for one (1) Training within cell B2 within the Quotation Proposal tab. The Bidder's cost must be in U.S. dollars and include all expenses to be charged for performing the services necessary to accomplish the objectives of the Statement of Work and any applicable taxes. (Bidders are required to collect and pay Washington state sales and use taxes, as applicable.)
- The Bidder's cost in B2 will be automatically multiplied by the number of trainings (4) as described in the Statement of Work, resulting in the Bidder's Quotation Proposal.

### 3.7.2.Computation

The score for the Quotation Proposal will be computed by dividing the lowest Quotation Proposal received by the Bidder's Quotation Proposal. Then the resultant number will be multiplied by the maximum possible points for the Quotation section.



## 4. EVALUATION AND CONTRACT AWARD

### 4.1. EVALUATION PROCEDURE

Responsive Proposals will be evaluated strictly in accordance with the requirements stated in this RFP and any addenda issued. The evaluation of proposals will be accomplished by an evaluation team(s), to be designated by HCA, which will determine the ranking of the proposals. Evaluations will only be based upon information provided in the Bidder's Proposal.

4.1.1. All proposals received by the stated deadline, Section 1.2, *Estimated Schedule of Procurement Activities*, will be reviewed by the RFP Coordinator to ensure that the Proposals contain all of the required information requested in the RFP. Only responsive Proposals that meet the requirements will be evaluated by the evaluation team. Any Bidder who does not meet the stated qualifications or any Proposal that does not contain all of the required information will be rejected as non-responsive.

4.1.2. The evaluation of the Quotation Proposal and Executive Order 18-03 will be completed by the RFP Coordinator.

4.1.3. The RFP Coordinator may, at their sole discretion, contact the Bidder for clarification of any portion of the Bidder's Proposal. Bidders should take every precaution to ensure that all answers are clear, complete, and directly address the specific requirement.

4.1.4. Responsive Proposals will be reviewed and scored by an evaluation team using a weighted scoring system, Section 4.2, *Evaluation Weighting and Scoring*, Section 4.3, *Scoring Methodology – Letters of Reference*, and Section 4.4, *Scoring Methodology - Qualifications*. Proposals will be evaluated strictly in accordance with the requirements set forth in this RFP and any addenda issued.

4.1.5. HCA reserves the right to award the contract to the Bidder whose proposal is deemed to be in the best interest of HCA and the state of Washington.

### 4.2. EVALUATION WEIGHTING AND SCORING

The following weighting and points will be assigned to the proposal for evaluation purposes:

Letters of Reference	Total Possible Points
Letters of Reference	10

Qualifications	Total Possible Points
Bidder Experience	55
Bidder Staffing	15
Bidder Schedule	10
<b>Qualifications Evaluation - Total Possible Points:</b>	<b>80</b>

<b>Quotation</b>	<b>Total Possible Points</b>
Quotation	5

<b>Executive Order 18-03</b>	<b>Total Possible Points</b>
Exhibit D – Executive Order 18-03	5

<b>Evaluation Elements – Combined Total</b>	<b>Total Possible Points</b>
Letters of Reference	10
Qualifications	80
Quotation	5
Executive Order 18-03	5
<b>Maximum Points Possible</b>	<b>100</b>

HCA reserves the right to award the contract to the Bidder whose proposal is deemed to be in the best interest of HCA and the state of Washington.

#### **4.3. SCORING METHODOLOGY – Letters of Reference**

The Evaluation team will convene to evaluate each of the Bidder's two Letters of Reference as a consensus using the below methodology:

<b>Scoring Methodology</b>		
<b>Score</b>	<b>Description</b>	<b>Scoring Criteria</b>
5	Meets Requirements	<ul style="list-style-type: none"> <li>The Bidder has submitted the required information.</li> <li>If the Reference was contacted, the Bidder's submitted information was verified.</li> </ul>
0	No value	The Bidder does not submit any component of the requirement or no information was provided.

#### 4.4. SCORING METHODOLOGY - Qualifications

Evaluators will score the Qualifications using the following (0-10) scoring methodology:

Scoring Methodology		
Score	Description	Scoring Criteria
10	Far Exceeds Requirements	The Bidder has provided an innovative, detailed, and thorough response to the requirement, and clearly demonstrates a high level of experience with, or understanding of the requirement.
7	Exceeds Requirements	The Bidder has demonstrated an above-average capability, approach, or solution and has provided a complete description of the capability, approach, or solution.
5	Meets Requirements	The Bidder has an acceptable capability of solution to meet this criterion and has described its approach in sufficient detail to be considered "as substantially meeting the requirements".
3	Below Requirements	The Bidder has established some capability to perform the requirement but descriptions regarding their approach are not sufficient to demonstrate the Bidder will be fully able to meet the requirements.
1	Substantially Below Requirements	The Bidder has not established the capability to perform the requirement, has marginally described its approach, or has simply restated the requirement.
0	No Value	The Bidder does not address any component of the requirement or no information was provided.

