



WASHINGTON STATE PARKS AND RECREATION COMMISSION
REQUEST FOR BID RESPONSES



RFP 123-517 DISCOVER PASS PRODUCTION, FULFILLMENT AND ECOMMERCE

BRIEF DESCRIPTION: The Washington State Parks and Recreation Commission (WSPRC or State Parks) on behalf of State Parks, the Department of Natural Resources DNR) and the Washington Department of Fish and Wildlife (WDFW) is seeking proposals from qualified firms to produce and fulfill electronic orders for the statewide access pass to Washington state recreation lands as well as the production and fulfillment of select eCommerce items. Such as drinkware, apparel, hats/beanies, stickers, outdoor accessories and other marketing and promotional materials"

Bids are due: Wednesday, November 15th, 2023, by 1:00 PM, PST.

ELECTRONIC BID RESPONSES ONLY: Bid responses will only be accepted electronically via Email/Email Attachment to BidBox@parks.wa.gov. (PDF scan encouraged). See Section 4.1 – Submission of Responses for expanded details.

• See also §4 Responses – Preparation and Submission requirements	• See also §3.1 CHECKLIST of required submittals
• See also §4.1 Submission of Responses	•

Procurement Coordinator: Manuel Iglesias, contracts@parks.wa.gov

Email Inquiries to: contracts@parks.wa.gov

- See also (special communication instructions) §1.9, §1.10, §1.11.

WA State’s Official Bid Notification System: Bidders are responsible for properly registering in the Washington’s Electronic Business Solutions (WEBS) system, <https://fortress.wa.gov/ga/webs/> and downloading the solicitation document and all appendices and incorporated documents related to this solicitation. WEBS Registration Information:

<https://des.wa.gov/services/contracting-purchasing/doing-business-state/webs-registration-search-tips>.

WEBS is the system of record for this competition. Copies of this solicitation may be made available to bidders by other means and may be used at the bidder’s discretion. Notification of any RFP addenda, amendments or Bidders’ questions-&-answers will only be provided to those bidders who have registered with WEBS and have downloaded the solicitation from WEBS. Failure to do so may result in a Bidder having incomplete, inaccurate, or otherwise inadequate information.

It is each Bidder’ responsibility to fully read and understand all provisions of this RFP. If a Bidder does not fully understand any portion of this RFP, the Bidder should contact the Procurement Coordinator.

It is the responsibility of each Bidder to carefully read, understand, and follow all of the instructions contained in this RFP and all amendments hereto.

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1 SUMMARY OF OPPORTUNITY

1.1 ACQUISITION AUTHORITY

The Discover Pass is an essential requirement for any motor vehicle to park or operate on recreation sites or lands managed by the State Parks and Recreation Commission, the Department of Natural Resources, and the Department of Fish and Wildlife in Washington state. This pass was created under the authority of RCW 79A.80.020, and its enforcement ensures that visitors have access to the state's diverse natural and recreational resources.

In pursuit of this goal, State Parks is seeking a competent contractor to produce and fulfill electronic orders for the statewide access pass. State Parks confirms neither Department of Enterprise Services nor Correctional Industries can supply these items. This contractor will also produce and fulfill electronic orders for select WSPRC eCommerce items.

1.2 INTRODUCTION

The Washington State Parks and Recreation Commission (WSPRC or State Parks) is seeking a qualified supplier to oversee the production and fulfillment of electronic orders for the Discover Pass, a statewide access pass to Washington state recreation lands as well as the production and fulfillment of select WSPRC eCommerce items.

The Discover Pass is a placard that hangs from the rear-view mirror of an automobile. It is sold across multiple sales channels in varying formats. Some passes are sold in bound booklets, while others will be sold from a continuous fan-fold fed printer. The fulfillment vendor may have its own fulfillment format. Detailed technical specifications for each of the services sought are provided in the **Technical Specifications (Appendix C)** of the RFP.

This document contains specifications and drawings in the Appendices and Exhibits section. As a very high overview, WSPRC needs:

- Production services will print approximately 900,000 passes per year on synthetic paper and process them into fanfold and booklet formats, with some stock shipped to vendors, distributors, and state agencies and the rest warehoused securely.
- The vendor will provide fulfillment, warehouse, customer service, and performance tracking services for pass validation, mailing and tracking, pass replacement, and reminder notices, as well as storing unsold passes and producing canned reports, while reporting monthly on its performance. Additionally, the vendor will provide an online portal in which orders for both annual and one-day passes can be sold.
- The vendor will provide eCommerce fulfillment services to ensure timely delivery of products. Products must be warehoused until ready for shipment. High-quality packaging and efficient processing for our clients is required.

Proposals will be evaluated based upon factors that include but are not limited to: Technical Specifications, Pricing, Plan, Experience and Expertise, Certified veteran-owned and/or Washington small business, and References. See Section 3 Responses – Required Content, Format and Scoring.

To the extent reasonable, WSPRC intends to include qualified firms with expertise in the category of work that are certified diverse businesses. Diverse businesses are defined as; small business, microbusiness, mini-business, minority owned business (MBE), and women owned business (WBE), as defined in RCW 39.26.010 and veteran-owned businesses as defined in RCW 43.60A.010.

All submitting firms are encouraged to register in Washington's Electronic Business Solution Application (WEBS) at:

<http://www.des.wa.gov/services/ContractingPurchasing/Business/BidOpportunities/Pages/bidNotification.aspx>. WEBS is the system of record for this competition.

Bidder must be registered to do business in the state of Washington (hold a Universal Business Identifier (UBI)).

Bids Received Electronically:

The Bidder's bid response will only be received electronically by email/email attachment. WSPRC has set up a special email address **solely** for the receipt of bid responses.

Any communication other than the actual bid response to this special email address will be **ignored**.

Should you need to contact WSPRC, you must do so through the appropriate email address set up for communication and use the proper email subject line. See Section 1.9 – Communication Regarding This Competition.

CAUTION: Submit your bid response early as a safeguard against any technological slowdown or delays. Bids received after the deadline for any reason, no matter the cause, regardless of responsibility, will be rejected.

1.3 TERM

The initial contract term is five (5) years with the option for State Parks to renew for up to five (5) additional one-year terms as allowed by law, subject to performance by the vendor that is determined by State Parks to be satisfactory.

1.4 COMPLIANCE

Bidders must respond to the terms and conditions of this RFP in order for proposals to be compared and evaluated on a common scope of work. However, Bidders are encouraged to propose alternative concepts that meet the intent and objectives outlined in the RFP.

Alternative Concepts

The purpose of this section is to solicit alternative concepts that potential bidders may propose to the services outlined in this RFP. Bidders are encouraged to provide innovative suggestions that align with the project's objectives and requirements. *The inclusion of alternative concepts will not adversely impact the evaluation of the proposal.*

Bidders may choose to submit one or more concept proposals, detailing the following:

1. A clear description of the proposed concept.
2. How the proposed concept addresses the project's goals and requirements.
3. Any potential benefits or advantages of the proposed concept.
4. Estimated costs, timelines, and resources required for the proposed concept.

Please note that all proposed concepts should be relevant to the scope of work and project objectives. Any additional information provided should be clearly labeled and separated from the main proposal.

Bidders are not required to submit alternative concepts, and the evaluation process will be conducted impartially. The alternative concept proposal will only be considered alongside the winning proposal to avoid interference with the scoring of the main proposal.

Bidders should clearly label their submissions as "Alternative Concepts" and include them as separate sections within the proposal document. Each proposed alternative concept should be clearly marked and addressed according to the outlined format.

By providing the opportunity for alternative concepts, we aim to foster creative thinking and innovative approaches to fulfilling the project's objectives.

1.5 FINANCIAL

State Parks shall pay amounts not to exceed pricing listed in the winning proposal and subsequent contract, if any, for the performance of all things necessary for or incidental to the performance of work as set forth herein.

All price quotes will remain firm and fixed for the first term of any contract awarded. In the event of an industry-wide price increase, the contractor may request in writing a price adjustment.

1.6 BUSINESS OBJECTIVE

Three Washington state government agencies – the Washington State Parks and Recreation Commission, the Department of Natural Resources, and the Department of Fish & Wildlife – seek a vendor to produce and fulfill demand for a colorful, durable, vehicle access pass in the form of a hangtag that hangs from an automobile rear-view mirror. The document is created in state law at RCW 79A.80 and is known as the 'Discover Pass.' Additional information about the Discover Pass is located at www.discoverpass.wa.gov.

The Discover Pass design is a mass-produced template in full -color that allows for customization with a small amount of variable data including an expiration date entered at the Point-Of-Service (POS) and room for two license plate numbers. The recent volume of total production has been approximately 900,000 documents per year.

Washington State Parks and Recreation Commission seeks a vendor to also produce, store, and fulfill select eCommerce items for sale to the public.

This Request of Proposal (RFP) solicits a proponent who will provide the following services:

- A. **PRODUCTION SERVICES**, including printing of the pass template(s) in quantities totaling approximately 900,000 units/year printed on a synthetic paper that meets program objectives. Printed passes will need to be further processed in a combination of fan-fold and booklet formats; see **Technical Specifications (Appendix C)** for details.

Some of the stock will be shipped and fulfilled by the fulfillment vendor, some will be shipped to various distributors and the rest may be warehoused by the fulfillment vendor in a secure and insured facility. Printed quantities must always be sufficient to ensure a steady supply of passes for fulfillment by all providers throughout the year. (See **Exhibit C** for approximate monthly volumes.) The template will be customized ("validated") by each distributor at their respective Point of Service.

- B. **FULFILLMENT, WAREHOUSE, CUSTOMER SERVICE AND PERFORMANCE TRACKING SERVICES**, including validating (printing expiration date), mailing (and tracking of) passes via downloaded electronic customer data provided daily by the State of Washington and others, advising customers of the status of ordered passes, replacing passes lost in the mail per agency replacement policy, sending reminder notices to owners of expiring passes, storing unsold passes, and producing various canned reports for the agencies. Vendor will develop key performance indicators and report monthly on its success in providing customer service.

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- C. **ECOMMERCE FULFILLMENT SERVICES:** The fulfillment services provider should have a robust inventory management system in place and offer value-added services such as customization or assembly. They should work with reputable shipping carriers and have a clear policy for returns and exchanges. Reporting and analytics should be provided for order fulfillment and shipping performance. Pricing should be transparent with no hidden fees or additional costs. Experience fulfilling orders for businesses in our industry or selling similar products should be demonstrated through references or case studies. The estimated turnaround time for order processing and shipping should meet our requirements. Samples of products to be provided as part of the contract.

1.7 BACKGROUND INFORMATION

In 2013 Washington State enacted Procurement Reform under the authority of RCW 39.26. Procurement Reform employs a risk mitigation strategy, one of which is limiting monetary exposure to a dollar value. Currently WSPRC had delegated authority for the Discover Pass in the amount of \$7 million for the contract term.” The resulting contract will be structured to ensure the WSPRC does not exceed the \$7 million dollar threshold for the over the life of the contract.

1.8 PREBID CONFERENCE

Bidders are invited to attend a prebid conference where the Bidder may ask questions, seek clarifications, and request changes to the competition document.

The Prebid conference meeting will be conducted virtually via Microsoft TEAMS.

Bidders interested in joining the prebid conference must RSVP to contracts@parks.wa.gov no later than **Tuesday, October 3, 2023**. The email subject line must include 123-517 RSVP.

Example email subject line: 123-517 RSVP

The following day we will send out a meeting request (with hyperlink) to the email address that you used to RSVP. Attendees should not display video and keep their microphone muted if not talking.

Only WSPRC responses posted on Washington Electronic Business Solutions (WEBS) are deemed official. All other WSPRC communication whether it be verbal or in writing are deemed unofficial and nonbinding.

If for some reason this conference fails, if you were unable to ask a question, or if you want to ask a question, simply send in the question before 3PM (PST) the same day. WSPRC will review the questions and using our discretion, responses if any, will be posted on WEBS (State of Washington’s bid notification system).

WSPRC accepts no responsibility for the quality of the prebid conference, technological difficulties, or failure to participate in the conference.

1.9 COMMUNICATION REGARDING THIS COMPETITION

All communication should be directed to the WSPRC Contracts, Grants, and Procurement Office (CGP), specifically the Procurement Coordinator using the email address both of which are listed on the face page.

Bidders should not contact any other WSPRC staff about this competition and the failure to do so may result in your bid response being disqualified and rejected.

Only WSPRC responses posted on Washington Electronic Business Solutions (WEBS) are deemed official. All other WSPRC communication whether it be verbal or in writing are deemed unofficial and nonbinding.

Special Communication Instructions: Some sections in this competition contain additional communication instructions. Bidder's failing to communicate as instructed may result in the communication being missed or misunderstood, and/or not considered.

- Prebid Conference (Section 1.8)
- Question and Answer Period (Section 1.10)
- Complaint Period (Section 1.11)
- Submitting the Bid Response (Section 4.1)
- Procurement Records Disclosure (Section 6.2)
- Debriefing of Bidders (Section 6.3, 6.3.1)
- Protests (Section 6.4, 6.4.3)

1.10 QUESTION AND ANSWER PERIOD:

- Bidders may ask questions, seek clarifications or changes at any time, however, the WSPRC needs time to formulate a response and post the response on WEBS. Responses must occur well before the bid's due date deadline so that Bidders can digest the information and author a bid response.
- Final day for questions that may receive a formal answer response via WEBS is: See Section 1.12 – Procurement Schedule: **Question Period** or **Prebid Conference**.
- Send Questions to: contracts@parks.wa.gov
- Subject line must include the bids identification number and "Question." See the first page or footer for the bid's identification number.

