

*State of Washington
Department of Transportation
Notice to Consultants
Toll Division - Customer Service Operations Support*

The Washington State Department of Transportation (WSDOT) solicits interest from consultants who wish to be evaluated and considered to provide Customer Service Operations Support. One (1) agreement may be awarded. The agreement will be approximately six (6) years in duration. The agreement amount will be approximately three million eight hundred and thirty thousand dollars (\$3,830,000) with the option for WSDOT to supplement it for additional time and money. The agreement type will be a Task Order Agreement. WSDOT reserves the right to amend terms of this “Request for Qualifications” (RFQ) to circulate various addenda, or to withdraw the RFQ at any time, regardless of how much time and effort consultants have spent on their responses.

Project Description

The Washington State Department of Transportation Toll Division (Toll Division) is responsible for operating five existing toll facilities in the Puget Sound Region: the SR 16 Tacoma Narrows Bridge (TNB), the SR 167 HOT Lanes, the SR 520 Floating Bridge, the I-405 Express Toll Lanes, and the SR 99 Tunnel, with additional toll facilities planned for the coming years. The Toll Division is seeking on-going toll program management and operations support that includes a range of tasks for day-to-day management support for Customer Service Operations. The CONSULTANT would provide ongoing support and expertise as part of the integrated toll management team.

The Period of Performance for this work is upon execution through June 30, 2029, with the option for WSDOT to supplement it for additional time.

Desired Personnel: Anticipated project roles for this work include but are not limited to: Principal Consultant, Project Manager(s), Operational and Data Analysts, and other subject matter experts, including the areas of process improvement and change management, to assist with specific initiatives.

Work Location: Toll Division staff work in a hybrid environment, splitting time between remote work and work in our main office space, located at 2901 3rd Avenue, Seattle, WA. Additionally, the *Good To Go!* Customer Service Contact Center is located at 707 S. Grady Way in Renton, WA. Toll Division Customer Service staff split time between remote work, work in the Call Center, and attending meetings as needed at the Toll Division Offices.

Consultant staff will work in a similar fashion, with the expectation that the team will be able to supplement the WSDOT presence in the Customer Service Contact Center as well as attend meetings as requested at the WSDOT Toll Division offices.

The proposed **Scope of Work** for this work is as follows:

1. TASK MANAGEMENT, COORDINATION AND PROJECT ADMINISTRATION

OBJECTIVE: The CONSULTANT shall provide all project management, administrative and project control services for the activities defined in this scope of work.

APPROACH: In order to achieve program management, administration and project control services, CONSULTANT activities shall consist of the following:

- Manage consultant staff, contracting, administration, controls and coordination.
- Client coordination regarding work assignments and deliverables.
- Prepare monthly progress reporting.
- Establish and maintain effective written and verbal communications with STATE staff to ensure program success.
- Quality checks and documentation
- Coordination meetings
- Perform and document quality efforts.

DELIVERABLES: Expected deliverables may include but are not limited to:

- 1.1 Monthly invoices, including progress reports, task tracking reports, and schedule updates.
- 1.2 Meeting agendas
- 1.3 Meeting notes

2. CUSTOMER SERVICE CENTER OPERATIONS SUPPORT

OBJECTIVE: The CONSULTANT shall provide experienced customer service personnel who shall participate as an extension of STATE staff on an on-going basis to assist in the Customer Service Center (CSC) vendor oversight. Typical activities include the following:

- CSC operational monitoring and guidance, including BOS and sub-system analytics, trend and issue identification, etc.
- Back Office process monitoring and guidance.
- Assist with monitoring CSC Vendor performance
- Develop and assist in implementation of remediation strategies for vendor operational deficiencies, as requested.
- Support CSC Vendor contract oversight and contract change management.
- Support the STATE in oversight of vendor development and implementation of marketing campaigns related to customer facing initiatives.
- Train STATE staff on operational monitoring tools and reports.
- Assist with development, implementation, and monitoring of new operations initiatives and facility launches.
- Assist the STATE in the operations of the Toll Enforcement Program.
- Transition all operational monitoring activities, tools and reports to WSDOT staff.
- General support for STATE and vendor staff
- Budgeting support for STATE and vendor staff

APPROACH:

- Develop and plan scopes of work, contract administration, and general consultation.
- Participate in all team status meetings.
- Monitor and control budget and scope.

