

Request for Qualifications and Quotations

MERCHANDISE SERVICES
JOHNSON, JENNIFER (LOT)

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Introduction

This Request for Qualifications and Quotations (RFQQ) is a competitive procurement issued by the Washington's Lottery (Lottery) pursuant to chapter 39.26 of the Revised Code of Washington (RCW). Lottery intends to establish and award a contract tentatively scheduled to begin March 1, 2020 through February 28, 2022. The Lottery reserves the option, at its sole discretion, to extend the contract for up to three (3) additional one (1) year periods.

Lottery works with approximately 3,600 retailers statewide to generate revenue for state programs through the sale of Lottery products (games). To assist in driving sales and enhance the Lottery experience at retail, we provide various advertising materials and merchandise.

The purpose of this RFQQ is to provide the Lottery with one, or up to three (one for each service area), contractor(s) that provide scratch dispenser installations throughout the state of Washington in urban and rural communities.

Lottery periodically expands these services to include other merchandise, i.e. ceiling mounted signage, wall mounted signage, and indoor and outdoor installations of signage and other promotional merchandise that may need a ladder and tools to implement.

This RFQQ is divided into 4 Sections:

- [Section 1](#) - Deadlines and Questions.
- [Section 2](#) - How to Prepare and Submit a Proposal for this RFQQ.
- [Section 3](#) - Proposal Evaluation.
- [Section 4](#) - Contract Award.

In addition, this RFQQ includes the following [Exhibits](#):

Exhibit A1 – Certification and Assurances: This exhibit includes the bidder's acknowledgement of their compliance with the conditions of this RFQQ.

Exhibit A2 – Wage Theft Certification: This exhibit is the bidder's certification regarding violation of Washington's wage laws.

Exhibit A3 – Certification for Executive Order 18-03: This exhibit is the bidder's certification regarding Executive order 18-03.

Exhibit B – Bidder Profile. Information the bidder must provide to be considered a responsive bid.

Exhibit C – Proposal Price: This exhibit provides the pricing information that the bidder will complete as part of the bidder's proposal and the price evaluation tool that Lottery will use to evaluate bids.

Exhibit D – Sample Contract: This exhibit is the form of the contract that will be awarded as a result of this RFQQ.

Exhibit E - Complaint, Debrief, & Protest Requirements: This exhibit details the applicable requirements to file a complaint, request a debriefing conference, or file a protest regarding this RFQQ.

Exhibit F – Doing Business with the State of Washington: This exhibit provides information regarding contracting with the State of Washington.

Exhibit F – Informational Packet: This exhibit shares information not covered within RFQQ.

Section 1 – Deadlines and Questions

This section identifies important deadlines for this RFQQ and where to direct questions regarding the RFQQ.

Important dates: The following table identifies important dates for this RFQQ:

RFQQ Posting Date:	January 3, 2020
Question & Answer Period:	January 3, 2020 – January 17, 2020
Deadline for Submitting Proposals:	January 23, 2020; 2:00 p.m. Pacific Standard Time
Anticipated Announcement of Apparent Successful Bidder:	February 7, 2020
Anticipated Contract Execution:	February 28, 2020

The RFQQ (and award of the contract) is subject to complaints, debriefs, and protests as explained in Exhibit E – Complaint, Debrief & Protest Requirements, which may impact the dates set forth above.

Lottery reserves the right to amend and modify this RFQQ. Only bidders who have properly registered and downloaded the original RFQQ directly via WEBS will receive notifications of amendments to this RFQQ, which bidders must download, and other correspondence pertinent to this procurement. To be awarded a contract, bidders must be registered in WEBS. Visit <https://fortress.wa.gov/ga/webs> to register.

Questions: Questions or concerns regarding this RFQQ must be directed to the following Procurement Coordinator:

Name:	Jenna Johnson
Email:	Jenna.johnson@walottery.com

Section 2 – How to Prepare and Submit a Proposal for this RFQQ

This section identifies how to prepare and submit a proposal to Lottery for this RFQQ. By responding to this RFQQ and submitting a bid, bidder acknowledges having read and understood the entire RFQQ and accepts all information contained within this RFQQ.