#### 4.5. SUBSTANTIALLY EQUIVALENT SCORES

Substantially equivalent scores are scores separated by two percent or less in total points. If multiple Proposals receive a Substantially Equivalent Score, HCA may leave the matter as scored, or select as the Apparent Successful Bidder the one Proposal that is deemed by HCA, in its sole discretion, to be in HCA's best interest relative to the overall purpose and objective as stated in Sections 1.3 and 1.4 of this Procurement.

If applicable, HCA's best interest will be determined by HCA managers and executive officers, who have sole discretion over this determination. The basis for such determination will be communicated in writing to all Bidders with equivalent scores.

#### 4.6. NOTIFICATION TO BIDDERS

HCA will notify the Apparent Successful Bidder of its selection in writing upon completion of the evaluation process. Individuals or firms whose proposals were not selected for further negotiation or award will be notified separately by e-mail.

#### 4.7. DEBRIEFING OF UNSUCCESSFUL BIDDERS

Any Bidder who has submitted a proposal and been notified it was not selected for contract award may request a debriefing. The request for a debriefing conference must be received by the RFQQ Coordinator no later than 5:00 p.m., local time, in Olympia, Washington, within three business days after the Unsuccessful Bidder Notification is e-mailed to the Bidder. The debriefing will be held within three (3) business days of the request, or as schedules allow.

Discussion at the debriefing conference will be limited to the following:

- 4.7.1.Evaluation and scoring of the Bidder's proposal;
- 4.7.2.Critique of the proposal based on the evaluation; and
- 4.7.3.Review of Bidder's final score in comparison with other final scores without identifying the other Bidders.

Comparisons between proposals, or evaluations of the other proposals will not be allowed. Debriefing conferences may be conducted in person or on the telephone and will be scheduled for a maximum of thirty (30) minutes.

#### **4.8. PROTEST PROCEDURE**

A bid protest may be made only by Bidders who submitted a response to this RFP and who have participated in a debriefing conference. Upon completing the debriefing conference, the Bidder is allowed five Business Days to file a protest. Protests must be received by the Contracts Administrator no later than 4:30 p.m., local time, in Olympia, Washington on the fifth Business Day following the Bidder's debriefing. Protests must be submitted by e-mail to ensure timely receipt.

Consistent with RCW 39.26.030, bid submissions and bid evaluations will be available for public inspection following the announcement of ASB(s). If requested, the protest period will not conclude before the requestor has been provided with the applicable bid submissions and bid evaluations and provided five (5) Business Days to review the same. Bidder is responsible for notifying the RFP Coordinator of any such public disclosure requests so the timeline can be adjusted accordingly.

Bidders protesting this RFP must follow the procedures described below. Protests that do not follow these procedures will not be considered. This protest procedure constitutes the sole administrative remedy available to Bidders under this RFP.

- 4.8.1.All protests must be in writing, addressed to the Contracts Administrator, and signed by the protesting party or an authorized agent. The protest must state (1) the RFP number, (2) the grounds for the protest with specific facts, (3) complete statements of the action(s) being protested, and (4) the relief or corrective action being requested. Protests must be emailed to [contracts@hca.wa.gov](mailto:contracts@hca.wa.gov) with the following subject line: "RFP 2021HCA27 Protest – [Bidder Name]"

- 4.8.2.Only protests alleging an issue of fact concerning the following subjects will be considered:

- 4.8.2.1. A matter of bias, discrimination, or conflict of interest on the part of an evaluator;
- 4.8.2.2. Errors in computing the score; or
- 4.8.2.3. Non-compliance with procedures described in the RFP, HCA's protest process, or DES policy requirements (POL-DES-170-00).

Protests based on anything other than those items listed above will not be considered. Protests will be rejected as without merit to the extent they address issues such as: 1) an evaluator's professional judgment on the quality of a Proposal; or 2) HCA's assessment of its own needs or requirements.

- 4.8.3.Upon receipt of a protest, HCA will undertake a protest review. The HCA Director, or an HCA employee delegated by the HCA Director who is a neutral party with no involvement in the evaluation and award process (Protest Officer), will investigate and respond to the protest. If the HCA Director delegates the protest review to an HCA employee, the Director nonetheless reserves the right to make the final agency decision on the protest. The Protest Officer will

have the right to seek additional information regarding the procurement from sources they deem appropriate in order to fully consider the protest.