DELIVERABLES: Expected deliverables may include but are not limited to:

- 2.1 Technical memoranda and planning documents as required (timelines, status emails and meeting minutes)
- 2.2 Draft and final training plan and materials
- 2.3 Deliverables for launch of new toll road or new initiatives
 - 2.3.1 Identification of operational impacts of new toll road or initiatives
 - 2.3.2 Mitigation plans to address operational impacts.
 - 2.3.3 Training materials for new initiatives
 - 2.3.4 Draft and final implementation plans

3. CONTINUOUS IMPROVEMENT INITIATIVES

OBJECTIVE: The CONSULTANT shall provide experienced personnel who are familiar with Lean principles and provides support for continual improvement programs utilizing Lean principles. Typical activities include the following:

- Assist in identification of areas for process improvement.
- Assist and lead facilitation Lean improvement projects, working with both vendor and STATE staff.
- Manage process improvement projects as requested.

APPROACH:

- Advise on most appropriate techniques for process improvement.
- Participate in and/or facilitate meetings for process improvement.

DELIVERABLES: Expected deliverables may include but are not limited to:

- 3.1 Weekly status updates for process improvement projects.
- 3.2 Draft and final report for project improvements.
- 3.3 Meeting minutes and agenda development.

4. CUSTOMER SERVICE OPERATIONS RE-PROCUREMENT SUPPORT (AS REQUESTED)

OBJECTIVE: The CONSULTANT shall assist the STATE or developing and executing a re-procurement strategy for a Vendor to operate WSDOT's statewide Good To Go! Customer Service Center (CSC) operations, which includes staffing for the call center, payment processing, pass fulfillment, image review, mail processing and adjudication support.

APPROACH:

- Support the develop of evaluation criteria for the RFP.
- Coordinate the development of evaluation criteria and evaluation plan.
- Support the procurement process from RFP issuance through vendor notice to proceed.
- Coordination with Administrative Contracts Office (ACO) and Attorney General (AG)

DELIVERABLES: Expected deliverables may include but are not limited to:

- 4.1 Draft RFP evaluation criteria and evaluation plan and
- 4.2 RFP evaluation criteria and evaluation plan comment management and comment resolution
- 4.3 Final draft RFP evaluation criteria and evaluation plan
- 4.4 Review and comment on vendor proposals
- 4.5 Participation in procurement meetings and interviews

UDBE, SBE, or MSVWBE Participation

WSDOT has an overall Disadvantaged Business Enterprise DBE Goal. The DBE goal for participation will be obtained through a combination race-neutral/race-conscious means as outlined in WSDOT's "Disadvantaged Business Enterprise Program Plan". The resulting Master Agreement (Agreement) from this RFQ will be subject to a **16%** DBE goal. If the Consultant fails to meet the DBE goal attainment for the Agreement, good faith effort (GFE) documentation complying with the requirements of Appendix A of 49 CFR 26 shall be submitted to WSDOT for approval in lieu of meeting the goal.

The selected consultant will be required to submit DBE Commitment Forms for approval prior to agreement execution.

<https://wsdot.wa.gov/publications/fulltext/forms/226-016.pdf>

For more information about the DBE program:

<https://www.wsdot.wa.gov/EqualOpportunity/DBE.htm> WSDOT encourages disadvantaged, small, minority, veteran and women-owned consultant firms to respond to this RFQ.

Evaluation Criteria

Pursuant to state and Federal regulations, a qualifications-based selection process will be used to select consultants for each of these areas of expertise. The following information and criteria will be used to evaluate and rank responses:

1. Qualifications/Expertise of Firms on Team;
2. Qualifications of Proposed Project Manager;
3. Key Team Members Qualifications (Prime Consultant and Sub-Consultants);
4. Firm's Project Management System (Prime Consultant Only);
5. Project Work Plan Approach;
6. References/Past Performances (Prime Consultant Only); and
7. Cost Factors (Prime Consultant Only.)
8. Contractor Certification - Workers' Rights (Prime Consultant and Sub-Consultants);
9. Wage Theft Prevention Contractor Certification – Professional Services (Prime and Sub-Consultants);

The link to the definitions and point value for each of the proposed criteria may be found on the first page of this advertisement web site.