Bidder Communications and Questions During the RFQQ process, all bidder communications regarding this RFQQ must be directed to the Procurement Coordinator as set forth in [Section 1](#) of this RFQQ. Bidders should rely only on this RFQQ and written amendments to the RFQQ issued by the Procurement Coordinator. In no event will oral communications regarding the RFQQ be binding.

- Bidders are encouraged to make any inquiry regarding the RFQQ as early in the process as possible to allow Lottery to consider and, if warranted, respond to the inquiry. If a bidder does not notify Lottery of an issue, exception, addition, or omission, Lottery may consider the matter waived by the bidder for protest purposes.
- If bidder inquiries result in changes to the RFQQ, written amendments to the RFQQ will be issued and posted on WEBS.
- Unauthorized contact regarding this RFQQ with other state employees involved with the RFQQ may result in bidder disqualification.

Pricing Proposal Prices must include all cost components needed for the delivery of the goods and/or services as described in this RFQQ. See Exhibit C – Proposal Price. A bidder’s failure to identify all costs in a manner consistent with the instructions in this RFQQ is sufficient grounds for disqualification.

Inclusive Pricing: Bidders must identify and include all cost elements in their pricing. In the event that bidder is awarded a contract, the total price for the goods and/or services shall be bidder’s price as submitted. Except as provided in the contract, there shall be no additional costs of any kind.

Proposal Submittal Checklist The checklist provided below includes all of the documentation that must be submitted with your proposal to be considered a complete proposal. Proposals which do not include the submittals identified below may be rejected as nonresponsive. In addition, a bidder’s failure to complete any submittal as instructed may result in the proposal being rejected. Bidders must identify each page of the submittals and any supplemental materials with bidder’s name and the following naming convention.

- EXHIBIT A1 – BIDDER’S CERTIFICATION AND ASSURANCES**
- EXHIBIT A2 – WAGE THEFT CERTIFICATION**
- EXHIBIT A3 – CERTIFICATION FOR EO 18-03**
- EXHIBIT B – BIDDER PROFILE**
- EXHIBIT C – PROPOSAL PRICE**

Proposal Format Proposals must be complete, legible, and, as applicable, signed. Unless otherwise specified in writing by Lottery, documents included must be prepared in MS Word, MS Excel, or Adobe PDF and on plain white paper. The proposal must **not** have bidder headings. The proposal must be signed (original, electronic, or scanned) by a person authorized to contract for the bidder.

Submitting Proposals Your proposal must be delivered as follows:

Bidders are required to submit four (4) copies of their proposal. One copy must have original signatures and the others can have photocopied signatures. The proposal, whether mailed or hand delivered, must arrive at the Lottery no later than 2:00 p.m., local time, on (DAY), (YEAR).

The proposal is to be sent to and addressed as follows:

Washington's Lottery
Attn: RFQQ # 034, Jenna Johnson
814 4th Ave E
Olympia WA 98506

Bidders assume the risk for the method of delivery chosen. Lottery assumes no responsibility for delays caused by any delivery service. Late proposals will not be accepted and will be automatically disqualified from further consideration.

Section 3 – Proposal Evaluation

This section identified how Lottery will evaluate RFQQ proposals.

Overview

Lottery will evaluate proposals for this RFQQ as described below.

- Lottery reserves the right to determine a bidders' compliance with the requirements specified in this RFQQ, request clarification, and to waive informalities in a proposal. An informality is an immaterial variation from the exact requirements of the competitive RFQQ, having no effect or merely a minor or negligible effect on quality, quantity, or delivery of the supplies or performance of the services being procured, and the correction or waiver of which would not affect the relative standing of, or be otherwise prejudicial, to bidders.
- Lottery reserves the right to: (1) Waive any informality; (2) Reject any or all proposal, or portions thereof; (3) Accept any portion of the items proposed unless the bidder stipulates all or nothing in their proposal; (4) Cancel an RFQQ and re-solicit proposal; and/or (5) Negotiate with the highest scored responsive and responsible bidder to determine if that proposal can be improved.
- Lottery will use the following process and evaluation criteria for an award of a contract
 - Step 1: Responsiveness.
 - Step 2: Requirements and Pricing Evaluation.
 - Step 3: Responsibility Analysis.