4.8.4.If HCA determines in its sole discretion that a protest from one Bidder may affect the interests of another Bidder, then HCA may invite such Bidder to submit its views and any relevant information on the protest to the Protest Officer. In such a situation, the protest materials submitted by each Bidder will be made available to all other Bidders upon request.

4.8.5.The Protest Officer will issue a written protest response no more than ten (10) Business Days after receipt of the protest, unless additional time is needed, in which case HCA will notify the protesting bidder in writing. The Protest Officer's decision is final, unless the HCA Director exercises their right to make the final agency decision on the protest. There will be no appeal process.

4.8.6.The final determination of the protest will:

4.8.6.1. Find the protest lacking in merit and uphold HCA's action; or

4.8.6.2. Find only technical or harmless errors in HCA's acquisition process and determine HCA to be in substantial compliance and reject the protest; or

4.8.6.3. Find merit in the protest and provide options to the HCA Director, which may include:

4.8.6.4. Correct the errors and re-evaluate all Proposals; or

4.8.6.5. Issue a new solicitation document and begin a new process; or

4.8.6.6. Make other findings and determine other courses of action as appropriate.

If the protest is not successful, HCA will enter into a contract with the ASB(s), assuming the parties reach agreement on the contract's terms.

## 5. RFQQ EXHIBITS

Exhibit A	Certifications and Assurances
Exhibit B	Diverse Business Inclusion Plan
Exhibit C	Executive Order 18-03
Exhibit D	Proclamation 21-14 - COVID-19 Vaccination Certification
Exhibit E	Quotation Spreadsheet
Exhibit F	Draft Sample Contract including General Terms and Conditions (GT&Cs) and Statement of Work

**CERTIFICATIONS AND ASSURANCES**

I/we make the following certifications and assurances as a required element of the proposal to which it is attached, understanding that the truthfulness of the facts affirmed here and the continuing compliance with these requirements are conditions precedent to the award or continuation of the related contract:

1. I/we declare that all answers and statements made in the proposal are true and correct.
2. The prices and/or cost data have been determined independently, without consultation, communication, or agreement with others for the purpose of restricting competition. However, I/we may freely join with other persons or organizations for the purpose of presenting a single proposal.
3. The attached proposal is a firm offer for a period of 120 days following receipt, and it may be accepted by HCA without further negotiation (except where obviously required by lack of certainty in key terms) at any time within the 120-day period.
4. In preparing this proposal, I/we have not been assisted by any current or former employee of the state of Washington whose duties relate (or did relate) to this proposal or prospective contract, and who was assisting in other than his or her official, public capacity. If there are exceptions to these assurances, I/we have inserted them as redline edits and/or comments within Exhibit F – Draft Sample Contract.
5. I/we understand that HCA will not reimburse me/us for any costs incurred in the preparation of this proposal. All proposals become the property of HCA, and I/we claim no proprietary right to the ideas, writings, items, or samples, unless so stated in this proposal.
6. Unless otherwise required by law, the prices and/or cost data which have been submitted have not been knowingly disclosed by the Bidder and will not knowingly be disclosed by him/her prior to opening, directly or indirectly, to any other Bidder or to any competitor.
7. I/we agree that submission of the attached proposal constitutes acceptance of the solicitation contents and the attached sample contract and general terms and conditions. If there are any exceptions to these terms, I/we have described those exceptions in detail within Exhibit F – Draft Sample Contract as redline edits and/or comments.
8. No attempt has been made or will be made by the Bidder to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition.
9. I/we grant HCA the right to contact references and other, who may have pertinent information regarding the ability of the Bidder and the lead staff person to perform the services contemplated by this RFQQ.
10. If any staff member(s) who will perform work on this contract has retired from the State of Washington under the provisions of the 2008 Early Retirement Factors legislation, his/her name(s) is noted on a separately attached page.

We (circle one) **are / are not** submitting proposed Contract exceptions. (See Section 2.12, Contract and General Terms and Conditions.) If Contract exceptions are being submitted, I/we have inserted them as redline edits and/or comments in our return of Exhibit F – Draft Sample Contract.

**On behalf of the Bidder submitting this proposal, my name below attests to the accuracy of the above statement. We are submitting a scanned signature of this form with our proposal.**

\_\_\_\_\_  
Signature of Bidder

\_\_\_\_\_  
Title Date

**DIVERSE BUSINESS INCLUSION PLAN**

- Do you anticipate using, or is your firm, a State Certified Minority Business?  Y  N
- Do you anticipate using, or is your firm, a State Certified Women’s Business?  Y  N
- Do you anticipate using, or is your firm, a State Certified Veteran Business?  Y  N
- Do you anticipate using, or is your firm, a Washington State Small Business?  Y  N

If you answered No to all of the questions above, please explain: \_\_\_\_\_

Please list the approximate percentage of work to be accomplished by each group:

- Minority \_\_\_\_\_%
- Women \_\_\_\_\_%
- Veteran \_\_\_\_\_%
- Small Business \_\_\_\_\_%

Please identify the person in your organization to manage your Diverse Inclusion Plan responsibility.