WSDOT reserves the right to ask for additional qualifying information, conduct interviews and/or select the highest scoring consultant(s) from the written qualification packets received as a result of this RFQ.

Note: It is imperative that the consultant reviews the definitions of the scoring criteria. We have included requirements and/or limitations for the information that is being requested.

Submittals

Consultants are invited to submit their Statement of Qualifications (SOQ) at their own cost. WSDOT assumes no obligation of any kind for expenses incurred by any respondent to this solicitation. The submittal must be submitted as separate Adobe Reader compatible (pdf) files and formatted as follows:

- Submitted as an 8.5" x 11" sheet, single sided only, and with text (font) size no smaller than 12 points; and
- If charts and/or graphs are utilized text (font) size must be no smaller than 8 points.

Your SOQ must be broken into two (2) separate packets. Your SOQ "Packet A" must consist of:

- Your responses to scoring Criteria 1 through 5; and
- Packet "A" is limited to 30 pages, single sided only, not including the front and back cover.

Your SOQ "Packet B" must consist of:

- Your letter of transmittal;
- Your response to scoring criteria 6-9 (Performance Evaluations must be included in this packet);
- Your Consultant Information forms for both the Prime Consultant and all proposed Sub-Consultants;
- Your completed "Contractor Certification - Workers' Rights" forms for both the Prime Consultant and all proposed Sub-Consultants;
- Your completed "Wage Theft Prevention Contractor Certification - Professional Services" forms for both the Prime Consultant and all proposed Sub-Consultants; and
- Packet "B" has no page number limitations.

The SOQ shall meet the following requirements or may be deemed non-responsive and may not be eligible for consideration of this work:

- Title of the RFQ and your firm clearly identified on the cover of the submittal Packets "A" and "B", and the letter of transmittal;
- SOQ broken into "Packet A" and "Packet B" (two (2) separate documents) as indicated above;
- Responsive to all evaluation criteria;
- Meeting page limitations and font size requirements; and
- Meeting submittal deadline submission date and time.

Faxed submittals will not be accepted. Submittals must arrive at the following email address no later than 4:00 p.m. PST on April 27, 2023.

Submittal email address: CSOSubmittals@wsdot.wa.gov

Note: Submitters may want to consider setting your email to automatically receive a “Delivery/Read Receipt” for confirmation purposes, as WSDOT will not respond with notification of receipt.

Multiple emails are acceptable due to file size limitations of 10mb per email.

The Consultant, with regard to the work performed during the resulting agreement, shall not discriminate on the grounds of race, color, sex, or national origin in the selection and retention of sub-consultants, including procurement of materials and leases of equipment. The Consultant shall not participate either directly or indirectly in the discrimination prohibited by 49 CFR Section 21.

The agreement for services is subject to provisions of Executive Order 11246 (Affirmative Action to Ensure Equal Employment Opportunity) and to the provisions of the Department of Transportation Regulations 49 CFR 26 (Disadvantaged Business Enterprise.)

Vaccine Mandate Statement:

In light of the COVID-19 pandemic, Washington State Governor Jay Inslee has issued a Proclamation directing mandatory vaccination for all cabinet agency state employees, which includes WSDOT. This requirement extends to contractors who may be physically present on WSDOT owned, leased, or controlled property and right-of-way in the conduct of their work. Contractors will need to acknowledge, in writing, their acceptance of these terms as a condition of the contract. Please note that WSDOT has elected to implement the “Path Two” option within the Governor’s Vaccination Proclamation requirements. Under Path Two, contractors are required to assume responsibility for the vaccination verification and accommodation requirements set forth in the Proclamation. Therefore, WSDOT contractors must certify that all employees of the contractor, and employees of any subcontractors, working “on site” comply with the terms and requirements of the Vaccine Mandate Proclamation. The mandate only applies to contract employees who are physically present on WSDOT property and does not apply to contractors working from locations which are not considered “on site.” The Governor’s Office has created a [resource website](#) that contains FAQ’s and information for complying with [Proclamation 21-14.1](#).