Responsiveness (Step 1)

Lottery will review proposal – on a pass/fail basis – to determine whether the proposal is 'responsive' to this RFQQ. This means that Lottery will review each proposal to determine whether the proposal is complete. Lottery reserves the right – in its sole discretion – to determine whether a proposal is responsive. Bidders whose proposals are determined to be non-responsive will be rejected and will be notified of the reasons for this rejection.

Requirements and Pricing Evaluation (Step 2)

Lottery's assigned Evaluation Team will evaluate and score each responsive proposal based on the evaluation criteria provided below.

Evaluation Criteria	Assigned Points
Mandatory Requirements	Pass/Fail
Qualifications and Capabilities	70
Pricing	30
Subtotal	100
Procurement Priorities & Preferences	
Veteran Owned	3% (3 pts)
OMWBE Certified	3% (3 pts)
Executive Order 18-03 Certification	1% (1 pts)
Total Available Points	107

Procurement priorities & preferences

Lottery will apply the following Washington State procurement priorities and preferences to this Competitive Solicitation:

- Procurement Preference for Veteran-Owned Businesses. In furtherance of Washington's business inclusion goals, Lottery will evaluate bids for best value and provide a bid preference in the amount of 3% to any bidder who is certified by the Washington Department of Veteran's Affairs as a Veteran-owned business.
- Procurement Preference for minority and/or women owned business. In furtherance of Washington's business inclusion goals, Lottery will evaluate bids for best value and provide a bid preference in the amount of 3% to any bidder who is certified through the [Washington State Office of Minority and Women's Business Enterprises](#).
- Procurement Evaluation for Executive Order 18-03 (Firms without Mandatory Individual Arbitration for Employees). Pursuant to RCW 39.26.160(3) (best value criteria) and consistent with Executive Order 18-03 – Supporting Workers' Rights to Effectively Address Workplace Violations (dated June 12, 2018), Lottery will evaluate bids for best value and provide a bid preference in the amount of 1% to any bidder who certifies, pursuant to the certification attached as *Exhibit A3 – Contractor Certification for Executive Order 18-03 – Workers' Rights*, 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.

Responsibility Analysis (Step 3)

Lottery will make reasonable inquiry to determine the bidder's responsibility. Lottery will determine bidder responsibility on a pass/fail basis. In determining whether the bidder is a responsible bidder, Lottery will consider the following elements:

- The ability, capacity, and skill of the bidder to perform the contract or provide the service required.
- The character, integrity, reputation, judgment, experience, and efficiency of the bidder;
- Whether the bidder can perform the contract within the time specified.
- The quality of performance of previous contracts or services.
- The previous and existing compliance by the bidder with laws relating to the contract or services.
- Such other information as may be secured having a bearing on the decision to award the contract.

Lottery may request financial statements, credit ratings, record of past performance, clarification of a bidder's offer, on-site inspection of a bidder's or subcontractor's facilities, or other information as necessary.

Lottery may use references to confirm satisfactory customer service, performance, satisfaction with service/product, knowledge of products/service/industry and timeliness. Lottery reserves the right to be its own reference. Any negative or unsatisfactory reference can be reason for rejecting a bidder as non-responsible.

Section 4 – Contract Award

This section identifies how Lottery will award a contract.

Announcement of Apparent Successful Bidder

Lottery will determine the Apparent Successful Bidder (“ASB”). The ASB will be the responsive and responsible bidder, whose proposal, in the sole opinion of Lottery, best meets the requirements of this RFQ and presents the best total value to Lottery.

- Designation as an ASB does not imply that Lottery will issue an award for a contract to your firm. Rather, this designation allows Lottery to perform further analysis and ask for additional documentation. A bidder’s failure to provide requested information to Lottery within ten (10) business days may result in disqualification. The bidder must not construe this as an award, impending award, attempt to negotiate, etc. If a bidder acts or fails to act as a result of this notification, it does so at its own risk and expense.
- Upon announcement of the ASB, bidders may request a debriefing conference as specified in *Exhibit D – Complaint, Debrief & Protest Requirements*.

Contract Negotiations

Lottery will negotiate with the ASB to finalize contract terms and to determine if the proposal may be improved. If, after a reasonable period of time, Lottery, in its judgement, cannot reach agreement on acceptable contract terms with the ASB, Lottery may suspend negotiations and undertake negotiations with the next bidder as determined by the evaluations.