Example email subject line: **123-517 Question**

- Responses, if any, will be posted on WEBS (State of Washington's bid notification system).
- SPECIAL NOTE: Only responses posted on WEBS are deemed official. All other communication, whether it be verbal or in writing are deemed unofficial and nonbinding.

1.11 COMPLAINT PERIOD:

- Bidders should first attempt to address and resolve any concerns during the Question-and-Answer period. Should a Complaint be warranted, please see below.
- The Complaints Period is: See Section 1.12 – Procurement Schedule. Complaints received before and after this period will not be considered.
- Send Complaints to: contracts@parks.wa.gov
- Subject line must include the bids identification number and "Complaint." See the first page or footer for the bid's identification number. Bidder's failing to mark the Complaint as instructed may result in the communication being missed or misunderstood as something other than a Complaint, and the Bidder forgo their Complaint.

Example email subject line: **123-517 Complaint**

- Responses, if any, will be posted on WEBS (State of Washington's bid notification system).

- **SPECIAL NOTE:** Only responses posted on WEBS are deemed official. All other communication, whether it be verbal or in writing, are deemed unofficial and nonbinding.

Bidders submitting complaints shall follow the procedures described in this section. Complaints that do not follow these procedures shall not be considered.

All complaints must be in writing and sent to the Procurement Coordinator before the deadline, to the email address, and using the proper subject line.

The complaint must state the basis for the complaint and a proposed remedy.

Only complaints that fall into the categories below and stipulate an issue of fact shall be considered:

- The solicitation unnecessarily restricts competition.
- The solicitation evaluation or scoring is unfair or flawed; or
- The solicitation requirements are inadequate or insufficient to prepare a response.

1.12 PROCUREMENT SCHEDULE:

Any stated time is Pacific Time Zone (local time).

Activity	Due Dates	Time
RSVP Prebid Conference	10/03/2023 See additional details in Section 1.8 – Prebid Conference.	NA
Prebid Conference	10/05/2023 See additional details in Section 1.8 – Prebid Conference	10:30AM-11:30AM PST
Question Period	09/11/2023 – 10/13/2023 See additional details in Section 1.10 – Question and Answer Period.	NA
Answer Period	10/16/2023 – 10/27/2023 , anticipated but may take longer. All Answer Responses will be posted on WEBS. See Section 1.10 – Question and Answer Period	
Complaint Period	10/30/2023 – 11/06/2023 See additional details in Section 1.11 – Complaint Period. Complaints received before or after the Complaint period will not be considered.	NA
Bidder's Response – Deadline	11/15/2023 See also: Section 4 - Responses - Preparation and Submission Requirements. See also Section 3.1 CHECKLIST OF REQUIRED MATERIALS	1:00PM
Oral Presentations (if needed)	Oral presentations, if considered necessary by State Parks, may be utilized in selecting the winning response. See also Section 5.5 Oral Presentations may be required.	
Announcement of Apparent Successful Bidder (ASB)	After the Bid's due date (deadline to submit bid responses) and following the evaluation, the state will Announce the Apparent Successful Bidder (ASB). See additional details in Section 6.1 – Announcement of Apparent Successful Bidder.	

Debriefing of Bidders	The Bidder wanting a Debrief must request a Debrief within three business days following the day of the Announcement of Apparent Successful Bidder (ASB). See additional details in Section 6.3 – Debriefing of Bidders
Protest	The DEBRIEFED Bidder wanting to submit a protest must submit a Protest within five business days following the day of the Debrief. See additional details in Section 6.4 - Protests

2 SPECIAL TERMS

2.1 PAYMENT

Payment shall be based on goods and services provided. No payment shall be made for non-designated goods or services. Payment will be made only after proper documentation and invoicing has been provided to the Agency. In accordance with Washington’s Constitution Article 8, Section five, while progress payments are allowed, under no circumstances will payment be made prior to the work (or for progress work) being rendered, completed, delivered, and acceptable. This condition includes terms like deposits, security deposits, and the like.

2.2 BUSINESS STRUCTURE & EMPLOYEES (COMPLIANCE WITH LAW)

During bid response evaluation and/or prior to contract execution and/or during the life of the contract, the Washington State Parks and Recreation Commission (WSPRC) may require your firm to provide proof, satisfactory to WSPRC, that your firm is a legally licensed business entity and is compliant with all business and employee related laws and regulations, including but not limited to, taxes, licenses, employee insurance, not debarred, etc. WSPRC reserves the right and may contact any person, business, agency, database system it deems necessary to validate compliance. Further, WSPRC may require your firm to provide information, acceptable to WSPRC, that verifies and validates business structure and/or the employment status for anyone appearing to be working on behalf of this contract. Failure to provide the required information in a timely manner may result in your bid response being rejected or your contract terminated. If your firm is found to be out of compliance with business and/or employee related laws or regulations or is otherwise a violator of these law and regulations it may result in your bid response being rejected or your contract terminated. Note: Information is readily available from the Department of Revenue, Labor and Industries, Secretary of State, and Employment Security Department, however named.

2.3 CAUTION: THE RESULTING CONTRACT AND ITS TERMS AND CONDITIONS

Near the end of the competition document a sample contract is provided to help the Bidder better understand State Parks’ typical terms and conditions (usually in the form of a boilerplate). Any resulting contract (even if different in appearance) will include the terms, conditions, and boilerplate. The Bidder should review the sample contract, determine what is its risk and its desired reward and bid a rate(s) accordingly.

On occasion, Bidders that are selected for contract (Apparent Successful Bidders or ASB), try to negotiate away one or more of the State Parks terms and conditions. Bidders are cautioned that negotiation of this type will likely not be entertained. Bidders are cautioned to form a bid response that takes into account all risks and bid accordingly.

2.4 GENERAL AND TECHNICAL SPECIFICATIONS

The Discover Pass is a car placard that is typically suspended from the rear-view mirror. The pass is available for purchase through various sales channels and can come in different formats, such as bound booklets or continuous fan-fold fed printers. Additionally, the Fulfillment Vendor may have its own unique fulfillment format for the passes.

ORGANIZATIONAL TARGET

- a) **PRODUCTION SERVICES**: Seeking production services for printing, processing, and distributing approximately 900,000 yearly units of a customizable pass template on synthetic paper, ensuring steady supply for fulfillment by providers and customization by distributors at Points of Service
- b) **FULFILLMENT WAREHOUSE, CUSTOMER SERVICE AND PERFORMANCE TRACKING SERVICES**: Looking for fulfillment warehouse services that include pass validation, mailing with tracking, customer status updates, pass replacement, reminder notices, pass storage, and reporting based on daily electronic customer data, with monthly reporting of key performance indicators for customer service.
- c) **ECOMMERCE FULFILLMENT SERVICES**: Seeking ecommerce fulfillment services with robust inventory management, value-added options, reliable shipping carriers, clear returns policy, comprehensive reporting and analytics, transparent pricing, demonstrated industry experience, and efficient order processing and shipping turnaround.

Detailed technical specifications for each of the services sought are provided in ***Technical Specifications (Appendix C)*** of the RFP.

3 RESPONSES - REQUIRED CONTENT, FORMAT, AND SCORING:

3.1 CHECKLIST OF REQUIRED SUBMITTALS

The following list in the table in this subsection identifies the content that must be included in each responsible submission (Bidder's bid response). Any response that does not contain all of these items may be rejected as non-responsive. Each item is discussed in more depth in the sections following the Table.

Table explained: The Table below identifies what Submittals the Bidder must provide to WSPRC in the Bidder's Bid Response and also acts as a Checklist so that the Bidder does not forget to include required material in the Bid Response. *In some cases, the WSPRC has provided a form for this purpose but if no form is provided the Bidder must "self-author" a response to meet this Submittal condition.* The Table also states if the Submittal will be Scored by points or scored as Pass/Fail. The Table also provides a nonexclusive courtesy Reference linking the Submittal to other areas of the document.

#	Submittal	Scored or Pass/Fail	Reference Within This Document (some, not all)	Bidder Mark if Provided (failure to provide as instructed may result in bid rejection)
1	Certifications (form provided, must be signed)	P/F	Appendix A, Section 3.2	
2	Bidder Profile (form provided)	P/F	Appendix B, Section 3.3	
3	Competition Amendments (if any)	See amendment for details	Section 7.3, Section 3.4	
4	Technical Specifications (form provided)	P/F	Appendix C, Section 3.5	
5	Pricing Page (form provided)	Up to 50 points	Appendix D, Section 3.6	
6	Plan for Operation (self-authored)	Up to 20 points	Appendix E, Section 3.7	
7	Experience and Expertise (self-authored)	Up to 20 points	Appendix F, Section 3.8	
8	OMWBE/ Small & Veteran Owned Certification (self-authored)	10 points	Appendix G, Section 3.9	
9	References (form provided)	P/F	Appendix H, Section 3.10	

3.2 (APPENDIX A) – CERTIFICATIONS, ASSURANCES, AND WAIVER

A FORM is provided for this part of your bid response. See (APPENDIX A – CERTIFICATIONS, ASSURANCES, AND WAIVER.

The Certifications must be executed as written in Appendix A. Failure to execute the Appendix in its official form will result in the Bidder's Proposal being disqualified.

Appendix A – Certifications is evaluated on a pass/fail basis.

Must be signed with wet-ink signature (pen to paper).

3.3 (APPENDIX B) – BIDDER PROFILE

A FORM is provided for this part of your bid response. See (APPENDIX B – Bidder Profile. Bidder Profile provides general information concerning the Bidder and/or its corporate entity.

It is important to fully read the Bidder Profile as there may be additional pages that the Bidder may have to self-author and attach depending on the Bidder's response.

Appendix B - Bidder Profile must be substantively completed and is evaluated on a pass/fail basis.

3.4 COMPETITION AMENDMENTS (IF ANY)

As explained in Section 7.3 – Amendments to the Competition, WSPRC may need to amend this competition. Any competition amendment will be posted on WEBS under this competition number.

Competition Amendments may be simply informational, extend the competition's bid due date, add/delete/modify language of the competition document or an earlier-in-time competition amendment, it may fully revise and replace the competition document, or may be responses to Questions or Complaints, etc. The competition amendment may need to be signed. It may direct the Bidder to include other documents that are self-authored by the Bidder.

It is important the Bidder follow the instructions stated in the competition amendment, failure to do so may result in bid disqualification and rejection.

Depending on the instructions and directions, the result may be scored or pass/fail.

3.5 (APPENDIX C) – TECHNICAL SPECIFICATIONS

A FORM is provided for this part of your bid response. See (APPENDIX C – Technical Specifications.

Check if as Specified: Bidder if your bid to produce and fulfill electronic orders and eCommerce fulfillment for the statewide access pass meet the Technical Specification line then mark the "Check if as specified" box.

- *If no mark is CLEARLY provided it will be assumed your firm is unable to meet the Technical Specification and may be rejected.*

Describe fully if not as specified: Bidder if your products/services do not fully meet the Technical Specification line then you must describe, why and how your products/services do not meet the specification AND what your solution is and offers. You must explain this in the "Describe fully if not as specified" box. If more room is needed, you may provide an attachment, but it must be clearly marked with reference to the Technical Specification line number. WSPRC will consider solutions that deviate from the specification. However, Bidders are cautioned that deviations from the Technical Specification increase your chances that your offered solution may not be accepted upon review by WSPRC staff. **Standard To Be Applied: Review of solutions not meeting the Technical Specification as written will be at the complete and sole discretion of WSPRC.**

Appendix C – Technical Specifications must have every line completed and is evaluated on a pass/fail basis.

3.6 (APPENDIX D) – PRICING PAGE

A FORM is provided for this part of your bid response. See (APPENDIX D – Price Sheet).

The Price Page is segmented by services. Show all charges to agencies for production and/or fulfillment and any other costs based upon the annual volume estimated herein.

All costs rolled in, except tax: Bidder your price must factor in all cost drivers, such as but not limited to: Shipping, packaging, etc. The only thing you should not include in the unit price is the sales tax. Washington State government agencies DO PAY sales tax.

All-or-nothing: The Bidder may bid on all services.

This part of the bid response is **scored up to 50 points**.

3.7 (APPENDIX E) – PLAN FOR OPERATION

Bidder this part of your bid response is self-authored by you, no form is provided.

- **Title this “3.7 Plan for Operation”.**

The bidder shall present a methodology for performing the terms and conditions of the RFP. Respond point-by-point in accordance with the General and Technical Specifications presented in the RFP. State Parks have special interest in vendor’s ability to reduce fraud or forgery by photocopying or other technologies.

This part of the bid response is **scored up to 20 points**.

3.8 (APPENDIX F) – EXPERIENCE AND EXPERTISE

Bidder this part of your bid response is self-authored by you, no form is provided.

- **Title this “3.8 Experience and Expertise”.**

Please provide detailed information about your company's experience in producing and fulfilling electronic orders and handling eCommerce fulfillment for access passes or similar products. WSPRC is particularly interested in your experience with such contracts, including your ability to provide solutions to unforeseen problems rather than simply fulfilling the terms of the RFP. Additionally, demonstrate your experience in handling confidential or proprietary data. Please note that the awarded vendor will be required to enter into a security Shared Data Agreement with the Washington Department of Licensing.

In your response, please address the following:

- Describe your experience in producing, fulfilling, and handling passes, similar products, or eCommerce items according to the specifications outlined in the project.
- Explain your experience working with government entities, as governmental processes and regulations often differ from those in the private sector. It is important to demonstrate your familiarity with and ability to handle the additional requirements associated with government contracts.

This part of the bid response is **scored up to 20 points**.

