State of Washington

DEPARTMENT OF REVENUE

**Information Services Division**

*6300 Linderson Way SW, P.O. Box 47461 ⚫ Olympia, Washington 98504-7461 ⚫ (360)596-3614 or (360) 596-3782*

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| --- | --- | --- | --- |
| *Requisition Number* | **Title** | | *Quote Due Date & Time* |
| **235737** | **VMware** | | **April 25, 2016**  **Monday**  **5:00 pm PST** |
|  |  | |  |
| Purchasing Coordinator | | **Tammi Clawson or backup Heidi Whisman** | |
| Phone | | (360) 596-3747 or 596-3782 | |
| Email | | [dorbidresponses@dor.wa.gov](mailto:dorbidresponses@dor.wa.gov) | |

## ANNOUNCEMENT AND SPECIAL INFORMATION

Bidders are required to read and understand all information contained within this entire quote package. This solicitation is conducted under the authority of Chapter 39.26 RCW and the procurement policies of the Department of Enterprise Services ( [DES Policies](http://www.des.wa.gov/about/pi/ProcurementReform/Pages/Policies.aspx) ) and the Office of the Chief Information Officer ( [OCIO Tech Manual](http://ofm.wa.gov/ocio/policies/manual.asp) ).

In support of the State’s economic and environmental goals, we encourage you to consider the following elements in responding to our bids. These are not a factor of award (unless otherwise specified in this document):

* Using environmentally preferable products and products that exceed EPA guidelines
* Supporting a diverse supplier pool, including veteran, small, minority, and women-owned firms
* Featuring products made or grown in Washington.

## SCOPE

The purpose of this RFQ is to purchase VMware Licensing and VMware vCloud support and maintenance.

## INSTRUCTIONS

### *submit bids via email directly to the Purchasing Coordinator listed above.*

**Please note: Email submissions should have “Requisition Number 235737 [VENDOR NAME]” in the subject line**

Note: you will receive confirmation by the next business day that your response was received. If you don’t receive the confirmation, please contact the purchasing coordinator by phone.

### Vendor Quote Submission

Vendors must submit the following information to be considered responsive to this RFQ:

**A quote for the items listed in the table below**. The quote must include the quantity, part number (if applicable) and description of each item. Sales tax should be shown as a separate line item.

|  |  |  |
| --- | --- | --- |
|  | **VMware vCloud** |  |
| 4 | CL7-ENT-C-L4 | Vpp L4 VCloud Suite 7 ENT |
| 4 | CL7-ENT-G-SSS-C | VMware Support and Subscription Basic  Technical support - emergency phone consulting - 1 year - 12x5 – response time: 4 business hours - for VMware vCloud Suite Enterprise |

### Additional Budgetary Information

DOR requests that vendors also submit the following information for budget planning purposes:

An estimate of the annual maintenance and support costs for **VMware** as described above **for years two and three**. *Note: estimated should be based on an annual payment as state agencies can only pay for up to 12 months of support in advance.*

### RFQ Timeline

The dates listed below represent the projected procurement timeline. The Department of Revenue (DOR) reserves the right to change the timeline. Notification of amendments to the procurement timeline will be posted electronically on the Department of Enterprise Service’s Washington Electronic Business System (WEBS, [WEBS Registration and Information](http://www.des.wa.gov/services/ContractingPurchasing/Business/Pages/WEBSRegistration.aspx)).

|  |  |  |
| --- | --- | --- |
| Activity | **Due Date** | **Due Time (PST)** |
| Issue solicitation document (available for download from [WEBS Registration and Information](http://www.des.wa.gov/services/ContractingPurchasing/Business/Pages/WEBSRegistration.aspx) ) | April 15, 2016  Friday | 5:00 pm  PST |
| Written Questions Due from Vendors | April 19, 2016  Tuesday | 5:00 pm  PST |
| Written Response to Vendor Questions  Note: multiple amendments to answer questions may be posted, before or by this date/time. | April 21, 2106  Thursday | 5:00 pm  PST |
| Vendor Complaints Due | April 22, 2016  Friday | 5:00 pm  PST |
| Vendor Quotes Due | **April 25, 2016**  **Monday** | **5:00 pm**  **PST** |
| Evaluate Responses | April 26 -27, 2016  Tues - Wed | N/A |
| Anticipated award date.  Apparent successful vendor (ASV) will be posted on WEBS. WEBS posting will be official notification to all vendors of the ASV. (*note: actual award date may be sooner or later than anticipated date).* | April 28, 2016  Thursday | 5:00 pm  PTS |
| Anticipated purchase date.  (*note: actual purchase date may be sooner or later than anticipated date).* | April 29, 2016  Friday | N/A |
| Requests for Vendor Debriefings (No Later Than)  *(note: Official award date is the date of notification on WEBS. Debriefings are optional, but are a prerequisite for a Protest)* | May 4, 2016  Wednesday | 5:00 pm  PTS |
| Vendor Debriefing Conferences (if requested)  Note: if additional time is required, the requesting Vendor will be notified. | May 9, 2016  Monday | N/A |
| Protests Due (No Later Than)  Note: Official due date will depend on the scheduling of the Vendor’s requested debriefing conference. | May 16, 2016  Monday | 5:00 pm  PTS |