Contract Execution

Subject to protests, if any, Lottery and the ASB will enter into a contract as set forth in *Exhibit C– Sample Contract*.

- An award, in part or full, is made and a contract formed by signature of Lottery and the awarded bidder on the contract. Lottery reserves the right to award on an all-or-nothing consolidated basis.
- Following the award of the contract, all bidders will receive a Notice of Award, usually through an email to the bidder’s email address provided in the bidder’s proposal.

Section 5 – Scope of Work

Any prospective bidder for this solicitation must have at least three (3) years' experience with similar work.

For the work listed below, merchandise would be provided prior, for the service work taking place. There may be specific access times (early morning or late evening) to select retail locations to avoid customer interruption. The successful bidder will need to pick up the merchandise from the regional office in which the retailer is located. Round trip travel time starts and ends from the closest regional office to the retail location.

The successful bidder is required to have minor carpentry skills in support of Lottery merchandise projects. Project work will be negotiated with the Project Manager

Dispensers

Install (or remove) in-counter dispensers in Lottery retailer locations by modifying or cutting into countertops such as granite, stainless steel, wood, or Formica.

Install (or remove) overhead dispensers at retail/project locations. Work may include attaching product directly to or suspending from a ceiling. Depending on the ceiling type, the installation may be either bolted to a mounting plate, or with a false or drop ceiling, anchoring product to a solid permanent structure above the false or drop ceiling. Ceiling heights vary by retail location and may require additional tools or equipment to complete the work.

Repair to in-counter, on-counter, and overhead dispensers at retail locations includes, but is not limited to, light replacements, adding supports to a dispenser, and repairing or replacing the glass/frame surround.

Our current process has dispenser installation or replacement requests coming from the different regional office locations directly to the successful bidder. Each of our five regional offices has a contact person, along with our headquarters location. The contacts will provide the successful bidder with a Dispenser Installation Agreement (see Exhibit G) that will show and/or describe the location, contact information and identify the dispenser to be removed, along with the equipment to be installed, which the successful bidder will pick up from the Lottery regional office. The successful bidder will call the retailer and schedule a time that would work best for the retailer to allow access. The successful bidder will then complete the job, have the retailer sign and date the Dispenser Installation Agreement indicating the work was performed satisfactorily, and turn in the form along with an invoice to Lottery Headquarters (purchasing@walottery.com) within seven business days of work completion. If the successful bidder receives any resistance or changes from the retailer, the successful bidder must contact the District Sales Representative (DSR) and/or the Regional Office Designee to try to resolve the issue while on premise.

The successful bidder shall complete installs and/or removals within seven business days from notification of dispenser installation or replacement request.

Projects

Projects are typically mass installation of new product or switching out old product to new. Project work may include, but is not limited to, exterior backlit sign faceplate replacement, and tobacco header signage install and can incorporate hanging in a window, wall mount, or install from a false or drop ceiling and attach permanent structural support. Other necessary work may include drilling holes, leveling, and connecting chains/hardware.

Prior to the start of any project, a mutually agreed upon scope of work and a precise schedule will be created. The majority of these projects are Corporate Accounts and it is important to maintain an accurate schedule. The successful bidder will also be provided a sign off document for the retailer or DSR to sign off that work was completed satisfactorily.

Projects may require the successful bidder to maintain an adequate inventory of Lottery merchandise and keep accurate records of all such inventory in the successful bidder's possession, including providing all non-repairable merchandise back to Lottery for disposal, at a mutually agreed date and time. This requires that the successful bidder possess or have access to storage for necessary inventory to be received and/or stored.

If it is deemed necessary for the successful bidder to keep inventory, the Lottery shall make all the arrangements for transferring Inventory to the successful bidder and Lottery shall pay for all such freight transportation costs. The successful bidder shall be responsible for the initial receipt of such inventory and the condition of the inventory while in its possession.

The successful bidder shall maintain Project communication to Lottery, including but is not limited to, providing written status reports to Project Manager of unanticipated circumstances or expenditures, request advance authorization and approval of any additional needs, and conduct routine calls for Project Services.

The successful bidder must notify the Project Manager immediately if they are unable to meet the scheduled installation date(s). They will be required to reschedule within two business days, or as negotiated with Project Manager.

General Requirements

Possess or has access to ladders or stepladders required to install/hang the interior signs and overhead dispensers.