3.9 (APPENDIX G) – OMWBE/ SMALL & VETERAN OWNED CERTIFICATION

Bidder this part of your bid response is self-authored by you, no form is provided.

- **Title this “3.9 OMWBE/Small & Veteran Owned Certification”.**

State Parks, in accordance with Washington law, encourage small and diverse businesses to compete for and participate in state procurements as contractors and as subcontractors to awarded bidders.

Include proof of certification issued by the Washington State Office of Minority and Women’s Business Enterprises and/or Washington State Certified Small Business and/or Certified Veteran-Owned Businesses and/or Washington Electronic Business Solution (WEBS).

This part of the bid response is **scored 10 points**.

3.10 (APPENDIX H) - REFERENCES

A FORM is provided for this part of your bid response. See (APPENDIX H – REFERENCES).

Bidder this part of your bid response requires you to submit reference from other parties (do not use WA State Parks and Recreation Commission as a reference).

Bidder must provide at least **FIVE (5) Reference WITH FRESH ACTIVITY** (approximately within 365 days of the competition’s posting date).

Provide a minimum of five references for similar projects, with name and phone number.

The objective of references is to gage the Responsibility of the bidder. WSPRC reserves the right and may contact your reference and may contact any person, business, agency, or database system that may have information on your skills, abilities, and customer service.

This part of the bid response and this objective is scored pass/fail.

4 RESPONSES - PREPARATION AND SUBMISSION REQUIREMENTS

4.1 SUBMISSION OF RESPONSES

Responses are due on: **See Face-page for exact details.**

Washington State recently enacted law allowing for electronic alternatives to pen-to-paper wet-ink signature on hardcopy documents, meaning if WSPRC agrees to alternatives other than wet-ink signature (pen-to-paper) on hardcopy documents, these alternatives may be accepted by WSPRC and are legally binding. See RCW 1.80.

For purposes of this competition document WSPRC is accepting a PDF scan (or similar representation) of the Bidder's wet-ink signature when and where a signature is required. **For clarity:** Print out the competition document, review it, include any other required document(s), complete where necessary, sign where you need to sign with a pen onto the paper, when you believe your bid response is ready to be submitted to WSPRC, **scan it as a PDF** file and attach the file to your business email and send it to WSPRC. See also, Appendix A – Certification, Assurances, and Waiver, subsection O.

It is WSPRC's expectation that the Bidder's bid response email will contain an attachment with all of the required documents scanned as a PDF, including any required signatures.

Bidders are required to submit the bid response electronically by email/email attachment to the address below.

Send you bid response to: BidBox@parks.wa.gov.

- Subject line should include the bid's identification number, "Bid" and Company name.

Example email subject line: **123-517 Bid ACME**

Example email subject line: **123-517 Bid John Smith Construction**

Example email subject line: **123-517 Bid Microsoft**

Late responses will not be accepted and will be automatically disqualified from further consideration. All responses and any accompanying documentation become the property of State Parks and will not be returned.

CAUTION: Submit your bid response early as a safeguard against any technological slow-down or delays. Bids received after the deadline for any reason, no matter the cause, regardless of responsibility, will be rejected.

--- Late submissions will be considered non-responsive and may be rejected. ---

VERIFICATION: Bidders are welcome to contact the State Parks Contracts, Grants, and Procurement team (CGP) to see if your bid response was received, however, this process works best if there's enough time between the date and time submitted and the bid's due date deadline. Bidders should give CGP at least a day to notice your verification request and respond. Send verification requests to:

contracts@parks.wa.gov

and in the subject line use "VERIFICATION" and the competition's number identifier (see face-page for the competition number).

4.2 RESPONSE LAYOUT REQUIREMENTS

The Bidder's bid response should be logically assembled so that the evaluators can easily understand what they are reading and relate what they are reading back to the competition document's requirement. Evaluators appreciate landmarks or references using the competition document's section numbers and section titles. One mistake that Bidders make is that they have a previously prepared statement or materials that don't precisely relate to the competition document's individual requirement (it wasn't tailored or designed for the requirement), or that the previously prepared statement (or material) is supposed to relate to two or more requirements of the competition document. That can be confusing and may result in a negative impact to the evaluation of the Bidder's bid response.

NOTE: If evaluators cannot easily identify the statement/material or cannot easily link it to the competition's section reference, requirement, or question the statement/material may be misunderstood, disregarded, or may negatively impact the evaluation of the response.

5 EVALUATION AND AWARD

5.1 DETERMINATION OF RESPONSIVENESS

All Responses received by the stated deadline will first be reviewed by the Procurement Coordinator to ensure that the Responses appear to contain the information required in this competition document. Only Bid Responses that meet the requirements will be forwarded for further substantive review. Any Response that does not appear to contain all of the required information or any Bidder who does not meet the mandatory qualifications will be rejected as non-responsive and will be removed from further evaluation. However, the Procurement Coordinator has the right to waive minor informalities, and/or seek clarification if confused provided that neither alters the content of the Response.

WSPRC reserves the right to: (1) Waive any informality (WSPRC reserves the right to determine the actual level of Bidders' compliance with the requirements specified in this competition and to waive informalities in a bid). An informality is an immaterial variation from the exact requirements of the competition, 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.; (2) Reject any or all bids, or portions thereof; (3) Cancel the Competitive Solicitation and may re-solicit bids; and/or (4) Negotiate with the lowest responsive and responsible Bidder(s) (or Bidder with the most points) to determine if such bid can be improved.

5.1.1 Rejected Bids/Bidders & Rejection Notification & Rejection Response

This Rejection Response process is not governed by Washington's Administrative Procedures Act (APA), RCW 34.05, nor does it confer any additional rights above and beyond what the Bidder already enjoys as a taxpayer. The purpose of this process is to allow WSPRC to correct evaluation process errors and problems before a contract is executed.

WSPRC will perform a preliminary evaluation which is largely procedural. See Section 5.4.1 - Preliminary Evaluation (Procedural) and all of this section's subparts.

If WSPRC determines that a bid or Bidder must be rejected under 5.4.1 and/or subparts, WSPRC will send a rejection notification to the email address provided by the Bidder in the Bidder Profile form (Appendix B). WSPRC bears no responsibility for any issue or technological issue preventing actual receipt of the notification to the rejected Bidder.

Two Business-day Response Period: The Bidder may refute the rejection. The rejected Bidder must respond to the rejection within two (2) business-days following the day of rejection notification.

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- The Bidder's Rejection Response **must be sent to** contracts@parks.wa.gov
 - **Subject line must include** the bid's identification number and "Rejection". See the first page or footer for the bid's identification number.

Example email subject line: 123-517 Rejection
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- The Bidder must explain how and why WSPRC erred in rejecting the Bidder's bid under Section 5.4.1 - Preliminary Evaluation (Procedural).

WSPRC will consider the rejected Bidder's response, and if in WSPRC's opinion, it determines error on our part, the bid will be moved forward to further evaluation. If WSPRC determines it did not err, the bid will not be moved forward for evaluation.

The process detailed in this section (Section 5.1.1), does not supersede or displace the DEBRIEF process or PROTEST process. A Bidder may after the Announcement of Apparent Successful Bidder is announced, request a Debrief, and a Debrief is a prerequisite for a Protest. See Section 6.3 – Debriefing of Bidders and Section 6.4 – Protests for expanded details about the process and what WSPRC will recognize as legitimate.

5.2 GENERAL EVALUATION PROVISIONS

The evaluation process is designed to award a contract to the Bidder with the best value based on the selected evaluation criteria.

Evaluations of subjective material will likely be conducted by the customer program requiring the goods/services or an evaluation team. WSPRC has sole discretion over the selection of evaluators and will make such selections based on each potential evaluator's availability, knowledge, skills, and experience with the subject matter. Evaluator(s) will independently grade and score or consensus score the Bidder's material based on their own independent judgment, and in accordance with the format noted herein for each respective requirement. Evaluator(s) will only evaluate the material contained in the Responses and will not incorporate outside material into their determinations. The evaluator(s) has sole discretion over his or her final scores.

Bidders should take every precaution to assure that all answers are clear, complete, and directly responsive to each specific requirement.

5.3 EVALUATION OF COMPLETION BY DATE

The Agency reserves the right to require that the Apparent Successful Bidder (ASB) provide within three (3) business days after request, satisfactory evidence of ability to have the services performed and completed by: not used. Failure to provide satisfactory evidence may be grounds for submittal rejection.

5.4 EVALUATION STEPS

5.4.1 Preliminary Evaluation (Procedural)

- a) Did the bid response arrive by the due date (deadline) to the proper location? Pass/Fail.
- b) Did the Bidder, on behalf of the Bidder's Firm, appear to bind the company to the commitment of the competition (manifestation of assent)? Pass/Fail. Acceptable manifestations of assent may include:
 - Is the bid signed by an individual (a person and NOT a group or team)) with a wet-ink signature albeit provided as a PDF scan, photo, or other similar visual copy representation.
- c) Did the Bidder appear to provide and complete the information requested? Pass/Fail.

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- d) Does the Bidder appear to accept the WSPRC terms and conditions without reservation? Pass/Fail.
 - e) Does the Bidder, under penalty of perjury, certify it is not a Wage violator (see Certification - Wage Theft Prevention)? Pass/Fail.
 - f) Does the Bidder, under penalty of perjury, certify it supports worker's rights (see Certification - Supporting Workers' Rights)? Pass/Fail.
 - g) If submittals were required, were the submittals provided and do they appear to be complete so that the bid could be compared to other conforming bids? Pass/Fail.
 - h) If any bid is rejected at this stage, send a Rejection Letter to the Bidder's email address provided by the Bidder in the Appendix B – Bidder Profile. See also Section 5.1.1 – Rejected Bids/Bidders & Rejection Notification & Rejection Response. Otherwise, advance the bid(s) to Section 5.4.2 – Substantive Evaluation: Phase 1.

5.4.2 Substantive Evaluation: Phase 1

- a) Preferences and penalties: Preferences and penalties that are required by law, rule, or competition document will be applied to bid pricing. A preference reduces the Bidder's stated price by the amount of the preference and is an advantage to the Bidder. A penalty increases the Bidder's stated price by the amount of the penalty and is a disadvantage to the Bidder. *Preferences and penalties are applied to the pricing for evaluation purposes only but are not applied for purchasing purposes if awarded the contract.*
 - Determine Reciprocity under [RCW 39.26.271](#), [WAC 200-300-075](#), [DES Reciprocity Information](#), [DES Reciprocity Map \(list\)](#). Determine the business address from which the bid was submitted. Check the DES Reciprocity Map (list) to determine, for evaluation purpose only, if the bid's pricing must be increased or rejected.
 - Determine Polychlorinated Biphenyls (PCB):
- b) If submittals were required, were the submittals provided and were they materially complete so that the material aspects of the bid response can be compared to other conforming bids? Pass/Fail. If a points methodology is being used instead of a pass/fail methodology, then determine the points.
- c) Determine the low bid; use subtotal value. If a points methodology is being used instead of low bid methodology, then determine the points.
- d) References: If not waived by WSPRC, do the references reflect good customer service and good product quality, and no meaningful apprehension from using this Firm in the future? Pass /Fail. If a points methodology is being used instead of a pass/fail methodology, waiver is not allowed, WSPRC must determine the points.
- e) Responsibility of the Bidder: In determining the responsibility of the Bidder, WSPRC may also consider: [RCW 39.26.160 Bid awards—Considerations—Requirements and criteria to be set forth—Negotiations—Use of enterprise vendor registration and bid notification system](#). If considered then Pass/Fail.
- f) Upon determining the lowest priced responsive and responsible Bidder (or responsive and responsible Bidder with the most points), perform the Announcement of ASB UNLESS the Substantive Evaluation: PHASE 2 (optional) is used.

5.4.3 Substantive Evaluation: Phase 2 (Optional)

- a) Following PHASE 1 if WSPRC so chooses the lowest priced responsive and responsible Bidder (or responsive and responsible Bidder with the most points) may be required to appear in some form and/or present additional materials to validate to the WSPRC that

the services or items offered meets the WSPRC's needs and meets all other competition terms & conditions. If WSPRC requests materials it deems necessary to validate the services or item offered, the materials must be provided within five (5) business days or face possible elimination. The Bidder WILL NOT be allowed to materially change its bid response and the examination will be limited to the validation of the item and/or services offered. If WSPRC in its sole discretion determines that the Bidder's bid does not meet the WSPRC needs and/or other competition terms & conditions, the Bidder's bid response will be rejected and the next lowest responsive and responsible (or responsive and responsible Bidder with the most points) bid response may be considered. This process may repeat itself until an Apparent Successful Bidder (ASB) is determined or the competition is cancelled.

- b) Upon determining the lowest priced responsive and responsible Bidder (or responsive and responsible Bidder with the most points), perform the Announcement of ASB.

5.5 ORAL PRESENTATIONS MAY BE REQUIRED

Oral presentations, if considered necessary by State Parks, may be utilized in selecting the winning response. State Parks, at its sole discretion, may elect to select the top-scoring firm(s) from the written evaluation for an oral presentation and contact the top-scoring firm(s) to schedule a date, time and location for an oral presentation. Commitments made by the Bidder at the oral interview, if any, will be considered binding.

The oral presentation shall determine the apparently successful bidder.

5.6 SELECTION OF APPARENT SUCCESSFUL BIDDER

Note: The Bidder meeting all responsive criteria and having the lowest costs (or, highest final cumulative score) will be selected as the Apparent Successful Bidder (ASB).

WSPRC will notify the Apparent Successful Bidder, and the non-successful Bidders, via email to the address provided in the Bidder Profile (Appendix B) - Primary Contact Person for Questions/Contract Negotiations.

