



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

DATE: December 17, 2024

TO: RFQ # 2435-858 Bidders

FROM: Cindy J. Carroll, Solicitation Coordinator  
DSHS Central Contracts and Legal Services

SUBJECT: Amendment No. 01 –Bidder’s Q & A

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DSHS amends the RFQ # 2435-858 procurement document to include:

- Bidder’s Questions and Answers

**Bidder's Questions and Answers**  
**RFQ# 2435-858**

**Question #1:** Is this a new contract or renewal of an existing contract?

**A:** This is a Request for Qualifications (RFQ) for permanent placement services. BHA seeks to enter into multiple contracts so that it has qualified contractors to recruit personnel for specific categories of Positions (Position Groupings).

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**Question #2:** If there is an existing contract, could you please share the names of the current vendors and their pricing?

**A:** This is a request for qualifications. Please see Attachment A, sample contract, under Special Terms and Conditions, Section 9. Consideration (page 17)

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**Question #3:** What is the estimated budget for this contract?

**A:** Unknown at this time since it is based on facility need. However, we expect that contract values will range between \$150k - \$1m

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**Question #4:** Is it mandatory to subcontract?

**A:** There is no requirement to subcontract.

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**Question #5:** In order to be considered responsive for this solicitation, is it mandatory to bid on all positions?

**A:** No

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**Question #6:** Is there a minimum number of hours required for the service?

**A:** No

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**Question #7:** What pricing model are you using (e.g., hourly rate, flat rate, or project-based)? Could you please share a sample of the pricing form?

**A:** N/A. Please see Attachment A, sample contract, under Special Terms and Conditions Section 9 Consideration (page 17)

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**Question #8:** Do we have to be certified with the Joint Commission to apply for this contract?

**A:** No

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**Question #9:** Can you please provide the process or email address to request the current contracts?

**A:**

This is a Request for Qualifications (RFQ) for permanent placement services. BHA seeks to enter into multiple contracts so that it has qualified contractors to recruit personnel for specific categories of Positions (Position Groupings).

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**Question #10:** How does this RFQ differ from the Competitive solicitation NO. 26223 that was released back in July 2024 for Temporary Medical Staffing Services? It's my understanding that the Behavioral Health Administration ("BHA") of the Washington State Department of Social and Health Services would be included with Solicitation 26223.

**A:** 26223 was an RFP posted to WEBS by DES earlier this year for temporary medical staffing placements. This RFQ (2435-858) was posted to WEBS by DSHS for the recruitment of permanent placements only; not temporary placements.

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**Question #11:** When will pricing be required for the modalities in all 4 Groups?

**A:** N/A. Please see Attachment A, sample contract, under special terms and conditions section 9 Consideration (page 17)

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**Question #12:** Are you able to provide more information on what roles / skillsets fall within Group 3 and 4?

**A:** Not at this time.

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**Question #13:** Is this a new contract or is it previously released before

**A:** See answer to question #1 above

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**Question #14:** Is there a list of a DSHS facilities to be serviced by the contract?

**A:** Please see the RFQ document, Section A, Contract Requirements (page 3).

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**Question #15:** Is the State looking for contractors to provide candidates who are available for direct hire by the State immediately or will contractors be providing candidates on an hourly basis?

**A:** RFQ is for permanent placement services only; not temporary

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**Question #16:** Is there a link to current pay and bill rates for these positions or previous contract?

**A:** N/A, there are no established bill rates. Please refer to Attachment A Sample Contract for fee information

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**Question #17:** how many companies will be selected out of this RFQ?

**A:** Please refer to the RFP Document Section E, Evaluation of Response, Sub section 8. Selection of Apparent Successful Bidder.

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**Question #18:** How many physicians and what specialties are you seeking to hire? Will these be permanent roles? Will you share job descriptions and compensation as market viability is important component to our pricing and ability to commit.

**A:** Data not available at this time, as each facility will issue Requests based on facility needs. This RFQ is for permanent placement services only. Yes, this data will be provided with the Request from the facility.