Possess the tools, supplies, and minor carpentry skills necessary for the installation of dispensers, signage or other project merchandise needed to perform the required work. Supplies may include, but not limited to, laminate, ceramic, glue, and stainless steel sheets for final trim. Provide other consumable items (such as nuts, screws, nails, etc.) needed to perform the services on behalf of Lottery.

Maintain a high level of professionalism at all times with the retailer, retailer employees, and the public during performance of services.

Cluster work within a similar area to minimize travel times and fees.

If work is performed unsatisfactorily, the successful bidder must return to the retail location and fix or replace the item and/or work at their expense. If a dispenser is defective and needs to be replaced, the successful bidder will work with Lottery to order replacement pieces and coordinate a return trip.

Locations

SERVICE AREAS (BY LOTTERY OFFICE):

Lottery is looking for one successful bidder for each Service Area. A bidder may bid on one or more Service Areas. Bidders must indicate which of the following service areas they will bid on (see Exhibit C – Pricing Proposal).

<u>Service Area 1</u>	<u>Service Area 2</u>	<u>Service Area 3</u>
<p>Vancouver Office 1503 NE 78th St Ste 4 Vancouver WA 98665</p> <p>Everett Office 11419 19th Ave SE Ste A106 Everett WA 98208</p> <p>Federal Way Office 33701 9th Ave S Federal Way WA 98003</p>	<p>Yakima Office 9 S 5th Ave Yakima WA 98902</p>	<p>Spokane Office 10517 E Sprague Ave #19 Spokane Valley WA 99206</p>

SERVICE AREAS (BY COUNTY):

Service Area 1	Clallam, Jefferson, Grays Harbor, Mason, Thurston, Kitsap, Pierce, King, Pacific, Wahkiakum, Lewis, Cowlitz, Clark Skamania, Klickitat Whatcom, Skagit, San Juan, Snohomish
Service Area 2	Okanogan, Benton, Walla Walla, Columbia, Yakima, Kittitas, Douglas, Chelan
Service Area 3	Ferry, Stevens, Pend Oreille, Spokane Whitman, Garfield, Asotin Franklin, Adams, Lincoln, Grant

Communication

The successful bidder shall, at minimum, contact the applicable retailer, one business day in advance, to arrange installation and removal services for the dispensers and/or project work. If any one (or more) of the following incidents occurs as specified in subsection (a) through (e) below, the successful bidder shall contact a Lottery designee (DSR or regional support staff). If the designee cannot be reached within one hour of initial communication the successful bidder may leave a voice mail message, stop work, and proceed to the next job.

- a) The successful bidder and retailer cannot agree on an install or removal schedule;
- b) The successful bidder is unable to contact retailer;
- c) The successful bidder cannot perform the services within the timeline as specified;

- d) The services were scheduled and the successful bidder is turned away by the retailer for reasons beyond the successful bidder's control; or
- e) An instance occurs where the successful bidder is on-site and the pre-site location will not work, or there are circumstances that require additional direction, or any issues that may impact the installation from occurring.

For an incident described in subsection (d) or (e) above, the successful bidder may invoice in accordance with agreed-upon rates.

For larger projects, as defined by Lottery, Lottery will provide locations to the successful bidder, the successful bidder will create a schedule based on those locations and provide dates for completion, and send the schedule to Lottery's Project Manager who will communicate the scheduled install dates with retail locations. The successful bidder is responsible for keeping the Project Manager updated of any schedule changes prior to the install date.

PROJECT LOCATION DEBRIS AND MERCHANDISE DISPOSAL

The successful bidder shall, at a minimum, clean the work area and remove the following items prior to leaving the retail location, except for those items that have been identified by Lottery for return to Lottery for disposal.

- a) All cardboard, plastic, tape, sheeting or any other materials used for the installation process. The successful bidder is solely responsible to dispose of all materials as appropriate and/or legally required (environmentally friendly is preferred).
- b) If the successful bidder replaces an existing dispenser, dispenser part(s), interior signs or other non-functional Lottery property, all such items must be removed by the successful bidder from the retailer's location and the successful bidder shall dispose of all materials as appropriate and/or legally required (environmentally friendly is preferred).