6 ANNOUNCEMENT OF ASB, PUBLIC DISCLOSURE, DEBRIEF, AND PROTESTS

6.1 ANNOUNCEMENT OF APPARENT SUCCESSFUL BIDDER (ASB)

Following the bid Evaluation, WSPRC will announce TO ALL BIDDERS the Apparent Successful Bidder (ASB) by email to the email address provided by the Bidder in the Bidder Profile (Appendix B).

The Announcement of ASB starts a clock and it is the responsibility that the Bidder provide a working email. WSPRC accepts no responsibility for the Bidder's actual receipt of the Announcement of ASB.

The announcement is called the Announcement of Apparent Successful Bidder. Notification that a Firm(s) was selected as the ASB simply means that at this point in time WSPRC believes the ASB was the lowest cost responsive and responsible Bidder (or Bidder with the most points), but designation as the ASB is not a guarantee of a contract and/or WSPRC Purchase Order, or purchase. WSPRC reserves the right to reevaluate the ASB's bid and determine whether the ASB's bid was responsive and responsible and successful as first thought. ASBs are cautioned not to commit funds, resources, and effort prior to receiving an actual executed contract and/or WSPRC Purchase Order. Bidders and ASBs that commit funds, resources, and effort prior to a contract and/or WSPRC Purchase Order do so at its own risk and peril. Further, WSPRC cautions against any premature action prior to

an executed contract and if any premature action causes a disruption or dilemma for WSPRC, it could result in no contract being executed.

Following the announcement of the ASB, Bidders may request a Debrief conference. The Bidder will have a short period of time to request the Debrief conference. NOTE: A Debrief conference is a mandatory prerequisite for any Bidder desiring to protest the award.

6.2 PROCUREMENT RECORDS DISCLOSURE

Procurement records for this competition cannot be released or viewed until after the Announcement of Apparent Successful Bidder (ASB); see Section 6.1 – Announcement of Apparent Successful Bidder.

A Bidder may request copies of the competition records, including the solicitation and evaluation documents, or may inspect the competition records.

Washington State Parks and Recreation Commission (WSPRC) has a Public Records Officer. If you'd like copies of these records, please click on the link(s) below for agency instructions.

WSPRC Public Records Officer at: public.disclosure@parks.wa.gov

- (INFO) <https://www.parks.state.wa.us/1093/Public-records-requests>
- (FORM) <https://www.parks.state.wa.us/DocumentCenter/View/11083/A-374-Public-Record-Request?bidId=>

As you are completing your request, it is helpful that you identify the request so that it is understood by the Public Records Officer and not delayed.

This competition is identified under: **(RFP 123-517) Discover Pass Production, Fulfillment, and eCommerce.**

This competition is being conducted through the: **Contracts, Grants, and Procurement section, which is part of the agency Financial Services Office.**

See also: Section 7.13 - PUBLIC DISCLOSURE & WAIVER OF PROPRIETARY INFORMATION

6.3 DEBRIEFING OF BIDDERS

Following the Announcement of Apparent Successful Bidder and upon request by the Bidder, a debriefing conference will be scheduled with an unsuccessful Bidder. THE REQUEST FOR A DEBRIEFING CONFERENCE MUST BE RECEIVED BY THE PROCUREMENT COORDINATOR **WITHIN THREE (3) BUSINESS DAYS FOLLOWING THE DAY OF THE ANNOUNCEMENT OF APPARENT SUCCESSFUL BIDDER.** Thereafter, WSPRC will schedule a Debrief conference to go over the Bidder's bid (not other bids).

6.3.1 How To Request A Debrief Conference

Requests for Debriefs shall be addressed to the Procurement Coordinator in the form of an email to contracts@parks.wa.gov.

The email's subject line must include the competition's number and the word "Debrief". Failure on the part of the Bidder to mark the email communication as instructed may result in the Debrief being overlooked or misunderstood and not considered.

Example email subject line: **123-517 Debrief**

6.3.2 Debrief Meeting, Discussion, And Delay

Discussion will be limited to a critique of the requesting Bidder's response. Comparisons between responses or evaluations of the other responses will not be allowed. Debriefing conferences may be conducted in person or on the telephone and will be scheduled for a maximum of 1/2 hour.

WSPRC intends all debriefings conferences to take place within a few days of the Announcement of Apparent Successful Bidder. The requesting Bidder will not be allowed to delay the process from moving forward and should have a designated representative made available if the Bidder is unavailable. Bidders that are not available for the Debrief conference scheduled by WSPRC forgo its opportunity for debriefing and filing a Protest (see section titled Protests).

6.3.3 Debrief Prerequisite For Protest

A Debriefing Conference is a prerequisite to Protesting the Competition.

6.4 PROTEST

6.4.1 General:

This protest process is not governed by Washington's Administrative Procedures Act (APA), RCW 34.05, nor does it confer any additional rights above and beyond what the Bidder already enjoys as a taxpayer. The purpose of this process is to allow WSPRC to correct evaluation process errors and problems before a contract is executed.

Only a Bidder having avail itself of a Debriefing Conferences may file a protest regarding this competition.

The Bidder must strictly adhere to the protest process as set forth herein, the failure of which may result in a summary determination that the protest is without merit without an opportunity to cure.

6.4.2 Form And Content:

All protests must:

- Be in writing.
- The protest must state and clearly articulate the grounds for the protest (see Section 6.4.3 – Content Limitations and 6.4.5 – Grounds Which May Be Protested) with specific facts and complete statements of the action(s) being protested.
- A description of the relief or corrective action being requested should also be included.
- All protests shall be addressed to the Procurement Coordinator.

6.4.3 Content Limitations:

WSPRC does not currently mandate any page limitation. However, the protest must be clearly articulated, succinct, organized, logical, and professional.

WSPRC will summarily reject protests that:

- fail to state and clearly articulate at least one of the three GROUNDS provided in Section 6.4.5 – Grounds Which May Be Protested;
- contain rants, attacks, and/or disparaging or abusive remarks;
- include multiple attachments or references to material (document dumping, document overload); OR,

-
- appear to require the reader to weigh through voluminous amounts of material to verify the argument being made or piece together voluminous amounts of material to decipher the argument being made.

6.4.4 Submission Of Protests

- All protests must be submitted within three (3) business days after the day of the Debriefing Conference.
- Bidders must send all protests to: contracts@parks.wa.gov. See also Subject Line.
- SUBJECT LINE: The email's subject line must include the competition's number and the word "Protest". Failure on the part of the Bidder to mark the email as instructed may result in the Protest being overlooked or misunderstood and not considered.

Example email subject line: **123-517 Protest**

- The name of the protesting Bidder, mailing address and phone number, and the name of the individual responsible for submission of the Protest;

6.4.5 Grounds Which May Be Protested

- Conflict of Interest on the part of WSPRC staff.
- Errors in computing the score.
- Non-compliance with procedures described in the procurement document.

Protests will be rejected as without merit if they do not clearly and convincingly meet one of the GROUNDS above and/or seems to address issues such as:

- An evaluator's professional judgment on the quality of a response, or
- WSPRC's assessment of its own and/or other agencies' needs or requirements, or,
- Issues, concerns, objections, or requests for changes that were or could have been addressed during the Question-and-Answer Period, Complaint Period, or a Bidder rejected under Section 5.5.1 - Rejected Bids/Bidders & Rejection Notification & Rejection Response, failing to timely avail itself of the Rejection Response period.

6.4.6 Manager Assignment And Review

Upon receipt of a protest that meets the requirements described herein, a protest review will be held by WSPRC. WSPRC will assign a Manager who was not involved in the procurement. The Manager is responsible for reviewing and investigating the Bidder's written protest and may meet with agency staff or the agency program that was involved in the competition. The Manager may consider the record and all reasonably available facts and will issue a protest determination in writing within fifteen (15) business days from receipt of the protest. If additional time is needed, the Manager will notify the protesting party of the need for additional time within 15 business days from receipt of the protest.

In the event a protest may affect the interest of another Bidder that submitted a response, WSPRC may reach out to that Bidder, may provide an unedited copy of the protest to that Bidder, and may invite that Bidder to submit its views and any relevant information on the protest to the Manager.

Standard of Review: The onus is on the Bidder to clearly and convincingly demonstrate that WSPRC erred.

6.4.7 Protest Determinations And Findings

The Manager's protest determination may:

-
- Find the protest lacking in merit and reject the protest.
 - Find only technical or harmless errors in WSPRC's acquisition process and determine WSPRC to be in substantial compliance and reject the protest, OR
 - Find merit in the protest and provide WSPRC options which may include:
 - Correcting the errors and re-evaluating all responses.
 - Canceling the competition and possibly for a new competition to take place, OR
 - Making other findings and determining other courses of action as appropriate.

If WSPRC rejects the protest, WSPRC will enter into a contract with the Apparent Successful Bidder no sooner than two business days after issuance of the protest determination by email to the protesting party at the email address indicated on the party's bid documents. For the purposes of timing, the date the protest determination is sent to the protesting party shall not count.

6.4.8 Agency Decision is final

The Manager's protest determination constitutes the agency's final decision regarding the protest. If the protesting party disagrees with the protest determination, the Bidder may seek judicial relief in the Washington Superior Court for Thurston County within 2 business days of the issuance of the protest determination.

7 ADDITIONAL GENERAL PROVISIONS FOR ALL BIDDERS

7.1 ANNOUNCEMENT AND SPECIAL INFORMATION

By responding to this competition document, a Bidder acknowledges they have read and understand the entire competition and accepts all information contained within the competition document without modification.

7.2 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 (RCW). Those restrictions also apply to any Bidder submitting a Response under this competition who has hired a former state employee. Bidders should familiarize themselves with the requirements prior to submitting a Response that includes current or former state employees.

7.3 AMENDMENTS TO THE COMPETITION

WSPRC reserves the right to revise this competition. All changes will be made by written competition amendment. All official competition amendments will be posted in WEBS and will automatically become incorporated as part of this competition. If there are any conflict between competition amendments, or between a competition amendment and the competition, whichever document was issued last in time will be controlling.

Competition amendments will be made in consideration to the overall timeline; WSPRC will determine whether extensions to the timeline are necessary.

The Bidder may only rely on the Competition and/or the Competition Amendments posted on WEBS. Any other communication, verbal or in writing SHALL be nonbinding on WSPRC.

7.4 RESPONSIVENESS OF BIDDER'S RESPONSE

Each Bidder is specifically notified that failure to comply with any part of the solicitation may result in rejection of their Response as non-responsive. Rejected, non-responsive Responses will not be further evaluated, one the bid is found to be non-responsive. WSPRC

will not be liable for any errors or omissions in Bidder's Response. Bidders will not be allowed to alter their Response after the Response Submission Deadline.

It is the responsibility of each Bidder to carefully read, understand, and follow all the instructions contained in this competition documents, and in any future amendments. If a Bidder does not fully understand any Response requirement, said Bidder should submit an inquiry to the Procurement Coordinator (see Section 1.6 – Questions And Answer Period). Bidders are hereby notified that failure to comply with any solicitation requirement may result in the Response being rejected as non-responsive. WSPRC reserves the right to waive any administrative, minor irregularity in a Response, but it is not required to do so.

7.5 CLARITY AND CLARIFICATIONS

WSPRC will make the sole determination of clarity and completeness of the Responses. No Response may be altered or amended after the submission deadline; however, WSPRC reserves the right to contact a Bidder for clarification of responsive contents if necessary. NOTE: This clarification process is only used to clarify information that was contained within the Response; it is not a means of providing or incorporating new information that was otherwise not initially included. Evaluators have no obligation to seek or request clarification; they may evaluate the response as provided.

7.6 COST OF RESPONSE PREPARATION

WSPRC will not reimburse Bidders for any costs associated with preparing or presenting a Response to this competition.

WSPRC will not be liable for any costs incurred by the Bidder in preparation or presentation of a responsive Response to this competition.

WSPRC will not pay for any costs accrued prior to a mutually executed contract resulting from this competition.

7.7 OWNERSHIP OF RESPONSES

All Responses and materials submitted in response to this competition document become the property of WSPRC. WSPRC has the right to use information or adaptations of information that is presented in a response.

7.8 FINAL SELECTION & NO OBLIGATION

WSPRC reserves the right, at its sole discretion, to reject all responses without penalty and not to issue a contract as a result of this solicitation. WSPRC further reserves the right to cancel or reissue this competition prior to execution of a contract, if it is in the best interest of WSPRC to do so, as determined by WSPRC in its sole discretion.

7.9 INCORPORATION OF RESPONSE IN CONTRACT

The Bidder's response, including all promises, warranties, commitments, and representations made in the successful Response, are binding, and shall be incorporated by reference into WSPRC's contract with the Bidder.

7.10 AGREEMENT TO WSPRC'S CONTRACT TERMS AND CONDITIONS

Attached as an Exhibit is a draft document that includes WSPRC's contract terms and conditions. These terms and conditions will be incorporated into the final contract between WSPRC and the Apparent Successful Bidder. Each Bidder's submission of its Response confirms that Bidder's consent to these terms and conditions.

7.11 STATEWIDE VENDOR PAYMENT REGISTRATION

Bidders are urged to be registered in the Statewide Vendor Payment system, prior to submitting a request for payment under this Contract. The Washington State Office of Financial Management (OFM) maintains a central Bidder registration file for Washington State agencies to process Bidder payments.

To obtain registration materials go to the Statewide/Vendor Payee Services website at <https://ofm.wa.gov/it-systems/statewide-vendorpayee-services> . The registration form has two parts. Part 1 is the information required to meet the above registration condition. Part 2 allows WSPRC (and other state agencies) to pay invoices electronically with direct deposit. This is the most efficient method of payment and vendors are encouraged to sign up.