### Questions and Answers

Questions must be directed to the Purchasing Coordinator and submitted via email to [dorbidresponses@dor.wa.gov](mailto:dorbidresponses@dor.wa.gov). Questions must be received in the DOR bid response mailbox by the date and time indicated in the RFQ Timeline, Section 3b, to allow time for a DOR response prior to the quote submittal deadline. The “received date/time” posted by the DOR email system will be used as the official time stamp. Questions posted after the deadline will not be answered.

Official answers will be issued by the Purchasing Coordinator in writing. Any question(s) and answer(s) that may apply to multiple vendors will be posted on WEBS as an amendment to this RFQ. Vendors planning to respond to this RFQ should check WEBS frequently for additional information.

### Authorized Communication

Upon release of this RFQ, all vendor communications concerning this solicitation must be directed to the Purchasing Coordinator. **Unauthorized contact regarding this solicitation with other State employees, including DOR employees, involved with the solicitation may result in disqualification.** All oral communications will be considered unofficial and non-binding on the DOR. Vendors should rely only on written statements issued by the Purchasing Coordinator.

### Amendments

DOR reserves the right to change the RFQ timeline or to amend the RFQ at any time. Amendments may include corrections or amendments due to errors identified in the RFQ. Any changes will be attached to and made a part of the RFQ. All corrections and amendments will be posted with the original solicitation on WEBS.

## Evaluation and Selection process

## Quotes will be evaluated, and a selection made, based on “best value”: While cost will be a factor in the evaluation and selection process, it will be considered along with all the information requested in Section 3b of this RFQ. Therefore, quotes should be submitted based on the most favorable terms that the Vendor can offer.

## Standard terms and conditions

## Registration with Department of Revenue

## The Vendor shall complete registration with the Department of Revenue and be responsible for payment of all taxes due on payments made under any purchase resulting from this Request for Quote.

For information on how to register go to <http://dor.wa.gov/Content/DoingBusiness/RegisterMyBusiness/>

## Statewide Payee Registration

## Vendors must be registered as a Statewide Payee with the State of Washington in order to receive payment from the Department of Revenue.

For information on how to obtain a Statewide Payee number go to <http://des.wa.gov/services/ContractingPurchasing/Business/VendorPay/Pages/default.aspx>

## Special terms and conditions

## Only one response will be accepted from each individual vendor/company. For example, – if a vendor company has more than one authorized representative (aka sales agent), the company must decided internally which representative will work with DOR, and only one response may be submitted.

## In the event of discrepancy between information contained in this RFQ or any amendments, and other information entered in Washington’s Electronic Business Solution (WEBS) system, the RFQ or amendment language takes precedence.

## DOR reserves the right to waive, at its sole discretion, minor administrative irregularities contained in any Vendor quotes.

## DOR is not liable for any errors in Vendor quotes. Vendors will not be allowed to alter quote documents after the deadline for quote submission. Vendors are liable for all errors or omissions contained in their quotes. DOR reserves the right to contact the Vendor for clarification of quote documentation.

## DOR reserves the right to cancel or reissue this RFQ at any time without obligation or liability.

## DOR reserves the right to refrain from contracting with or purchasing from any and all Vendors. Neither the release of this RFQ nor the subsequent execution of any Contracts hereunder obligates DOR to make any purchases.

## After the initial contract term, DOR reserves the right to renew support for additional terms for software support and maintenance as needed.

1. After initial acquisition, DOR reserves the right to make additional purchases within the scope of this RFQ from the successful bidder for an additional six months.

## Proprietary Information/Public Disclosure

## Quotes submitted in response to this competitive procurement shall become the property of the Agency. All quotes received shall remain confidential until announcement of the Apparently Successful Vendor. Thereafter, the proposals shall be deemed public records as defined in Chapter 42.56 of the Revised Code of Washington (RCW).