Debriefing Procedures

A. Debrief Conferences

CSO offers, if requested, a debrief to all proposers. The request must be submitted in writing, within three (3) business days of official notification selection. The request shall be sent to WSDOTCSO@wsdot.wa.gov .

B. Debrief Protests

All debrief protests must be submitted in writing, within five (5) business days of the debrief conference. The request shall be sent to WSDOTCSO@wsdot.wa.gov .

Protest Procedures

A. Form and Substance

All protests regarding any contents or portion of this RFQ must be submitted to WSDOT Headquarters Consultant Services Office (CSO). Protests must be received by CSO between the submittal due date, as shown on the last page of this RFQ, and no later than 3:00 PM PST, two (2) business days following the submittal due date. All protests must be in writing and signed by the Proposer/protestant or an authorized agent. Such writing must state all facts and arguments on which the Proposer/protestant is relying as the basis for its action. Such Proposer/protestant shall also attach, or supply on demand by CSO, any relevant exhibits referenced in the writing. Copies of all protests and exhibits shall be mailed or delivered by the Proposer/protestant to the Proposer against whom the protest is made (if any) at the same time such protest and exhibits are submitted to CSO. All protests shall be directed to:

CSOSubmittals@wsdot.wa.gov

B. Pre-Selection Protests

To allow sufficient response time, all pre-selection protests (i.e., prior to CSO's official selection of the successful proposal(s)) must be received by CSO no later than 3:00 p.m. PST of the second business day after the Final Proposal Due Date. If the protest is mailed after the Final Proposal Due Date, and before the pre-selection protest deadline, the Proposer/protestant shall immediately notify CSO's Manager by telephone, or some other means of rapid communication, that a protest has been made.

CSO shall consider all the facts available to it, and issue a decision in writing within five (5) business days after receipt of the protest, unless more time is needed. The Proposer/protestant and the Proposer(s) against whom the protest is made will be notified if a longer time is necessary and, if the additional time required affects the Final Proposal Due Date or the selection date, all Proposers shall be notified.

CSO's decision shall be final and conclusive. Selection of the successful Proposer, if any, will be postponed until after CSO has issued its decision.

C. Post-Selection Protests

CSO shall notify all unsuccessful Proposers of CSO's selection decision. To allow sufficient response time, all post-selection protests must be received by CSO no later than 3:00 p.m. PST of the second business day after receipt of a Non-Selection Notice. If the protest is mailed before the post selection protest deadline, the Proposer/protestant shall immediately notify CSO's Manager by telephone, or some other means of rapid communication, that a protest has been made.

CSO shall consider all the facts available to it, and issue a decision in writing within five (5) business days after receipt of the protest, unless more time is needed. The Proposer/protestant and the Proposer(s) against whom the protest is made will be notified if a longer time is necessary and, if the additional time required affects the Award Date, all Proposers will be notified.

CSO's decision shall be conclusive unless appeal from it is taken by an aggrieved firm to the Superior Court of Thurston County within five (5) calendar days after receiving notice of CSO's decision on the protest. The court shall hear any such appeal on CSO's administrative record for the

project. The court may affirm CSO's decision, or it may reverse the decision if it determines the action of CSO was arbitrary and capricious.

Post-selection protests which do not comply with the above-specified procedures will not be considered.

D. Post-Debrief Protests

To allow sufficient response time, all post-debrief protests must be received by CSO no later than 3:00 p.m. PST of the second (2nd) business day following the debrief. If the protest is mailed before the Post-Debrief protest deadline, the Proposer/protestant shall immediately notify CSO's Manager by telephone, or some other means of rapid communication, that a protest has been made.

CSO shall consider all the facts available to it, and issue a decision in writing within five (5) business days after receipt of the protest, unless more time is needed. The Proposer/protestant and the Proposer(s) against whom the protest is made will be notified if a longer time is necessary and, if the additional time required affects the Final Proposal Due Date or the selection date, all Proposers shall be notified.