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**Question #19:** is there a preference for firms that can cover all groups 1-4 , and all DSHS facilities?

**A:** Preference is based on qualifications. Please see Section E, Evaluation of Responses Sub Section 3. Evaluation Criteria and Scoring of Responses

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**Question #20:** Is it mandatory to utilize a subcontractor? Will it be part of the evaluation, or is it required to obtain 15 marks?

**A:** Not mandatory. Please see Section E, Evaluation of Responses Sub Section 3. Evaluation Criteria and Scoring of Responses

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**Question #21:** Do we need to answer all the questions in Attachment D?

**A:** Yes. To be considered a responsive bidder all required documents must be submitted and all questions on attachment D must be answered.

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**Question #22:** Is the contract looking for JCAHO certification firms?

**A:** No.

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**Question #23:** What is the exact cost format?

**A:** Please refer to Attachment A Sample Contract for fee information

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**Question #24:** Do we need to provide a separate response for each group?

**A:** No. Refer to RFQ document, Section D (page 15).

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**Question #25:** Can we have the copy of current or previous facility contracts to serve as a guide?

**A:** Please refer to Attachment A, Sample Contract

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**Question #26:** Do you know the Spend of the expiring contracts?

**A:** NA. This question is not relevant to this RFQ. Please refer to RFQ document, Section D, Instructions Regarding Content, Format and Submissions, subsection 5, Proprietary Information/Public Disclosure.

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**Question #27:** Do you know if sworn staff is included in the group 4. Other non-clinical Professions?

**A:** Unknown at this time, as each facility will issue Requests based on facility needs.

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**Question #28:** Is this for locums and perm?

**A:** RFQ is for permanent placement services only, not temporary.

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**Question #29:** Is it mandatory to bid on all groups listed in Section 3 of the bid?

**A:** No.

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**Question #30:** What are your most commonly requested positions?

**A:** Psychiatrists / Nurses.

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**Question #31:** What is the format to submit pricing?

**A:** N/A. Please refer to Attachment A Sample Contract for fee information.

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**Question #32:** What is the new budget for year for this RFP?

**A:** See answer to questions #3 above.

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**Question #33:** Please provide the names of the Incumbent vendors for this contract?

**A:** NA. This question is not relevant to this RFQ.

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**Question #34:** What are the specific types of positions that have been historically difficult to fill?

**A:** See answer to question #30 above.

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**Question #35:** What is the expected volume of recruitment needs?

**A:** This data is based on the needs of each facility

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**Question #36:** Any minimum qualifications or certifications required for potential contractors?

**A:** Please refer to the RFQ Document, Section A, Contract Requirements, subsection 4, Desired Bidder Qualifications.

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**Question #37:** Will there will be a pre-proposal conference or Q&A session?

**A:** As is stated on page 1 of the solicitation document in the brief timeline the pre-bid conference was scheduled for December 3<sup>rd</sup> at 10am via Teams. This meeting was held and well attended. All questions asked in that meeting are included in this document and no information was provided that was not already available in the solicitation posted on WEBS.

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**Question #38:** What is the tentative start date of this engagement?

**A:** Please refer to the RFQ document, Section C. Explanation of Solicitation Process, sub-section 1. Solicitation Schedule.

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**Question #39:** What is the work location of the proposed candidates?

**A:** Location is unknown, as each facility will issue Requests based on facility needs.

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**Question #40:** What would be the number of awards you intend to give (approximate number)?

**A:** Unknown at this time.

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**Question #41:** What are the estimated funds that are estimated to be allocated for this contract?

**A:** Unknown at this time since it is based on facility need. However, we expect that contract values will range between \$150k - \$1m.

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**Question #42:** 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:** Please refer to RFQ document, Section D, Instructions Regarding Content, Format and Submissions, subsection 5, Proprietary Information/Public Disclosure. Refer to the RFQ document for bidder requirements.

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**Question #43:** Are there any pain points or issues with the current vendor(s)?

**A:** N/A. This question is not relevant to this RFQ.

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**Question #44:** Could you please share the previous spending on this contract, if any?