7.12 MINORITY WOMEN OWNED AND VETERAN OWNED BUSINESS

WSPRC strongly encourages the participation of minority and women-owned businesses, Veteran owned businesses and small businesses, as prime Contractors, or Subcontractors.

If you are a small business that needs assistance responding to this solicitation, help is available. Please visit OMWBE Small Business Assistance at <https://omwbe.wa.gov/small-business-assistance> to see the services offered. The Washington Procurement Technical Assistance Center (PTAC) is also available with no cost, confidential technical assistance for small businesses doing business with state government.

Minority and Women-Owned Businesses

In accordance with the legislative findings and policies set forth in Chapter 39.19 RCW, the State encourages participation in all of its contracts by firms certified by the Office of Minority and Women's Business Enterprises (OMWBE). Participation may be either on a direct basis in response to this solicitation or on a Subcontractor basis. Bidders may go to <https://omwbe.wa.gov/directory-certified-businesses> to obtain information on certified firms.

7.13 PUBLIC DISCLOSURE & WAIVER OF PROPRIETARY INFORMATION

- See Section 6.2 Public Records Disclosure.
- See Appendix A – Certification, Assurances, and Waiver, at subsection L - Bidder's Waiver And Release of Information, Public Disclosure is Authorized and Not Restricted.

7.14 CIVIL RIGHTS COMPLIANCE

The Director of the Washington State Parks and Recreation Commission, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. §§ 2000d to 2000d-4) and the Regulations, hereby notifies all Bidders will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of the owner's race, color, national origin, sex, age, disability, income-level, or LEP in consideration for an award. WSPRC will also affirmatively ensure that any contract entered into pursuant to this solicitation will require full incorporation of these rights in relation to all employees, personnel, and agents of the Bidder.

8 APPENDICES AND EXHIBITS

All Appendices noted below must be included as part of the Bidder's Response

- Appendix A (Section 8.1): Certifications, Assurances, and Waiver (**sign and return all pages**)
- Appendix B (Section 8.2): Bidder Profile (**return all pages**)
- Appendix C (Section 8.3): Technical Specifications (**return all pages**)
- Appendix D (Section 8.4): Pricing Page (**return all pages**)
- Appendix E (Section 8.5): Plan for Operation (self-authored)
- Appendix F (Section 8.6): Experience and Expertise (self-authored)
- Appendix G (Section 8.7): OMWBE/Small & Veteran Owned Certification (self-authored)
- Appendix H (Section 8.8) References (**return all pages**)

EXHIBITS

- Exhibit A Sample Contract & General Contract Terms And Conditions
- Exhibit B Production/Sales Flowchart
- Exhibit C Sales History for the annual Discover Pass
- Exhibit D Samples Discover Pass
- Exhibit E Ecommerce
- Exhibit F Portal

Continue on next page

8.1 (APPENDIX A) – CERTIFICATIONS, ASSURANCES, AND WAIVER

- a) I/My Firm make the following certifications and assurances as a required element of the proposal (bid response) 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(s):
- b) I/we declare that all answers and statements made in the proposal are true and correct.
- c) 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.
- d) The attached proposal is a firm offer for a period of 90 days following receipt, and it may be accepted by Washington State Parks and Recreation Commission (WSPRC) without further negotiation (except where obviously required by lack of certainty in key terms) at any time within the 90-day period.
- e) In preparing this proposal, I/My Firm 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.
- f) I/My Firm understand that WSPRC will not reimburse me/my Firm for any costs incurred in the preparation of this proposal. All proposals become the property of WSPRC, and I/My Firm claim no proprietary right to the ideas, writings, items, or samples.
- g) Unless otherwise required by law, the prices and/or cost data that 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 Proposer or to any competitor.
- h) I/My Firm agree that submission of the attached proposal constitutes acceptance of the solicitation contents and the attached sample contract and general terms and conditions (if any), and any other instructions, Terms & Conditions, AND competition amendments to the same. Further:
 - 1. Alterations to WSPRC Documents: I/My Firm understand and agree that I/My Firm shall not and has not altered or deviated from the original competition and any follow-on competition amendments and if my/my Firm's bid response received by WSPRC materially alters or deviates from the competition or competition amendments (if any) then the bid response may be disqualified. Whether the alteration is noticed or not noticed by WSPRC, any resulting contract (including any type of order placement) SHALL continue with the altered portions or deviations being ignored in favor of the WSPRC official language (original competition and any follow-on competition amendments) as posted on the Washington Electronic Business Solutions (WEBS) which acts as the system of record for this competition. The awarded Contractor understands, agrees, and accepts this provision and SHALL hold harmless and save harmless the WSPRC.
 - 2. Unrequested Supplemental Materials in Bidders Bid Response: I/My Firm understands and agrees that I/My Firm shall not and has not supplemented my/my Firm's Bid Response with unrequested materials. Whether the unrequested material is noticed or not noticed by WSPRC, any resulting contract (including any type of order placement) SHALL continue with the unrequested material being ignored in favor of the WSPRC official language. The awarded Contractor understands, agrees, and accepts this provision and SHALL hold harmless and save harmless the WSPRC.
- i) 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.

- j) I/My Firm grant WSPRC the right to contact references, systems, sources, and others, who may have pertinent information regarding the Bidder's prior experience and ability to perform the services contemplated in this procurement.
- k) 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.

l) Bidder's Waiver And Release of Information, Public Disclosure is Authorized and Not Restricted:

I/My Firm grants to the State of Washington and the Washington State Parks and Recreation Commission a full and complete release of information of my/my Firm's bid response and other documents or information pertaining to the same and if also awarded the contract, then to the contract and any documents or information involving or pertaining to the contract. Markings of "confidential", "proprietary" or similar term are unintentional and SHALL be ignored. Further, these materials or bid response may be publicly disclosed with no advanced notice to the Bidder/Contractor (me/my Firm). The Bidder/awarded Contractor (me/my Firm) understands, agrees, and accepts this provision and SHALL hold harmless and save harmless the State of Washington and WSPRC.

m) Certification - Wage Theft Prevention:

Prior to awarding a contract, agencies are required to determine that a Bidder is a 'responsible Bidder.' See RCW 39.26.160(2) & (4). Pursuant to legislative enactment in 2017, the responsible Bidder criteria include a Bidder/contractor certification that the Bidder/contractor has not willfully violated Washington's wage laws. See Chap. 258, 2017 Laws (enacting SSB 5301).

I/My Firm certifies under penalty of perjury under the laws of the state of Washington the following is true and correct: No Wage Violations. This Firm has NOT been determined by a final and binding citation and notice of assessment issued by the Washington Department of Labor and Industries or through civil judgement entered by a court of limited or general jurisdiction to have willfully violated, as defined in RCW 49.48.082. any provision of RCW chapters 49.45, 49.48., or 49.52 within the three (3) prior years to the date of this competition's date of issue.

n) Certification - Supporting Workers' Rights:

Pursuant to the Washington State Governor's Executive Order 18-03 (dated June 12, 2018), the Washington State Parks and Recreation Commission 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.

I/My Firm certifies under penalty of perjury under the laws of the state of Washington the following is true and correct: 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.

o) ELECTRONIC SUBMISSION OF DOCUMENTS ARE LEGALLY BINDING:

Washington State recently enacted law allowing for electronic alternatives to pen-to-paper wet-ink signature on hardcopy documents, meaning if WSPRC agrees to alternatives other than wet-ink signature (pen-to-paper) on hardcopy documents, these alternatives may be accepted by WSPRC and are legally binding. See RCW 1.80.

For purposes of this competition document WSPRC is accepting a PDF scan (or similar representation) of the Bidder's wet-ink signature in the signature space below. **For clarity:**

(APPENDIX A) – CERTIFICATIONS AND ASSURANCES AND WAIVER (return this page)

Print out the competition document(s), review it, include any other required document, complete where necessary, sign where you need to sign with a pen onto the paper, when you believe your bid response is ready to be submitted to WSPRC, **scan it as a PDF file** and attach the file to your business email and send it to WSPRC. For expanded details see Section 4.1 – Submission of Responses.

I/My Firm certifies under penalty of perjury under the laws of the state of Washington that submission of my/my Firm's bid response and accompanying copy of my signature is legally binding on me/my firm, and that the WSPRC may rely upon its authenticity.

I, acting as my Firm's authorized representative declare on behalf of me/my firm under penalty of perjury under the laws of the State of Washington forgoing Certification and Assurances and Waiver is true and correct.	
Bidder, record the competition's identifying number: <i>(see footer or face page)</i>	
Bidder's Company Name	
Bidder's Printed Name	
Bidder's Wet Signature (use blue ink)	
Place of Signature (City & State)	
Date	

8.2 (APPENDIX B) – BIDDER PROFILE

Bidder must provide all requested information in the space provided next to each numbered section below.

Many of the questions require information if you answer “yes”. Please provide your response in the space provided unless otherwise directed to submit on a separate page (note: the spaces provided can expand to allow for more text to be typed in if necessary). If you are directed to provide answers on a separate page, please identify the question and corresponding number that you are responding to, and attach that document to Appendix B.

COMPANY INFORMATION:

(a)	Firm Legal Name*	
	Street Address**	
	Mailing Address	
	City, State, ZIP	

***Legal Name:** Many companies use a “Doing Business As” name or a nickname in their daily business. However, the State requires the legal name of your company as it is legally registered in the State of Washington or the state in which your company was registered. This should include the type of entity – Inc., LLC, LP, etc.

** **RECIPROCITY:** For purposes of [RCW 39.26.271](#) (Reciprocity) the Bidder’s physical address will be used. Bidder MUST provide a physical address for his place of business. A post office box IS NOT a physical address.

(b)	DBA (if any)		
	Telephone Number(s)		
	Area Code:	Number:	Extension:
	Area Code:	Number:	Extension:

(c)	A list identifying which parties of the organization have the authority to sign contracts/ amendments on behalf of the Bidder’s entity.

(d)	Names, addresses, e-mail addresses and telephone numbers of the sole proprietor, partners, or principle officers as appropriate to the organization		
	Name & Title:		
	Address:		
	Email Address:		
	Telephone Number		
	Area Code:	Number:	Extension:

(e)	Primary Contact Person for Questions/Contract Negotiations, including address if different than above		
	Name & Title:		
	Address:		
	Email Address***:		
	Telephone Number for Contact Person		
	Area Code:	Number:	Extension:

*** **Email Address:** The email address provided by the Bidder in subsection (e) will be used for officially contacting the Bidder for purposes of the competition. If the email address is left blank, then the email address provided in subsection (d) will be used.

(APPENDIX B) – BIDDER PROFILE (return this page)

(i)	WA State UBI	
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(j)	Statewide Vendor Number (SWV)	
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Bidder is urged to be registered with the Washington State Office of Financial Management as a statewide vendor. **If no current SWV number**, affirm that your organization will obtain a SWV number within ten (10) days of executing contract. YES NO

(k)	Federal Tax Identification Number	
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(APPENDIX C) – TECHNICAL SPECIFICATIONS (return this page)

8.3 (APPENDIX C) - TECHNICAL SPECIFICATIONS (MUST BE LEGIBLE)

The Table below represents the technical specifications required for the Discover Pass Production, Fulfillment, and eCommerce.

Check if as Specified: Bidder if your Discover Pass Production, Fulfillment, and eCommerce meet the Technical Specification line then mark the “Check if as specified” box.

- *If no mark is CLEARLY provided it will be assumed your firm is unable to meet the Technical Specification and may be rejected.*

Describe fully if not as specified: Bidder if your products/services do not fully meet the Technical Specification line then you must describe, why and how your products/services do not meet the specification AND what your solution is and offers. You must explain this in the “Describe fully if not as specified” box. If more room is needed, you may provide an attachment, but it must be clearly marked referencing the Technical Specification line number. WSPRC will consider solutions that deviate from the specification. However, Bidders are cautioned that deviations from the Technical Specification increase your chances that your offered solution may not be accepted upon review by WSPRC staff. **Standard to be applied: Review of solutions not meeting the Technical Specification as written will be at the complete and sole discretion of WSPRC.**

Line	Description	Check if as specified	Describe fully if not as specified
1	TECHNICAL SPECIFICATIONS FOR PRINTING:		
1A	QUALITY: The printing and workmanship must be at or above industry standard quality. All materials and operations such as ink coverage and density, printing, die-cutting, must be of such quality to insure satisfactory use by the ordering Agency. Exact registration of ink shall be required.		
1B	PROPERTY OF THE AGENCY: All dies, electroplates, cuts, negatives and positives, engravings and artwork or any other commodities used in the production of the work under this contract are the property of the state and shall be delivered to the ordering Agency upon completion of this contract. All transportation expenses shall be paid by the contractor. All dies, electroplates, cuts, negatives and positives, engravings and artwork or any other commodities used in the production of the work under this contract and paid for by the State shall be delivered to the ordering Agency upon completion of this contract All transportation expenses shall be paid by the contractor.		

