

*State of Washington  
Department of Transportation  
Notice to Consultants  
Toll Division – Customer Service Support Operations Q&A  
3-17-2023, 11:00 AM*

Q - In the Proposed Billing Rates table, are the “Labor Classifications” meant to be WSDOT’s preset “Labor Classifications” or our own “Labor Classifications”?

A – The firm’s own labor classifications.

Q - There seems to be an inconsistency between the last sentence of Scoring Criteria 7: Cost Factors, which says that billing rates will be based on an approved ANTE table, and the first sentence of the red text below the Proposed Billing Rates table, which says that the billing rates will be those provided in the table. Would WSDOT please clarify which method will be used for this contract, i.e., ANTE table with direct rates and multiplier or negotiated rates?

A – The reference to an ANTE table is incorrect. The proposed billing rates submitted by the firm would be finalized as part of the agreement negotiation.

Q - The last sentence in red text below the Proposed Billing Rates table references the “agreement payment provision”. Would WSDOT please provide this?

A – The specific agreement language will be shared with the apparent successful vendor during contract negotiations.

Q - Alternative to a 6-year locked in fully burdened rate, would WSDOT consider initial billing rates by labor classification that are escalated annually based on CPI or similar?

A – An escalation may be discussed during contract negotiations with the apparent successful vendor.

Q - The RFQ document states the Disadvantaged Business Enterprise (DBE) A&E/Professional Written Confirmation Document Form is required after contract award. But the language of the form suggests it might need to be completed prior. Please confirm if the form is due as part of the proposal documents.

A – The form is not part of the proposal documents. However, the apparent successful vendor’s plan to meet the DBE goal would be incorporated into the final agreement.

Q - RFQ Page 4, Evaluation Criteria states, “Cost Factors (Prime Consultant Only)”, however the Criteria Definitions Document Page 3 state, “Scoring Criteria 7: Cost Factors (Prime Consultant & Sub-Consultants)”. Do subconsultants need to complete the Cost Factors form as part of the proposal submittal and will it be evaluated?

A – Please disregard the reference to sub-consultants for Criteria 7.

Q - Would WSDOT please define the “Principal Consultant” role? Is this intended to be the same role as a Project/Program Principal?

A – Yes that is correct.

Q - The RFQ states, “Assist with development, implementation, and monitoring of new operations initiatives and facility launches.” Is this scope for operations only or is this intended to support all aspects associated with launch coordination.

A - Only for operations-related aspects for each initiative.

Q - The RFQ states, “Support the STATE in oversight of vendor development and implementation of marketing campaigns related to customer facing initiatives.” What level of effort is expected and is this independent of other toll program marketing campaigns associated with new launches?

A - Oversight will include, meeting facilitation, budget tracking, assisting the client with review and approval of materials. It is not expected this will be a significant level of effort. It is yet to be determined if these efforts will be inclusive or independent of marketing campaigns associated with new launches.

Q - What is the anticipated time split between the main office space, located at 2901 3rd Avenue, Seattle, WA, the Customer Service Contact Center located at 707 S. Grady Way in Renton, WA and remote work?

A - 1-2 days per week in the office (either 2901 Third Ave or 707 S Grady); the rest remote

Q - Are previously submitted/awarded RFPs public information? Is so, where would I find them listed?

A - Yes. A public record request is required. Visit the following website for information on how to make a public record request: [WSDOT Records Center \(mycusthelp.com\)](http://mycusthelp.com)

Q - What is the estimated budget of this RFP?

A - Per page 1 of the RFQ document the estimated budget is approximately three million eight hundred and thirty thousand dollars (\$3,830,000).

Q - Can you please share the email id/details where we can raise the public record request for old RFP?

A - Visit the following website for information on how to make a public record request: [WSDOT Records Center \(mycusthelp.com\)](http://mycusthelp.com)

Q - Is this a new contract or are there any incumbents? If there is an incumbent, could you please let us know the incumbent name and pricing and are the incumbents eligible to submit the proposal again?

A – This is a new contract replacing a portion of an existing contract. The existing contract is held with Jacobs Engineering Inc. The pricing for the incumbent is not applicable to the current solicitation and the incumbent is eligible to submit.

Q - Please confirm if we can get the proposals or pricing of the incumbent(s).

A – You are welcome to submit a public disclosure request that would be evaluated based on the criteria contained in RCW 42.56.

Q - Should proposed bill rates be linked to the positions listed in the RFQ “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” or should consultants use their own company position titles?

A – Please use the firm’s classifications on the proposed rate table identifying which positions meet the roles indicated on the RFQ.

Q - Would WSDOT please clarify how the billing rates will be evaluated and scored (currently accounting for 24% of the scoring)? Will there be a defined formula for this evaluation and if so, can it be shared?

A- There is no defined formula for this evaluation, rather a comparison between the submittals received.

Q - Can you please let us know the previous spending of this contract?

A - This type of work was performed under a task order under a master agreement. A copy of the task order can be obtained through the public record request process.