**A:** Varies by Facility need. Please refer to RFQ document, Section D, Instructions Regarding Content, Format and Submissions, subsection 5, Proprietary Information/Public Disclosure.

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**Question #45:** Are foreign corporations eligible to bid on this RFQ?

**A:** Please refer to Attachment, A, Sample Contract, Section 3., Licenses.

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**Question #46:** How many positions were used in the previous contract (approximate)?

**A:** This data is based on the needs of each facility

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**Question #47:** How many positions will be required per year or throughout the contract term?

**A:** Data not available at this time, as each facility will issue Requests based on facility needs.

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**Question #48:** If the resources we provide at the time of proposal submission are not available at the time of a potential contract award could vendors replace them with equally qualified resources?

**A:** It is unclear what qualified resources is in reference to; therefore, we are unable to respond to this question.

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**Question #49:** Can we provide hourly rate ranges in the price proposal?

**A:** Preference is based on qualifications, Please see Section E, Evaluation of Responses Sub Section 3. Evaluation Criteria and Scoring of Responses

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**Question #50:** Is it entirely onsite work or can it be done remotely to some extent / Does the services need to be delivered onsite or is there a possibility for remote operations and performance?

**A:** Data not available at this time, as each facility will issue Requests based on facility needs.

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**Question #51:** Are resumes required at the time of proposal submission? If yes, Do we need to submit the actual resumes for proposed candidates or can we submit the sample resumes?

**A:** No.

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**Question #52:** Could you please provide the list of holidays?

**A:** Please refer to Attachment, A, Sample Contract.

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**Question #53:** Are there any mandated Paid Time Off, Vacation, etc?

**A:** Please refer to Attachment, A, Sample Contract.

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**Question #54:** Please provide a list of Job Titles for the roles included in Group 4.

**A:** Data not available at this time, as each facility will issue Requests based on facility needs.

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**Question #55:** Are Contractors required to subcontract any portion of this contract? Does BHA have any minimum requirements for subcontracting to Washington-certified MBEs WBEs, VBEs, and/or Small Businesses?

**A:** Subcontracting is not mandatory. Please see Section E, Evaluation of Responses Sub Section 3. Evaluation Criteria and Scoring of Responses

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**Question #56:** Is the Placement Fee of 20% of the First Year's gross annual salary as described in Paragraph 9 of DSHS General Terms & Conditions fixed and firm, or would DSHS be willing to negotiate with the successful Contractor on this amount?

**A:** Refer to Attachment A, Sample Contract for Fee Structure.

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**Question #57:** Is BHA interested in placement for part-time positions or full-time roles only?

**A:** This data is based on the needs of each facility

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**Question #58:** How many positions you are looking to fill in each group annually?

**A:** Data not available at this time, as each facility will issue Requests based on facility needs.

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**Question #59:** For talent attraction, is DSHS looking for Contractors to go to market as Washington State or under their own branding?

**A:** Own branding.

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**Question #60:** Does your recruitment process differ by position type?

**A:** This data is based on the needs of each facility.

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**Question #61:** Will Contractors be responsible for internal candidate transfers and new grads?

**A:** NA. This question is not relevant to the RFQ.

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**Question #62:** At contract signature, how many positions does DSHS anticipate assigning?

**A:** Data not available at this time, as each facility will issue Requests based on facility needs.

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**Question #63:** Regarding the Bidder EO 18-03 Certification, is DSHS requesting information about our internal/corporate employees or external/placed workers?

**A:** We are requesting information about your internal/corporate employees.

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**Question #64:** Are pricing grids and guarantee language allowed to be submitted with the RFP?

**A:** N/A. refer to Attachment A, Sample Contract.

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**Question #65:** Will BHA be opening a single search to multiple vendors?

**A:** The Facilities may elect to issue multiple Requests to multiple contractors or split-up the Requests between multiple contractors

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**Question #66:** What is your name clear process and timeframe?

**A:** Refer to Attachment A, Sample Contract, Section 4 (page 14)

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**Question #67:** Will BHA allow co-branding on job announcements?