CSO's decision shall be final and conclusive. Selection of the successful Proposer, if any, will be postponed until after CSO has issued its decision.

System for Award Management (SAM) Excluded Parties Records

- A. Per federal regulations, CSO is required to ensure, to the best of its knowledge and belief, that none of the principals, affiliates, third party Contractors and subcontractors are suspended, debarred, ineligible or voluntarily excluded from participation in federally assisted transactions or procurements. Federal regulations require CSO to review records of excluded parties in the federal System for Award Management (SAM) before entering into any third party Contracts exceeding \$25,000.00.
- B. Prior to award of a federally funded Contract, CSO will search the SAM system to ensure that excluded parties do not participate in covered transactions.
- C. To learn more about the federal SAM, go to www.sam.gov/portal/public/SAM/ .

Public Records

Submittals received as a result of this RFQ and the resulting score sheets may be posted to CSOs web page.

To the extent consistent with chapter 42.56 RCW, the Public Disclosure Act, WSDOT shall maintain the confidentiality of Consultant's information marked confidential or proprietary. If a request is made to view Consultant's proprietary information, WSDOT will notify Consultant of the request and of the date that the records will be released to the requester unless Consultant obtains a court order enjoining that disclosure. If Consultant fails to obtain the court order enjoining disclosure, WSDOT will release the requested information on the date specified.

WSDOT's sole responsibility shall be limited to maintaining the above data in a secure area and to notify Consultant of any request(s) for disclosure for so long as WSDOT retains Consultant's information in WSDOT records per state law. Failure to so label such materials or failure to timely respond after notice of request for public disclosure has been given shall be deemed a waiver by Consultant of any claim that such materials are exempt from disclosure. WSDOT reserves the right, if it deems action to be in the best interest of WSDOT, to reject any and all submittals or to waive any irregularities or informalities therein. Any incomplete, false or misleading information provided by or through the Consultant shall be grounds for non-consideration. If submittals are rejected, WSDOT further reserves the right to investigate and negotiate with the next ranked Consultant in order of ranking or to reject all Consultants and re-solicit for additional firms.

Title VI Statement to Public

It is the Washington State Department of Transportation's (WSDOT) policy to assure that no person shall, on the grounds of race, color, national origin, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or be otherwise discriminated against under any of its programs and activities. Any person who believes their Title VI protection has been violated, may file a complaint with WSDOT's Office of Equality and Civil Rights (OECR). For additional information regarding Title VI complaint procedures and/or information regarding our non-discrimination obligations, please contact OECR's Title VI Coordinator at (360) 705-7090.

Americans with Disabilities Act (ADA) Information

This material can be made available in an alternate format by emailing the WSDOT Diversity/ADA Affairs team at wsdotada@wsdot.wa.gov or by calling toll free, 855-362-4-ADA(4232). Persons who are deaf or hard of hearing may make a request by calling the Washington State Relay at 711.

Notificación de Título VI al Público

Es la política del Departamento de Transportación del Estado de Washington (WSDOT, por sus siglas en inglés) asegurarse que ninguna persona, por razón de raza, color, u origen nacional, según provee el Título VI de la Ley de Derechos Civiles de 1964, pueda ser excluido de la participación, negado los beneficios de o ser discriminado de otra manera bajo cualquiera de sus programas y actividades. Cualquier persona que crea que su protección bajo el Título VI ha sido violada, puede presentar una queja o reclamación ante la Oficina de Igualdad de Oportunidades (OEO, por sus siglas en inglés) del Departamento de Transportación del Estado de Washignton (WSDOT, por sus siglas en inglés) . Para obtener información adicional sobre los procedimientos de quejas y/o reclamaciones bajo el Título VI y/o información sobre nuestras obligaciones anti-discriminatorias, pueden contactar al coordinador del Título VI en la EEOC 360-705-7090.

Información de la Ley sobre Estadounidenses con Discapacidades (ADA, por sus siglas en inglés)

Este material está disponible en un formato alternativo, que puede ser solicitado al enviar un un correo electrónico a la Oficina de Igualdad de Oportunidades (OEO, por sus siglas en inglés)/ wsdotada@wsdot.wa.gov o llamando gratis al siguiente número de teléfono: 855-362- 4ADA (4232). Personas sordas o con discapacidad auditiva pueden solicitar la misma información llamando al Washington State Relay al 711.