(APPENDIX C) – TECHNICAL SPECIFICATIONS (return this page)

1C	<p>SAMPLE: On all production jobs, the contractor shall provide a minimum of three (3) samples, a copy of the invoices, and a copy of any analysis sheet showing how costs were calculated. Payment will not be made until the samples have been examined for contract conformance. These sample items must be sent to Purchaser/Ship to Contract Manager at the address provided herein. Receipt of merchandise does not necessarily constitute acceptance. The Agencies will be granted reasonable time in which to inspect the merchandise and to determine if its quality meets the requirements or standards of the contract. If quality problems are evident the Agencies will review the problem and if specifications of the contract are not met, will assess a penalty If the merchandise is unacceptable; the vendor may be offered an opportunity to reproduce the material within a reasonable time. At the time authorization for reproduction is given the Agencies will establish in writing a new delivery date. If final delivery exceeds the original delivery date, the vendor may be charged a late penalty as specified in the contract.</p>		
1D	<p>LIQUIDATED DAMAGES OR PENALTIES: All commodities furnished will be subject to inspection and acceptance after delivery. Failure to meet specifications authorizes the Agencies to cancel this contract or any portion of same and reasonably purchase commodities elsewhere and charge full increase, if any, in cost and handling to the defaulting contractor. Liquidated damages imposed by the Agencies against the contractor for failure to meet delivery schedule will be one percent (1%) of the invoice amount for each working day beyond the specified delivery time (e.g., invoice amount = \$25,000 and 1%= \$250 per day.) The contractor shall be relieved of delays due to causes beyond its control such as acts of God, national emergency, strikes or fires. The Agencies will assess penalties for late delivery in all cases except those approved as beyond the contractor's control. The contractor must notify the Agencies 'Contract Manager, in writing (email is acceptable), on a timely basis, of such developments stating reason, justification and extent of delay. When the time does not allow for reprinting or reordering, acceptance of an inferior commodity shall result in liquidated damage of up to twenty percent (20%) of the invoice amount or \$500, whichever is smaller.</p>		

(APPENDIX C) – TECHNICAL SPECIFICATIONS (return this page)

1E	<p>STOCK: Bidder shall propose a specific synthetic polypropylene or polyester paper that supports a secondary thermal transfer print process. The bidder must provide samples of the proposed stock.</p> <p>Product should meet the following specifications: Virgin or recycled printing blanks, White minimum 10-Mils thick, Waterproof/ water resistant, Durable, and tear-resistant, UV resistant for a minimum of 12 months, Biodegradable or recyclable (provide recycle specifications), Inks will not erase or smudge, Writeable and non-erasable, Capable of being perforated for separation. Placards must be durable for repetitive daily use of hanging and removing on rear view mirrors. The material and printing will exhibit no noticeable color change when exposed to sunlight for at least one (1) year.</p>		
1F	<p>INKS: The placards are to be printed and sequentially numbered in sunfast weather resistant inks that do not interfere with the preferred biodegradable or recycling process associated with the selected material. All printing and numbering to be guaranteed for minimum storage of up to two (2) years and guaranteed for use for up to one (1) year without exhibiting a loss of legibility. Permanent ink must be utilized and must not rub-off or smudge.</p>		
1G	<p>ESTIMATED ANNUAL QUANTITIES: The quantity listed is estimated by ordering based upon previous usage annually, as described in the RFP. Generally, the Agencies will place printing orders on an annual basis. The Agencies may order more or less as is required during the term of the contract. The Agencies do not guarantee to buy all the estimated quantity or any total dollar amount. The contractor shall only bill for the total number of placards ordered and produced.</p>		
1H	<p>DELIVERY REQUIREMENTS: Contractor(s) shall acknowledge receipt of an order placed by the Agencies within two (2) business days via email, phone, or fax. This will begin a ten (10) calendar day requirement for delivery. Delivery must be made on and within ten (10) business days after receipt of an order. Business day shall be defined as Monday through Friday 8:00 am to 5:00 pm local time in Olympia WA, of each 15-week exclusive of all official State Holidays. The time the proofs are out of the vendors' hands for approval by the Agencies will not count against production time.</p> <p>Ship to locations to be determined, primarily in the state of Washington, at Agencies' expense.</p>		

(APPENDIX C) – TECHNICAL SPECIFICATIONS (return this page)

1I	<p>SERIAL NUMBERING: All placards, except those used by WILD Dealers shall be imprinted with a sequential and non-repeating serial number on the front side of the placard in the format, color, size and location provided in the master design. Serial numbers must not rub-off or smudge under normal use. The numbering sequence will be provided upon award of contract, if any. The contractor is responsible for tracking the last number used in every series and must start the printing of each new order with the next successive serial number that applies for each type of placard. Approx. 225,000 placards will be sent to WILD dealers will NOT be imprinted with serial numbers at <u>Point of Service</u>.</p>		
1J	<p>COMPOSITION: Contractor will be responsible for total composition except design. Placard design will be provided by the Agencies. Proofs: Proof will be required prior to initial printing and following any subsequent design changes. Charge for author’s alterations may not exceed \$0.05 per line, or \$3.00 per side. Both parties (Contractor and the Agencies) are responsible for keeping accurate records showing time copy and proofs are mailed and received in order to calculate the final delivery date of the finished product. These records must show the date the proof is mailed or delivered to the Agencies and the date(s) they are returned. When the proofs are returned to the Agencies, the contractor will provide a proofing document for the Agencies to sign indicating if corrections are necessary. The document will show the signature of the person reviewing the document, the date it was reviewed and the necessary corrections to be made, if any. When proof is submitted to the Agencies, it will be their responsibility to make the necessary corrections. The notation “AA” (Author’s Alteration) or “PE” (Printer’s Error) will be made in the margin of the copy alongside each correction. Author’s alterations are changes made by the originator after typesetting has been accomplished according to the original proof or artwork. If the printer makes errors in the setting of composition, the correction of these errors is not chargeable to the Agencies. The “PE” and” AA” designations will identify those changes for which the Agencies should correctly be billed. All corrections must be made in blue, non-reproducing pencil.</p>		

(APPENDIX C) – TECHNICAL SPECIFICATIONS (return this page)

	Send proof to the Contract Manager at the address provided herein.		
1K	OVERRUNS/UNDERRUNS: A 4% overrun will be authorized. Overruns shall be priced at 80% of the lowest unit price of the contract. No underruns will be allowed. Overruns must be a continuation of the numbering sequence. No duplication or missing numbers will be allowed.		
1L	BANKRUPTCY: In the event the vendor/contractor files for bankruptcy protection, this contract is automatically null and void and is immediately terminated without further order placements or notice.		
2	DESCRIPTION SUMMARY:		
2A	<p>PASS FORMAT: Vertical placard will be approx. 4.0 inches wide by 8.5 inches tall.</p> <p>Passes to be bound into booklets will require an extra 1/2” material extending from the short side of the pass as an appendage for stapling purposes.</p> <p>Die-cut into a rectangular shape with a “hang loop” to allow hanging on a vehicle rear view mirror.</p> <p>Full color on front side and back side OR AS ORDERED IN DESIGN</p> <p>White synthetic paper that supports a secondary thermal transfer print process. The bidder must provide samples of the proposed stock (10 Mils thick), recyclable or biodegradable strongly preferred.</p> <p>Sunfast weather resistant inks</p> <p>Begin numbering with sequence to be provided upon contract award if any. Numbered consecutively on front side.</p> <p>Size, font, color, and location of serial numbers as designed by Agencies.</p> <p>All samples must be voided.</p> <p>Product to be boxed into cartons as follows:</p> <p>Thirty-five pounds (35 lbs.) maximum for each carton</p> <p>Boxes with low number on top and list amounts and serial numbers on carton label</p> <p>Bind booklets in quantities of 25, as ordered.</p> <p>Continuous feed folded-fan format and shrink wrapped in quantities of 250 for convenient storage and handling.</p> <p>Written approval of Proof is required prior to any printing.</p> <p>Printer to add security holograph to artwork.</p>		

(APPENDIX C) – TECHNICAL SPECIFICATIONS (return this page)

	Vendor must also print accessory documents such as instructional inserts, branded envelopes and expiration labels for WILD dealer printers or their own fulfillment purposes.		
2B	CUSTOMIZATION: The template products must be compatible with POS applications to be used to insert customized (“validating”) data onto the pass (e.g., expiration date in large font).		
2C	HOLES AND PERFORATIONS: A hole must be punched or perforated in the placard where it will hang over the arm of the rear-view mirror that connects to the windshield. The hole must be wide enough to hang on arms up to one inch in diameter. The die-cut or perforation must not interfere with the smooth path of travel of the product through the final customization printer. For passes that will be bound into booklets and not fed through a secondary printer, the hole may be die-cut; otherwise, holes should be perforated. There must be a perforation extending from the edge of the product to the hole. The perforation must not interfere with the smooth path of travel of the product through the final customization printer. There must be a perforation between tags for cleanly separating individual placards from the continuous feed. Printers also have tear-bars on them.		
2D	QUANTITY AND PACKAGING: Vendor must produce approximately 900,000 units of the pre-printed template (product) per year, or more as warranted by demand. The proponent shall print on each document a unique pre-printed sequential serial number. Of this total, approximately 550,000 units/year will be fulfilled by the vendor as described in Exhibit C. The production format may be determined by the vendor, but for bid purposes assume the format needed is folded-fan. These passes are sold by the agencies’ ecommerce vendors (WA Department of Licensing (“DOL”), State Parks’ (“CAMIS”) campground reservation system online sales and select private ecommerce sites). These must be shrink-wrapped in quantities of 250 for inventory purposes. Vendor must also produce and distribute approximately 225,000 units/year that must be shrink-wrapped in quantities of 250 for inventory purposes, for distribution to WILD Dealers where they will be sold and customized at POS with EXPIRY DATE and SERIAL NUMBER. Media produced for these printers must be in folded-fan format for compatibility with the printer. The		

(APPENDIX C) – TECHNICAL SPECIFICATIONS (return this page)

	<p>template pass must be produced in a way that makes it compatible with Point of Service printers that will be used to add customized information (such as EXPIRATION date). For example, the pass must proceed through the paper path without jamming. At this time, the agencies anticipate using the following POS printer OR COMPARABLE, for customizing each pass sold in stores:</p> <p>The E-Class Mark III, made by Datamax-O'Neil, see: http://www.datamax-oneil.com/do/com/en-us/home/printers-software/stationary-printers/desktop-printers/e-class-mark-iii http://www.datamax-oneil.com/do/com/en-us/home/printers-software/stationary-printers/desktop-printers/file.cfm/_EClassMIII_final_rev1.6.14_EN.pdf?contentID=7633</p> <p>Media produced for these printers must be in continuous feed folded-fan format for compatibility. They must also contain a notch or alignment (index) mark on the back side for aligning top-of-page with printer. Media (synthetic paper) must be compatible with the above-named printer. Bidder must provide samples of the proposed media.</p> <p>Vendor must also produce and distribute approximately 125,000 units/year bound in booklets of 25 passes, with perforation for easy and clean separation of the product from the bound booklet. Booklet covers shall contain a SKU and bar code for individual retail purposes. These will be sent to state parks and retail 'booklet dealers' for customization as to EXPIRATION date to be completed at Point-of-Service.</p> <p>The quantities provided above are intended to show relative volumes for different applications requiring varying treatments. The actual number of passes ordered may vary.</p>		
3	<p>TECHNICAL SPECS FOR FULFILLMENT, WAREHOUSE, CUSTOMER SERVICE AND PERFORMANCE TRACKING SERVICES</p>		
3A	<p>FULFILLMENT SERVICES: Approximately 550,000 units/year will be fulfilled by the vendor. These passes are sold by the agencies' ecommerce vendors (WA Department of Licensing, State Parks' campground reservation system online sales, and select private ecommerce sites). A vendor must also offer its own ecommerce solution for the sale of the product, subject to agencies' written approval.</p>		

(APPENDIX C) – TECHNICAL SPECIFICATIONS (return this page)

	<p>Fulfillment includes (without limitation) customization (“validation”) of passes as to EXPIRATION DATE, inserting customized pass in envelope (which may include additional optional inserts from the Agencies), sealing, stamping and mailing pre-sort first class, and providing the ability to track when and to where each pass was mailed by customer name or number. Vendor shall provide detailed description of preferred pass production format and method of validation.</p> <p>Vendors must be able to accept and utilize electronic data from various electronic retailers in a standard format. Vendors must be able to qualify for a Shared Data Agreement from the Washington State Department of Licensing. Vendors must reconcile and integrate data into a single database searchable by the Agencies or vendor customer service.</p> <p>A vendor shall be able to fulfill orders within twenty-four (24) hours of its receipt of ordering information, daily on business days. Proponents are encouraged to propose alternative schedules that may be more economical to the Agencies.</p> <p>At least monthly, vendor shall provide reports to Agencies as to the quantity (1) fulfilled for each sales platform, (2) shipped to each location (with serial numbers), (3) stored in warehouse (with serial numbers) and (4) number and percentage of envelopes returned to fulfillment sender.</p>		
3B	<p>WAREHOUSE: At agencies’ request, Vendor must store unused product at a secure, insured facility.</p>		
3C	<p>CUSTOMER SERVICE: Vendor must provide a solution for customers to be able to securely check on the status of a pass that vendor has fulfilled, and vendor must follow-up with customers who do not receive a pass that vendor has fulfilled. Vendor must provide a call center, web-based solution, IVR (telephone) or other solution. The vendor may assume an inquiry rate 500-800 calls and emails per month, depending on the season. Vendor must have dedicated email and phone number for Discover Pass customer service. Proponent shall provide cost details and their proposed solution(s) to implement and respond to customer inquiries on order status and undeliverable passes. Vendor must provide in a mutually agreeable format a database, spreadsheet or web look-up that can be accessed by the Agencies to enable Agencies to check on the status of every pass that vendor is fulfilling. Vendors may also reissue passes subject to business</p>		

(APPENDIX C) – TECHNICAL SPECIFICATIONS (return this page)

