



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
PO Box 45811, Olympia WA 98504-5811

DATE: September 26, 2019

TO: 2nd Tier #1938-735 – Aging and Long Term Support Administration
(AL TSA) - Organizational Development

FROM: James O'Brien, Solicitation Coordinator
DSHS Central Contracts and Legal Services

SUBJECT: Amendment No. 3 – Additional Bidder Questions and Answers and
Extension of Due Date to Close of Business on Wednesday
October 2, 2019

DSHS amends 2nd Tier #1938-735 solicitation document to include:

- Additional Bidder's Questions and Answers.
- Extension of the Due Date for bid submission to close of business on Wednesday October 2, 2019.

**Bidder's Questions and Answers
2nd Tier #1938-735**

Question #18: Can you provide any comment on the anticipated level or percent of onsite activity that will be required to complete the work intended under this requirement?

A: We expect that the majority of the work would be done on-site. The on-site location is the Department of Social and Health Services (DSHS), Aging and Long-Term Support Administration (ALTSA), Home and Community Services (HCS) Blake East and West Buildings, 4450 10th AVE SE, Lacey, WA 98503. Off-site meetings may need to take place to better accommodate stakeholders and partners.

Question #19: Can you estimate the average response time that is expected for the awarded contractor or the amount of unplanned, unscheduled, or on-call onsite work that will be required?

A: Response time is initiative/project-driven. Unplanned and unscheduled work maybe minimal based on the thoroughness of established work plans. We expect the contractor to work in the building.

Question #20: Is DSHS open to conducting meetings using telephone or web-based communications such as Zoom or GoToMeeting?

A: Yes, we are open to conducting meetings using telephone, or web-based communication such as GoToMeeting, GoToWebinar, and/or Skype. We expect that the work would be done on-site. The on-site location is the Department of Social and Health Services (DSHS), Aging and Long-Term Support Administration (ALTSA), Home and Community Services (HCS) Blake East and West Buildings, 4450 10th AVE SE, Lacey, WA 98503. Off-site meetings may need to take place to better accommodate stakeholders and partners.

Question #21: Is there an option for this work to be awarded to multiple contractors or is DSHS anticipating one award?

A: Our intent is to award one (1) contract to the highest ranked Responsive and Responsible bidder.

Question #22: Can you specify which teams will require IT support for systems and database update? Will the successful bidder have full access to DSHS computer systems for this work?

A: All initiatives/projects will require some form of IT support. Yes, the successful bidder will have access to DSHS computer systems for this work.

Question #23: Does DSHS prefer a local companies with local team members or are you open to change management experts from non-local firms.

A: We are open to experts from non-local firms. See Bidders Response Form, Section 4- Announcement Apparent Successful Bidder. DSHS reserves the right to select a Bidder whose Response is deemed to offer the best overall value and that is in the best interests of DSHS and the State of Washington.

Question #24: Will there be a travel budget or will all work take place in Olympia?

A: We expect that the work would be done on-site. The on-site location is the Department of Social and Health Services (DSHS), Aging and Long-Term Support Administration (AL TSA), Home and Community Services (HCS), Blake East and West Buildings, 4450 10th AVE SE, Lacey, WA. Some travel will be required. Refer to Solicitation, Section 2- Instructions to Bidders- Cost- Note: When factoring travel related expenses you are required to utilize the Office of Financial Management Travel rates - Section 10.90.

Question #25: Does DSHS prefer full-time staff augmentation over offsite support options?

A: We prefer full-time or part-time project staff over offsite support operations.

All other terms and conditions in this Solicitation remain the same.