한국어-Korean**제 6 조 관련 공지사항**

1964년 민권법 제6조의 규정에 따라, 누구도 인종, 피부색, 출신 국가 이유로 프로그램 및 활동에 대해 참여 배제, 혜택 거부 또는 그 밖의 차별을 받지 않도록 하는 것이 워싱턴주 운수국(WSDOT)의 정책입니다. 제6조에 따른 보호를 위반했다고 판단될 경우 누구든지 WSDOT의 평등 기회 사무국(OEO)에 불만을 제기할 수 있습니다. 제6조에 따른 불만 처리 절차 및/또는 차별금지 의무 내용에 관한 추가 정보는, (360) 705- 7090을 통해 OEO의 제6조 조정관에게 문의하십시오.

미국 장애인법(ADA) 정보

해당 자료는 평등 기회 사무국 이메일 wsdotada@wsdot.wa.gov 또는 수신자부담전화 855-362-4ADA (4232)를 통해 요청하시면 대체 형식으로 받아보실 수 있습니다. 청각 장애인은 워싱턴주 중계 711 로 전화하여 요청하실 수 있습니다.

русский-Russian**Раздел VI Общественное заявление**

Политика департамента транспорта штата Вашингтон (WSDOT) — в соответствии с разделом VI Закона о гражданских правах 1964 года, обеспечить всем лицам вне зависимости от расы, цвета кожи, национальности право пользоваться всеми муниципальными программами департамента, участвовать в муниципальных мероприятиях, проводимых департаментом, и не подвергаться дискриминации. Любое лицо, считающее, что по отношению к нему не соблюдается раздел VI, может подать жалобу в управление по обеспечению равных возможностей WSDOT (OEO). Для дополнительной информации о процедуре подачи жалобы по поводу несоблюдения раздела VI, а также об информации о наших обязательствах по борьбе с дискриминацией, пожалуйста, свяжитесь с координатором OEO по разделу VI по телефону (360) 705-7090.

Закон США о защите прав граждан с ограниченными возможностями (ADA)

Данный материал может быть предоставлен в другом формате. Отправьте электронное письмо в управление по обеспечению равных возможностей по адресу wsdotada@wsdot.wa.gov или позвоните на бесплатную горячую линию по номеру 855-362- 4ADA (4232). Глухие и слабослышащие лица могут сделать запрос, позвонив в специальную диспетчерскую службу штата Вашингтон по номеру 711.

tiếng Việt-Vietnamese**Thông báo Khoản VI dành cho công chúng**

Theo Khoản VI Đạo luật Dân quyền 1964, Chính sách của Sở Giao thông Tiểu bang Washington (WSDOT) đảm bảo không ai bị loại bỏ, từ chối quyền lợi, hay nói cách khác bị phân biệt đối xử trong mọi hoạt động và chương trình do Liên bang tài trợ dựa trên chủng tộc, màu da, nguồn gốc quốc gia. Bất



kỳ ai tin rằng mình không được đảm bảo quyền lợi theo Khoản VI có thể nộp khiếu nại lên Văn phòng Cơ hội Công bằng (Office of Equal Opportunity, OEO) của WSDOT. Để biết thêm thông tin liên quan đến các thủ tục khiếu nại theo Khoản VI và/hoặc thông tin liên quan đến các nghĩa vụ không phân biệt đối xử của chúng tôi, vui lòng liên hệ Điều phối viên Khoản VI của OEO theo số (360) 705-7090.

Thông tin về Đạo luật Người Mỹ tàn tật (Americans with Disabilities Act, ADA)

Bạn có thể yêu cầu cung cấp tài liệu này dưới định dạng khác bằng cách gửi email đến Văn phòng Cơ hội Công bằng theo địa chỉ wsdotada@wsdot.wa.gov hoặc gọi đến số điện thoại miễn phí 855-362-4ADA(4232). Người điếc hoặc khiếm thính có thể yêu cầu bằng cách gọi cho Dịch vụ Tiếp âm Tiêu bang Washington theo số 711.