## Any information in the quote that the Vendor desires to claim as proprietary and exempt from disclosure under the provisions of Chapter 42.46 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 Vendor is making the claim must be cited. Marking the entire proposal exempt from disclosure or as Proprietary Information will not be honored.

## For further details on how to request a public record from DOR, please go to the Public Records section of our website at:

<http://dor.wa.gov/Content/ContactUs/PublicRecords/default.aspx>

## Complaint Process

The purpose of the complaint process is to settle unresolved vendor issues or concerns that either were not or could not be resolved during the question and answer period. The complaint process for this solicitation follows.

1. The deadline for filing complaints regarding this solicitation is stated in the RFQ Timeline, Section 3c.
2. Only complaints based on one or more of the following reasons will be addressed:
   1. This solicitation unnecessarily restricts competition.
   2. This solicitation evaluation or scoring process is unfair or flawed.
   3. The requirements of this solicitation are inadequate or insufficient to prepare a response.
3. Vendor complaints must meet the following requirements:
   1. Be in writing.
   2. Be submitted via email to the procurement coordinator listed for this solicitation.
   3. Be received by DOR no later than the deadline stated in the RFQ Timeline, Section 3c.
   4. Clearly articulate the basis for the complaint.
   5. Include a proposed remedy.
4. The procurement coordinator or designee will respond to complaints in writing.
   1. The procurement coordinator will work with the appropriate DOR staff to develop the response.
   2. Complaint responses, including any resulting changes to this solicitation, will be posted on WEBS.
   3. The Director of DOR will be notified of all complaints along with a copy of the response to each.
5. Complaints may not be raised again during the protest period.

## Protest Process

The purpose of the protest process is to allow vendors to raise issues related to the evaluation process as set out in the solicitation or how the process was executed. The protest process for this solicitation follows.

1. **Vendor Debriefing Conference – prerequisite for submitting a protest**
   1. Only vendors who submit a response to this solicitation may request a debriefing conference.
   2. A request for a debriefing conference may be submitted only after announcement of the apparent successful vendor.
   3. The request for a debriefing conference must be received via email by the Purchasing Coordinator by the date and time specified in the RFQ Timeline (Section 3c).
   4. Debriefings will be scheduled within 3 business days of the request. If additional time is required, the requesting vendor will be notified of the delay.
   5. The optional debriefing will be limited to critique of the requesting Vendor’s quote. Comparisons between quotes or evaluations of other quotes will not be allowed. Debriefings will be conducted via phone and limited to one hour in length.
2. **Deadline for filing a Protest**  – five (5) business days after debriefing
   1. In order to submit a protest on this RFQ, a vendor must have submitted a response to this RFQ and have had a debriefing conference with DOR.
   2. The written protest must be received by the DOR Purchasing Coordinator within five (5) business days after the debriefing conference.
3. **Grounds for Protest** - Only protests based on one or more of the following reasons will be considered:
   * 1. Bias, discrimination or conflict of interest on the part of an evaluator.
     2. Errors made in computing the scores.
     3. DOR non-compliance with procedures described in the solicitation document or agency protest procedures or DES requirements.
4. **Vendor protests must meet the following requirements:**
   1. Be in writing.
   2. Be submitted via email to the procurement coordinator listed for this solicitation.
   3. Include the Requisition Number of this solicitation
   4. Include information about the protesting vendor; name of firm, mailing address, phone number and name of individual responsible for submission of the protest;
   5. Include specific reference to the grounds for protest and all facts and arguments upon which the vendor relies.
   6. Specific and complete statement of the agency action(s) being protested;
   7. Description of the relief or corrective action requested;
5. **DOR Review Process**
   * 1. Upon receipt of a vendor's protest, DOR will postpone signing a contract with the successful vendor until the vendor protest has been resolved.
     2. DOR will perform an objective review of the protest by individuals not involved in the acquisition process being protested. The review shall be based on the written protest material submitted by the vendor and all other relevant facts known to DOR.
     3. DOR will provide a written decision to the protesting vendor within ten (10) business days after receipt of the vendor protest, unless more time is needed. The protesting vendor will be notified if additional time is necessary.
     4. The DOR protest decision is final and no appeal process is allowed. If the protesting vendor does not accept the DOR protest response, the vendor may try to seek relief from superior court.
     5. At the time DOR issues the written decision to the protest, it will also provide a copy of the original protest and the response to the Directors of DOR and the Department of Enterprise Services.