Name: \_\_\_\_\_  
Phone: \_\_\_\_\_  
E-Mail: \_\_\_\_\_



**CONTRACTOR CERTIFICATION  
EXECUTIVE ORDER 18-03 – WORKERS’ RIGHTS  
WASHINGTON STATE GOODS & SERVICES CONTRACTS**

*Pursuant to the Washington State Governor’s Executive Order 18-03 (dated June 12, 2018), the Washington State Health Care Authority is seeking to contract with qualified entities and business owners who certify that their employees are not, as a condition of employment, subject to mandatory individual arbitration clauses and class or collective action waivers.*

Solicitation No.: RFP# 2021HCA27

I hereby certify, on behalf of the firm identified below, as follows (check one):

**NO MANDATORY INDIVIDUAL ARBITRATION CLAUSES AND CLASS OR COLLECTIVE ACTION WAIVERS FOR EMPLOYEES.** This firm does NOT require its employees, as a condition of employment, to sign or agree to mandatory individual arbitration clauses or class or collective action waivers.

OR

**MANDATORY INDIVIDUAL ARBITRATION CLAUSES AND CLASS OR COLLECTIVE ACTION WAIVERS FOR EMPLOYEES.** This firm requires its employees, as a condition of employment, to sign or agree to mandatory individual arbitration clauses or class or collective action waivers.

I hereby certify, under penalty of perjury under the laws of the State of Washington, that the certifications herein are true and correct and that I am authorized to make these certifications on behalf of the firm listed herein.

FIRM NAME: \_\_\_\_\_  
Name of Contractor/Bidder – Print full legal entity name of firm

By: \_\_\_\_\_  
Signature of authorized person

\_\_\_\_\_   
Print Name of person making certifications for firm

Title: \_\_\_\_\_  
Title of person signing certificate

Place: \_\_\_\_\_  
Print city and state where signed

Date: \_\_\_\_\_

**Contractor Certification  
Proclamation 21-14 - COVID-19 Vaccination Certification**

To reduce the spread of COVID-19, Washington state Governor Jay Inslee, pursuant to emergency powers authorized in [RCW 43.06.220](#), issued [Proclamation 21-14 – COVID-19 Vaccination Requirement](#) (dated August 9, 2021), as amended by [Proclamation 21-14.1 – COVID-19 Vaccination Requirement](#) (dated August 20, 2021) and as may be amended thereafter. The Proclamation requires contractors who have goods, services, or public works contracts with a Washington state agency to ensure that their personnel (including subcontractors) who perform contract activities on-site comply with the COVID-19 vaccination requirements, unless exempted as prescribed by the Proclamation.

**HCA Procurement Number:                    2021HCA27**

I hereby certify, on behalf of the firm identified below, as follows (check one):

- COVID-19 CONTRACTOR VACCINATION PROCLAMATION COMPLIANCE. Contractor:
  - o Has reviewed and understands Contractor’s obligations as set forth in [Proclamation 21-14 – COVID-19 Vaccination Requirement](#) (dated August 9, 2021), as amended by [Proclamation 21-14.1 – COVID-19 Vaccination Requirement](#) (dated August 20, 2021); and
  - o Contractor personnel (including subcontractors) who are subject to the vaccination requirement in the above-referenced Proclamation will provide Agency proof of full vaccination against COVID-19 or appropriate exemption for which a reasonable accommodation has been provided.

OR

- CONTRACTOR IS NOT ABLE TO PERFORM IN COMPLIANCE WITH THE VACCINATION PROCLAMATION. Contractor is not able to perform the contract obligations in compliance with the above-referenced Proclamation. [Note: Compliance with the Proclamation is mandatory. Bidders/Contractors who are not able to perform in compliance with the Vaccination Proclamation will not be evaluated.]

I hereby certify, under penalty of perjury under the laws of the State of Washington, that the certifications herein are true and correct and that I am authorized to make these certifications on behalf of the firm listed herein.

Firm Name: \_\_\_\_\_  
Name of Contractor/Bidder – Print full legal entity name of firm

By: \_\_\_\_\_  
Signature of authorized person

\_\_\_\_\_  
Print Name of person making certifications for firm

Title: \_\_\_\_\_  
Title of person signing certificate

Place: \_\_\_\_\_  
Print city and state where signed

Date: \_\_\_\_\_

**Return to Procurement Coordinator with bid response.  
Failure to submit will result in disqualification.**