العربية - Arabic

العنوان 6 إشعار للجمهور
تتمثل سياسة إدارة النقل بولاية واشنطن (WSDOT) في ضمان عدم استبعاد أي شخص على أساس العرق أو اللون أو الأصل القومي أو الجنس، وفق ما يُنص عليه في العنوان 6 من قانون الحقوق المدنية لعام 1964، من المشاركة في، أو الحرمان من فوائد، أو التعرض للتمييز في أي من برامجها وأنشطتها. ويمكن لأي شخص يعتقد بأنه قد تم انتهاك حمايته التي يضمنها له العنوان 6 من القانون سالف الذكر، تقديم شكوى إلى مكتب تكافؤ الفرص (OEO) التابع لإدارة النقل بولاية واشنطن (WSDOT). للحصول على معلومات إضافية بشأن إجراءات الشكاوى المتعلقة بالعنوان 6 من القانون سالف الذكر و/أو الحصول على المعلومات المتعلقة بالتزاماتنا ذات الصلة بعدم التمييز، يُرجى الاتصال بالمنسق المعني بشؤون العنوان 6 من القانون سالف الذكر في مكتب تكافؤ الفرص على الرقم (360) 705-7090.

معلومات قانون الأمريكيين ذوي الإعاقة (ADA)
يمكن طلب توفير هذه المواد في تنسيق بديل عن طريق إرسال بريد إلكتروني إلى مكتب تكافؤ الفرص على عنوان البريد الإلكتروني wsdotada@wsdot.wa.gov أو عن طريق الاتصال على الرقم المجاني (360) 705-7090. يمكن للأشخاص الصم أو ضعاف السمع تقديم طلب عن طريق الاتصال بخدمة Washington State Relay على الرقم 711.

Translation Services

If you have difficulty understanding English, you may, free of charge, request language assistance services for this Department information by calling (360) 705-7090, or email us at:

TitleVI@WSDOT.WA.GOV.

Aviso a personas con dominio limitado del idioma inglés: Si usted tiene alguna dificultad en entender el idioma inglés, puede, sin costo alguno, solicitar asistencia lingüística con respecto a esta información llamando al (360) 705-7090, o envíe un mensaje de correo electrónico a: TitleVI@WSDOT.WA.GOV.

các dịch vụ dịch thuật

Nếu quý vị không hiểu tiếng Anh, quý vị có thể yêu cầu dịch vụ trợ giúp ngôn ngữ, miễn phí, bằng cách gọi số (360) 705-7090 hoặc email cho chúng tôi tại: TitleVI@WSDOT.WA.GOV.

번역 서비스



영어로 소통하는 것이 불편하시다면, (360) 705-7090으로 전화하시거나 다음 이메일로 연락하셔서 무료 언어 지원 서비스를 요청하실 수 있습니다: TitleVI@WSDOT.WA.GOV.

Услуги перевода

Если вам трудно понимать английский язык, вы можете запросить бесплатные языковые услуги, позвонив по телефону (360) 705-7090 или написав нам на электронную почту: TitleVI@WSDOT.WA.GOV.

العَرَبِيَّةُ - Arabic

خدمات الترجمة

إذا كنت تجد صعوبة في فهم اللغة الإنجليزية، فيمكنك مجاناً طلب خدمات المساعدة اللغوية عن طريق الاتصال بالرقم (360) 705-7090، أو مراسلتنا عبر البريد الإلكتروني: TitleVI@WSDOT.WA.GOV.

Any questions regarding this RFQ should be directed to WSDOT's Headquarters Consultant Services Office at CSOSubmittals@wsdot.wa.gov.

Questions will be accepted through 4:00pm PST on Monday, April 10, 2023. Questions and answers will be posted in the form of a Q&A document on the advertisement webpage. Questions are posted on the webpage anonymously.

Dates of publication in the Seattle Daily Journal of Commerce: Tuesday, March 28, 2023 and Tuesday April 4, 2023.

Dates of publication in WEBS Tuesday, March 28, 2023.

Submittal Due Date and Time: 4:00 p.m. PST on April 27, 2023.