	<p>rules approved by the Agencies (including without limitation) refunds, lost, or stolen, license plate changes, car sold, different dates, incorrect license plate number on Pass, damaged Passes, etc.). With Agencies' approval, vendor shall send a reminder notice to customers one (1) month before pass expiration. The proponent shall explain any services that it may offer in this regard, along with associated costs.</p>		
3D	<p>PERFORMANCE TRACKING: Vendor shall provide to the Agencies monthly, without demand, the following reports: Detailed monthly invoice showing number of passes fulfilled, number of passes shipped to agents but not fulfilled by vendor and fulfillment, postage and any other charges as authorized by contract. Number of orders received and fulfilled, average time to fulfill by day and by month, passes reissued, customer service stats and other relevant metrics. Enable reporting to sort by expiration dates, zip code, etc. Vendor shall also provide a way for agencies to query vendor's system directly to ascertain various production and financial data at Agencies' convenience. Data gathered by or provided to in accordance with any signed contract may only to be used for purposes authorized under this agreement, pursuant to Washington state law.</p>		
3E	<p>LIQUIDATED DAMAGES AND STIPULATED PENALTIES: In consideration of the difficulty of calculating actual damages in the following situations, the parties agree that vendor will pay to the Agencies upon demand the following stipulated penalties. Average time to fulfill (monthly basis) in excess of 2 business days. \$500/month. Failure to transmit accurate reports to agencies by 10th business day of the following month. \$100/delinquent business day. Failure of call center/web solution to accurately advise at least 95% of customers of the status of their pass. \$500/month. All calls answered within sixty (60) seconds 90% of the time, all emails answered within 4 business hours 90% of the time. Based on total hold time after fifty-nine seconds times the rate per minute charged by the vendor. There are no breaches of security that result in personal information of customers being shared with any entity other than the agencies or those</p>		

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	<p>approved in writing by the agencies. \$5,000/ affected customer plus costs incurred by the agencies associated with recovering the data and/or protecting the individuals who are at risk from having personal information disseminated.</p> <p>The vendor must ensure that the Agencies are notified immediately (within one hour) of detection of any breach of security; and a detailed report of breach and affected customer(s) records must be provided to the agencies within 24 consecutive hours of the breach.</p>		
4	WASHINGTON STATE DEPARTMENT OF LICENSING - DOL		
4A	<p>FILE LAYOUT: The transfer of Data will occur as outlined below. The Parties may modify a file layout by DOL issuing a Memorandum of Understanding (MOU). DOL reserves the right to edit and/or change the File Layout as considered necessary to the functions of DOL, with notice to the Recipient.</p> <p>The Recipient will access Data through the DOL Secure File Transfer (SFT) Service, file type SDT, data provided once daily ***effective April 2023 DOL is migrating to MFT (managed file transfer).</p>		
4B	<p>PRIVACY AND SECURITY: The Recipient must have a privacy framework. At a minimum, the framework must include principles and methodologies for identifying and managing privacy risks, including the following.</p> <p>Privacy policy: Declares data is managed as an asset of the organization, and outlines appropriate controls for the protection of data, and Sets an expectation that all personnel will secure, use, and dispose Protected Personal Information in alignment with Recipient’s privacy and security practices, which must collectively align with these Privacy Requirements.</p>		
4C	<p>PRIVACY NOTICE: Recipient must have a privacy notice available to inform the public how Recipient gathers, shares, uses, discloses, and manages Protected Personal Information.</p>		
4D	<p>INCIDENT RESPONSE PLAN: Recipients are required to have an incident response plan to respond to an Incident or Breach involving Protected Personal Information. At a minimum, the plan is to include:</p> <p>Procedures the Recipient uses to prepare for, detect, respond to, and recover from Incidents or Breaches,</p> <p>Notification to DOL; and</p> <p>Notification in accordance with chapter 19.255 RCW or RCW 42.56.590.</p>		

(APPENDIX C) – TECHNICAL SPECIFICATIONS (return this page)

4E	<p>PRIVACY IN SYSTEM DEVELOPMENT, OPERATION AND MAINTENANCE: The Recipient must have and use a process to consider the impacts to the privacy of Protected Personal Information when developing systems, products, new versions of existing products, and services. Commonly known as “privacy by design.”</p>		
4F	<p>TRAINING: The Recipient must train its personnel, including contractors, with access to Protected Personal Information on its privacy policy.</p>		
4G	<p>DATA SECURITY REQUIREMENTS: OCIO Guidance: Recipient must apply and follow Office of the Chief Information Officer (OCIO) guidance on securing information technology assets standards as provided in Policy141.10 (or as amended) IT Security Assessment: In addition to the audit requirements outlined herein, Recipient is to provide DOL its most recent IT Security Assessment, specific to the systems that store, process, or transmit DOL’s data, with one due at least every three years. Data Minimization: Recipient must have a policy for the retention of Protected Personal Information. Recipient must only retain Protected Personal Information for the duration of time needed to fulfill the Permissible Use for which it was obtained and/or in accordance with agency record retention policies.</p>		
4H	<p>DATA AND MEDIA SANITIZATION: Recipient must have a data and media sanitization policy that aligns with current revised NIST SP 800-88 guidelines for media sanitization that includes: Clearing” Protected Personal Information from media once the Protected Personal Information has met the retention policy required in Section 3, Data Minimization. Purging” Protected Personal Information from media when media are reused for purposes within the organization but will not store Protected Personal Information. Destroying” media that stored Protected Personal Information when the media is not going to be reused by the organization. Recipient, unless otherwise required by law, must provide a certificate of Clearing Protected Personal</p>		

(APPENDIX C) – TECHNICAL SPECIFICATIONS (return this page)

	<p>Information, Purging Protected Personal Information from media, or Destroying media storing Protected Personal Information, within thirty (30) days of: Written request by DOL, or Termination of this Agreement.</p>		
4I	<p>DATA SECURITY REQUIREMENTS – HARD COPY RECORDS: All Protected Personal Information in hard copy form must be secured as follows: Printed copies must be stored in locked containers or storage areas when not in use by authorized persons. Examples include a physically secure workspace, locked cabinets, or vaults. Hard copy documents must never be unattended or in areas accessible to the public. Hard copy documents containing Protected Personal Information taken outside a secure area must be in the possession of an authorized person, or a trusted courier providing tracking services. Records must be maintained for all transported hard copies showing the person(s)/courier(s) responsible for such transportation, including the receiving party. Data Security Requirements- Off Shoring:</p>		
4J	<p>OFFSHORING – ELECTRONIC RECORDS: Recipient must maintain the primary, backup, disaster recovery and other sites for processing or storage of Protected Personal Information only from locations in the United States. Recipient may not, without advance written approval from DOL:</p> <ul style="list-style-type: none"> i. Directly or indirectly (including through Subrecipients) transmit Protected Personal Information outside the United States, or ii. Allow access to Protected Personal Information from outside the United States. 		
4K	<p>OFF-SHORING- HARD COPY: Recipient must maintain all hard copies containing Protected Personal Information at locations in the United States. Recipient may not directly or indirectly (including through Subrecipients) transport any Protected Personal Information outside the United States unless it has advance written approval from DOL.</p>		

(APPENDIX C) – TECHNICAL SPECIFICATIONS (return this page)

4L	<p>PERMISSIBLE USE REQUIREMENTS: Data Use and Training: Recipient must institute and maintain written policies to ensure Protected Personal Information is only used as authorized herein. At a minimum, the policies must address training for all personnel with access to Protected Personal Information. Training must include: Permissible Use(s) of Protected Personal Information as authorized in the Agreement, Limitations on Permissible Use(s) of Protected Personal Information that prohibit the use of Protected Personal Information for anything other than authorized in the Agreement, Penalties for Breach of Protected Personal Information, and Identifying and reporting an Incident or Breach of Protected Personal Information.</p>		
4M	<p>PERMISSIBLE USE: Recipient must verify its use and disclosure of the Protected Personal Information is in accordance with the Permissible Use(s) established in this Agreement.</p>		
4N	<p>MONITORING PERSONNEL: Recipient must implement administrative, technical, or physical methods to monitor personnel for compliance with the Permissible Use(s) authorized in this Agreement across all business practices. Methods must address monitoring access to, and use of, Protected Personal Information.</p>		
4O	<p>SUBRECIPIENT REQUIREMENTS: The Recipient must apply these Subrecipient Requirements to any Subrecipient that receives Protected Personal Information directly from the Recipient in the following order.</p>		
4P	<p>SUBRECIPIENT POLICY AND PROCEDURES: Prior to disclosing any Protected Personal Information to a Subrecipient, the Recipient must adopt policies and procedures to effectively: a) Implement the controls required in these Subrecipient Requirements, and b) Ensure that all Subrecipients follow all Privacy and Security, Subrecipient and Audit Requirements outlined in this Agreement.</p>		
4Q	<p>REQUIRED VETTING OF SUBRECIPIENTS: Prior to providing Protected Personal Information to any Subrecipient, Recipient must have a process to ensure that the Subrecipient is a Legitimate Business per WAC 308-10-010</p>		

(APPENDIX C) – TECHNICAL SPECIFICATIONS (return this page)

	<p>and has an authorized Permissible Use according to this Agreement. The recipient has an on-going obligation to ensure. Subrecipients maintain the qualifications allowing them access to Protected Personal Information.</p>		
4R	<p>CONTRACT WITH SUBRECIPIENT: Prior to providing or continuing to provide Protected Personal Information to a Subrecipient, Recipient must have a written contract with the Subrecipient that incorporates this Agreement into the Subrecipient Contract so that the Subrecipient is fully aware of and subject to DOL's requirements when handling and processing Protected Personal Information. Upon request, DOL will provide a sample contract attachment the Recipient can use to satisfy this requirement. The Subrecipient contract must:</p> <ul style="list-style-type: none"> a) Include a statement that DOL retains sole and exclusive ownership of the Data. Nothing in the agreement may convey or grant the Subrecipient any ownership interest in the Data, b) Inform the Subrecipient its access to Data may be suspended should DOL suspend or limit Recipient's access to or use of Protected Personal Information, and while access is suspended, the Subrecipient must cease from using any Data in its possession, c) State the specific Permissible Use(s) of the Data provided to the Subrecipient, with a statement the Data can be used for no other purpose unless otherwise required by law, d) Require Recipient be notified when Subrecipient experiences an Incident or Breach, or reasonably believes an Incident or Breach of Protected Personal Information took place, and the Recipient must notify DOL of the Incident or Breach, e) Require Subrecipients that annually receive fewer than 5,250 unique individual's records containing Protected Personal Information, to take all reasonable security procedures and practices necessary to prevent the unauthorized disclosure and Misuse of Protected Personal Information, f) For Subrecipients that annually receive 5,250 or more unique individual's records containing Protected Personal Information, pass on all Privacy and Security Requirements in Attachment B through to all Subrecipients receiving Protected Personal Information originating from DOL, 		

(APPENDIX C) – TECHNICAL SPECIFICATIONS (return this page)

	<p>g) For vehicle or vessel owner information, require the Subrecipient to provide notice where appropriate to the vehicle or vessel owner whenever the Subrecipient discloses Protected Personal Information of a vehicle or vessel owner to an Attorney or Private Investigator, and</p> <p>h) As applicable, Require the Subrecipient to obtain prior written consent from the Requester before requesting a Driving Record for employment/prospective employment or volunteer organizations. At a minimum, the consent form must conform to and contain the required content under CONSENT REQUIREMENTS in Attachment A-1 – Data Licensing Statement for Abstract of Driving Records.</p>		
4S	<p>SUBRECIPIENT NON-DISCLOSURE AGREEMENTS: Recipient shall not enter into non-disclosure agreements with Subrecipients that prohibit or bar DOL from knowing who receives Protected Personal Information, and how the Protected Personal Information is used. Additionally, the Recipient shall not enter into a non-disclosure agreement with a Subrecipient preventing DOL from being notified of Breaches, or from accessing all information needed, in DOL’s sole discretion, regarding the facts of the Breach.</p>		
4T	<p>LIMITED ACCESS AND USE: Recipient must have controls to limit Subrecipient access to Protected Personal Information for only uses authorized in the Subrecipient contract.</p>		
4U	<p>COMPLIANCE:</p> <p>A. For Subrecipients annually receiving less than 5,250 unique individual’s records containing Protected Personal Information, the Recipient must ensure that the Subrecipient take all reasonable actions necessary to prevent the unauthorized disclosure and Misuse of Protected Personal Information.</p> <p>B. For Subrecipients annually receiving 5,250 or more unique individual’s records containing Protected Personal Information:</p> <p>a) Recipient must have procedures to regularly audit all Subrecipient(s) for compliance with the requirements in Attachment A – Data Licensing Statement(s).</p> <p>b) Recipient must have procedures to regularly audit all Subrecipient(s) for compliance with the requirements of the Privacy and Security Requirements in Attachment B, as passed through in the Subrecipient’s data sharing agreement with the Recipient. Recipients may accept third party audits</p>		

(APPENDIX C) – TECHNICAL SPECIFICATIONS (return this page)

	<p>conducted within the past 12 months. The audits must determine Subrecipient’s compliance with the Privacy and Security Requirements when the Subrecipient retains the Protected Personal Information. Nothing herein shall prevent Recipient from requiring that a Subrecipient be responsible for all such costs of an audit.</p> <p>C. If the Recipient finds a Subrecipient to be non-compliant with applicable requirements through the process of conducting audits, it must either:</p> <ul style="list-style-type: none"> a) Ensure that non-compliance is corrected within a reasonable timeframe, or b) Suspend or terminate Subrecipient’s access and use of Protected Personal Information. 		
4V	<p>SUBRECIPIENT LIST: When requested by DOL, Recipient must provide a list of names, and the respective Permissible Uses, for all the entities defined as Subrecipients and Customers. This list must be provided in Excel format or may be provided in another format at DOL’s discretion, without redactions. The list must be provided within ten (10) business days of written request by DOL, and no less than annually.</p> <p>The list at a minimum, must contain the following information:</p> <ul style="list-style-type: none"> a) Recipient name, b) Date of the list, c) All Subrecipient and Customer names, with their respective trade (doing business as) names, d) Unique ID number for each entity requesting a driving record, as applicable, e) Entity type (e.g., insurance company, employer, transit, governmental, etc., and for vehicle or vessel owner information only, if the entity was an Attorney or Private Investigator), f) If the entity is Offshoring Protected Personal Information, and if so, to where and for what Permissible Use, g) Whether the entity receives and processes Protected Personal Information (versus Recipient processing Protected Personal Information on the entity’s behalf), h) A count of the number of DOL records obtained in the past year, and i) Permissible Use(s) for which records are requested, as authorized in this Agreement. 		