Dispenser Ticket Removal/Installation

The successful bidder **must not** to handle or possess, regardless of the amount of time, Lottery tickets. Only the retailer or a Lottery employee is authorized to handle or possess the ticket stock.

Licenses

The successful bidder shall maintain, in current and valid form, all licenses and certificates required by law or regulation for the duration of the contract when performing the services. Services must be performed in accordance with all applicable city, county, state and federal laws and regulations, including the American with Disabilities Act (ADA) guidelines.

Invoices

The successful bidder is expected to provide invoices within seven days of work completion unless otherwise approved by the Contract Manager. All invoicing for Lottery's fiscal year (July 1 – June 30) must be submitted by July 15 of following fiscal year. (For example, work completed July 1, 2019 – June 30, 2020 must be turned in by July 15, 2020.)

Background Investigation

Lottery policy requires a background investigation of individuals associated with the successful bidder providing sensitive goods and services to Lottery. This requirement applies to the services in this RFQQ, and any contract awarded as a result of this RFQQ is conditioned on the security clearance of the bidder's installation staff (those working at retail locations). Any apparent successful bidder must submit, as required by the Lottery, completed and signed copies of the Personal History Statement and Authorizations form which will be provided by Lottery upon announcement of the ASB. The successful bidder's staff will be required to wear contractor badges while performing work at Lottery retail locations. The successful bidder will keep the Contact Manager informed of any staffing changes. The successful bidder must return the contractor badge to Lottery for any staff member that is no longer employed by the successful bidder and working on the Lottery account.

Section 6 – Qualifications and Capabilities (70 points)









In the Qualification and Capabilities scored evaluation, the evaluation team will assess the bidder's general qualifications and experience as a contractor successfully providing services in connection with the Scope of Work. The evaluation team will also determine whether the bidder has a proven track record for delivery of quality services, and the potential to consistently deliver such services, over the life of the contract.

Considerations include, but are not limited to, whether a bidder has a company profile that reflects the bidder's present experience, qualifications, and resources to provide superior services now; and the capacity to consistently provide such services as required in the RFQQ and in a resulting contract over the life of the resulting contract.

Bidder must provide a clear and concise response to each criterion listed in this section. It is preferable that bidder restate the criterion, then respond below the criterion description.

1. Describe primary business and how you plan to incorporate the intermittent work requested by the Lottery.
2. Describe similar work performed and for who. Include photos of described work. Please provide at least three examples.
3. Describe qualifications and proficiencies to complete the requested services.
4. Describe management and organizational structure, and how that structure aids the delivery of services described.
5. Describe how quality checks are facilitated for work performed by various installers.
6. Describe project management process for service work orders.
7. How does your business differ from others you typically compete with?
8. Provide an explanation describing how Proposer can accommodate working on a Project given its location within the service area(s) you are proposing to perform the services. Provide an address of Proposer's main location or other dispatch locations(s) within each Service Area and the types of services these locations are capable to perform.

EXHIBITS

EXHIBIT TITLE	FILE
EXHIBIT A1 – BIDDER CERTIFICATIONS AND ASSURANCES <i>Complete, sign and include with proposal</i>	 Exhibit A1 - Certification and As:
EXHIBIT A2 – WAGE THEFT CERTIFICATION <i>Complete, sign and include with proposal</i>	 Exhibit A2 - Wage Theft Certification.d
EXHIBIT A3 – CERTIFICATION FOR EO 18-03 <i>Complete as instructed and include with the proposal</i>	 Exhibit A3 - Certification for EO
EXHIBIT B – BIDDER PROFILE	 Exhibit B - Bidder Profile.docx
EXHIBIT C – PROPOSAL PRICE <i>Complete as instructed and include with the proposal</i>	 Exhibit C - Proposal Price.docx
EXHIBIT D – SAMPLE CONTRACT <i>For information only, do not include with the proposal</i>	 Exhibit D - Sample Contract.doc
EXHIBIT E – COMPLAINT, DEBRIEF, & PROTEST REQUIREMENTS <i>For information only, do not include with the proposal</i>	 Exhibit E - Complaint Debrief f
EXHIBIT F – DOING BUSINESS WITH THE STATE OF WASHINGTON <i>For information only, do not include with the proposal</i>	 Exhibit F - Doing Business with the St
EXHIBIT G – INFORMATIONAL PACKET	Separate document posted to WEBS