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	Recipients must keep the list for a minimum of five (5) years.		
4W	SUBRECIPIENT DISQUALIFICATION: If DOL notifies Recipient that it has disqualified a Subrecipient from receiving Protected Personal Information, Recipient must immediately terminate and prevent the Subrecipient’s access and use of Protected Personal Information.		
4X	OFFSHORING BY SUBRECIPIENT: Recipient must not allow any Subrecipient to Offshore Protected Personal Information unless Recipient obtains permission for Subrecipient to do so.		
5	AUDIT REQUIREMENTS:		
5A	<p>AUDIT AUTHORITY: Audits are required when DOL provides Data containing Protected Personal Information, pursuant to RCW 46.22.010. Audit Scope and Criteria:</p> <p>a) Data Security audits will address one or more of the following areas of this Agreement:</p> <ul style="list-style-type: none"> i. Privacy Requirements in Attachment B ii. Data Security Requirements in Attachment B iii. Terms and conditions of this Agreement <p>b) Permissible Use audits will address one or more of the following areas of this Agreement:</p> <ul style="list-style-type: none"> i. Privacy Requirements in Attachment B ii. Permissible Use Requirements in Attachment B iii. Subrecipient Requirements in Attachment C iv. Terms and conditions of this Agreement <p>c) Consent form audits will address one or more of the following areas of this Agreement when Recipient obtains Data requiring consent from the named individual.</p> <ul style="list-style-type: none"> i. Data Licensing Statement(s) in Attachment A ii. Subrecipient Requirements in Attachment C 		
5B	<p>AUDIT OBJECTIVES: To determine if:</p> <p>a) Recipient has adequate internal controls (policies, procedures, monitoring, etc.) in place to provide reasonable assurance that requirements in scope are achieved.</p> <p>b) The internal controls are operationalized and effective.</p> <p>c) Recipient materially complies with Agreement requirements.</p>		
6			

(APPENDIX C) – TECHNICAL SPECIFICATIONS (return this page)

6A	<p>PRIVATE AND PUBLIC PORTAL: fully integrated inventory management system that is integrated with a customizable storefront component. To support the needs of WA State Parks, contractor will build two storefronts. The public portal will provide a platform to sell individual Discover Passes. The private portal will provide a platform to allow WA State Parks to order Discover Pass Booklets. See "portal" for full requirements.</p>		
6B	<p>DISCOVER PASS SURVEY:</p> <p>Vendor will deploy templated emails to purchasers of Annual and One-Day Discover Passes with a link to the Discover Pass survey. The One-Day Pass Parks Survey email will be deployed to the email submitted on the Delivery Method provided on the Discover Pass Portal, 1 day after the "Pass Date Use" date.</p> <p>The Annual Pass Parks Survey email will be deployed to the email submitted on the Delivery Method provided on the Discover Pass Portal 40 days from purchasing the Annual Discover Pass. The email will include the proper messaging to allow users to opt-out of receiving the Parks Survey email.</p> <p>The vendor will need to retain the Opt-Out file and suppress One-Day Parks Survey and Annual Pass Survey customers based on Opt-Out submission email field. There is a limit of 1 email per order for Annual Pass, meaning if customer orders 5 Annual Passes in one order, only one email will be sent.</p> <p>If someone purchases multiple One-Day Passes in one order or multiple orders, an email will be deployed 1 day after the date used for each (unless they have opted out).</p> <p>Emails will continue to be sent as necessary until a person opts out or business rules change, but there will not be any repeat emails per transaction. i.e., Vendor won't send email on Jan 1 and then send the same email every two weeks, etc.</p>		
7	<p>Vendor will develop a process that allows for the submission of both electronic and hardcopy Volunteer Vouchers and mailing of a complimentary annual Discover Pass. Solution must include:</p> <ul style="list-style-type: none"> • Confirmation that at least 24 hours were worked and that all hours were earned within a 12-month period. • The volunteer does not have a current complimentary pass. <ul style="list-style-type: none"> ○ If the volunteer has a current complimentary pass, the new pass will be issued the month the current pass expires. 		

(APPENDIX C) – TECHNICAL SPECIFICATIONS (return this page)

	<ul style="list-style-type: none">• Tracking of all passes issued, including pass number and recipient contact information.• Reporting available at the request of State Parks, DNR, or WDFW that includes details on the number of passes issued, contact information, and serial numbers.• Retention of all records associated with the Volunteer Program according to state retention requirements.		
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(APPENDIX D) – PRICING PAGE (return this page)

8.4 (APPENDIX D) – PRICING PAGE (MUST BE LEGIBLE)

**RFP 123-517 WASHINGTON STATE DISCOVER PASS
FOR PRODUCTION, FULFILLMENT AND ECOMMERCE**

Proposals submitted in response to this RFP must be received as to date, time and location as shown on the cover of the RFP, or as amended in writing by WSPRC. Summarize prices below and attach a separate page showing the calculation of prices and all assumptions used. Bidders must bid on all services. Show all charges to agencies for production and/or fulfillment based upon the annual volume estimated herein. Bids may be submitted on an alternate form provided that all information below is included.

I/We hereby submit a proposal for the services identified below:

- _____ 1) This proposal is for **Production FULFILLMENT, WAREHOUSING, CUSTOMER SERVICE & PERFORMANCE TRACKING FOR THE DISCOVER PASS AND ECOMMERCE PROGRAMS** (including the terms and conditions of RFP and *Appendix C (3) Technical Specifications* for Fulfillment, Warehouse, Customer Service and Performance Tracking Services and elsewhere as applies to Production, Fulfillment, Warehousing, Customer Service and Performance Tracking Services for the Discover Pass Program (approx. 900,000 units/year). Must submit *Appendix D: Discover Pass Pricing Page* for Fulfillment, Warehousing, Customer Service & Performance Tracking, and eCommerce.

I certify that I am authorized to bind the company below to the prices shown herein for the Scope of Work required in the Production, Fulfillment, and eCommerce services for RFP 123-517.

Signed: _____ Date: _____

Printed name: _____ Telephone: _____

Company Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Email address: _____

(APPENDIX D) – PRICING PAGE (return this page)

**RFP 123-517 WASHINGTON STATE PARKS AND RECREATION COMMISSION
DISCOVER PASS PRICING PAGE FOR PRINTING/PRODUCTION**

Bidder/Proponent (company name:)

Front:	Full <u>color</u>	Four <u>color</u>	Two <u>color</u>
Back:	Full color	Two color	Two color

PRODUCTION SERVICES:

1) 775,000 placards fan-folded per Technical Specifications for Printing, Appendix C-1

Print Vertical (4.0" wide by 8.5" tall)	\$ _____	\$ _____	\$ _____
1) Option: extra cost to add serial number to 325,000	\$ _____	\$ _____	\$ _____
2) Option: extra cost to add security holograph to all	\$ _____	\$ _____	\$ _____
3) Option: extra cost to shrink wrap in qty of 250	\$ _____	\$ _____	\$ _____

2) 125,000 placards bound in booklets per Technical Specifications for Printing, Appendix C-1 (2 booklets of 25)

Print Vertical (4.0" wide by 9.0" tall)**	\$ _____	\$ _____	\$ _____
1) Option: extra cost to add sequential numbering	\$ _____	\$ _____	\$ _____
2) Option: extra cost to add security holograph	\$ _____	\$ _____	\$ _____
3) Option: extra cost to staple into booklet	\$ _____	\$ _____	\$ _____

* Width includes extra 1/2 inch material for stapling
** Height includes extra 1/2 inch material for stapling

4.) Cost to print 550,000 branded envelopes and instructional inserts per year.	\$ _____	\$ _____	\$ _____
5.) Cost to produce 775,000 thermal transfer labels with security uv and eyemark (3.5" x 1" with radius corners)	\$ _____	\$ _____	\$ _____

(APPENDIX D) – PRICING PAGE (return this page)

Printing/Production Certifications:

3) Name of material to be printed upon: _____

4) URL for product specifications: _____

5) Does bid include 1" diameter hole? _____

6) Does bid include perforations from edge to the hole and between each placard for clean separation? _____

7) What is the thickness of the material (in mils)? _____

8) Will product accept secondary thermal printing? _____

9) Will inks used be sunfast & weather-resistant? _____

10) Is proposed material recyclable? _____

11) Is proposed material biodegradable? _____

12) Is sample material provided for product and compatibility testing? (Requested size is 4" wide by 85" long, in ten 8.5" fan-folds or rolled.) _____

13) Are there any other costs anticipated for the provision of the services required in the RFP? If so, attach additional pages labeled Appendix D- Printing/Production continued. _____

14) Are there any suggestions for reducing the cost of the services required? If so, attach additional pages labeled Appendix D- Printing/Production continued. _____

15.) Are there any additional formats suggested? If so, attach additional pages labelled Appendix D.

(APPENDIX D) – PRICING PAGE (return this page)

**RFP 123-517 WASHINGTON STATE PARKS AND RECREATION COMMISSION
DISCOVER PASS PRICING PAGE FOR
FULFILLMENT, WAREHOUSING, CUSTOMER SERVICE & PERFORMANCE TRACKING**

Bidder/Proponent (company name:)_____

FULFILLMENT

1) Cost to fulfill 550,000 placards/year, excluding postage.

	(A) Assume fulfillment every business day	\$ _____
	(B) Assume fulfillment every-other business day	\$ _____

2) Bidder must provide detailed breakdown of costs for addressing, envelope, and all other steps on separate page(s). Is breakdown attached? _____

3) What is the printing method that fulfillment vendor plans to use for customization of expiration dates on passes? _____

4) What is the media format needed by fulfillment vendor for customizing/validating passes (i.e. fan-fold, rolled, single blanks, etc.): _____

WAREHOUSING

5) Cost to store, per pallet per month \$ _____

CUSTOMER SERVICE

6) Cost to agencies/year (assume approx. 150 inquiries/wk) \$ _____

7) Proposed methodology (call center, web, IVR), provide detail on separate page: _____

PERFORMANCE TRACKING

8) Cost, if any, for required reporting: _____

MISCELLANEOUS

9) Are there any other costs anticipated for the provision of the services required in the RFP? If so, attach additional pages labeled Appendix D Fulfillment continued.

10) Are there any suggestions for reducing the cost of the services required by revising the work processes? If so, attach additional pages labeled Appendix D Fulfillment continued.

RFP 123-517 WASHINGTON STATE PARKS AND RECREATION COMMISSION
DISCOVER PASS PRICING PAGE FOR ECOMMERCE

Bidder/Proponent (company name:)_____

ECOMMERCE

- | | | |
|----|---|----------|
| 1) | Marketing and Promotion services | \$ _____ |
| 2) | Production costs per item | \$ _____ |
| 3) | Fulfillment and Shipping | \$ _____ |
| 4) | inventory management and print-on-demand set-up | \$ _____ |
| 5) | Branded Portal. | \$ _____ |
| 6) | Storage of 4-8 different SKUs | \$ _____ |
| 7) | Customer Services for Order Status | \$ _____ |

8.6 (APPENDIX F) – EXPERIENCE AND EXPERTISE (MUST BE LEGIBLE)

Bidder, on Appendix F (this page) or as a separate document, titled “Experience and Expertise”, detail your company’s experience with production and fulfillment of passes or similar documents and ecommerce items. What is of most interest to WSPRC is experience **printing, production, fulfillment, and ecommerce of passes** or similar to the ones described herein. Bidder, please address the following:

- Describe experience in production of passes similar to / as similar as you can to the specifications listed herein.
- Provide data such as, quantities, volumes in the past 36 months,
- Describe experience working with government. Governmental entities often have regulations, processes, or stipulation not common in the private sector. Private businesses working with government are often shocked by the extra work required involved.
- Bidder, you may provide photos.

Please keep your Experience submittal to a manageable level of material, perhaps, three (3) to six (6) pages. The request for a manageable level of material does not include the Photos (send as many as you like).

Note: If not using a separate document titled “Experience and Expertise”, please feel free to add more space to this page.

(APPENDIX H) – REFERENCES (return this page)

8.8 (APPENDIX H) - REFERENCES (must be legible)

In the Table below the Bidder shall provide five (5) references from customers or businesses, for which the Bidder has provided similar goods and services, and that the Reference can speak to the quality of the Bidder's goods and Bidder's customer service. The WSPRC reserves the right to request additional references and independently contact anyone that may have knowledge of the Bidder's Firm. Bidder's grant of its Release of Information also authorizes WSPRC to firms/parties other than those listed below.

Company & Name of Person	Phone & Email
<i>(EXAMPLE)</i> Anything LLC John Smith	<i>(EXAMPLE)</i> 360.555.5555 john.smith@haha.com