**A:** .Contractors should use their own branding for job announcements.

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**Question #68:** Will DSHS allow a two-part invoicing process? First part to be billed post profiled to cover the cost associated with advertising, second part to be billed upon placement. (Specific to Group 1 - Physician Roles)

**A:** Advertising costs are billable. Please see Attachment A, sample contract, under Special Terms and Conditions, Section 9. Consideration (page 17)

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**Question #69:** Will BHA consider billing upon written agreement of employment versus start date?

**A:** Please see Attachment A, sample contract, under Special Terms and Conditions, Section 9. Consideration (page 17)

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**Question #70:** Will BHA allow different billing structures for each category?

**A:** Please see Attachment A, sample contract, under Special Terms and Conditions, Section 9. Consideration (page 17)

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**Question #71:** Will BHA consider a higher percentage of total compensation for Executive positions? If so, what is the threshold?

**A:**  
Please see Attachment A, sample contract, under Special Terms and Conditions, Section 9. Consideration (page 17)

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**Question #72:** Will BHA consider a replacement guarantee as opposed to a % of money back if a candidate does not stay for 90 days?

**A: No.**

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**Question #73:** What is the estimated budget for this RFQ? If unknown, please specify previous spending?

**A:** See answer to question #3 above.

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**Question #74:** Is this a new requirement? If not, please provide the current vendor(s) providing the service and how are the current services being procured? Apart from end of tenure, is there any other reason to release this solicitation? Are there any pain points?

**A:** NA. Please refer to RFQ document, Section D, Instructions Regarding Content, Format and Submissions, subsection 5, Proprietary Information/Public Disclosure. Per DES Policy, we are required to solicit for Professional Services.

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**Question #75:** Please provide the list of all the attachments & forms that are necessary to attach to the proposal.

**A:** Attachment B, C, D, and E (all of which were posted with the solicitation document on WEBS) must all be completed and submitted by 3:00pm on December 30<sup>th</sup>, 2024.

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**Question #76:** Do we need to submit the Certificate of Insurance and Business License with the proposal?

**A:** There is no requirement to include certificate of Insurance or business license with this proposal.

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**Question #77:** What is the average length of the assignment?

**A:** N/A. RFQ is for permanent placement only.

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**Question #78:** How many FTEs are required to work at DSHS?

**A:** Data not available at this time, as each facility will issue Requests based on facility needs.

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**Question #79:** Is it required to present references exclusively from instances where we have offered similar services, or is it acceptable to provide references from diverse environments or clients?

**A:** Please see Section E, Evaluation of Responses, subsection 7, Bidder's References, in the RFQ Document.

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**Question #80:** Do we need to provide references categorized by each group, or is it acceptable to provide a general list of references covering all instances where we have provided similar services? Additionally, how many references are required?

**A:** Please see Section E, Evaluation of Responses, subsection 7, Bidder's References, in the RFQ Document.

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**Question #81:** Is there any preference to the local vendor while evaluating the proposal?

**A:** Preference is based on qualification. Please see Section E, Evaluation of Responses in the RFQ Document.

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**Question #82:** Please provide a copy of the proposal of all current vendors providing staffing services, including rate/cost sheets.

**A:** Please refer to RFQ document, Section D, Instructions Regarding Content, Format and Submissions, subsection 5, Proprietary Information/Public Disclosure.

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**Question #83:** Will we need to provide any products or equipment under this contract? If so, please elaborate.

**A:** Please see Attachment A, Sample Contract for contractor requirements.

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**Question #84:** Please provide the number of FTEs with respect to job titles working under the current contract.

**A:** See answer to question #78 above.

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**Question #85:** Is it mandatory for a firm to utilize a subcontractor? If yes, please define the exact goals and list the certifications and attachments required from the subcontractor.

**A:** There is no requirement to subcontract.

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**Question #86:** Kindly clarify exact proposal format.

**A:** To be considered a responsive, Bidder attachments B, C, D, and E must all be submitted by 3:00pm on December 30th, 2024.

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**Question #87:** What is the annual budget per group?

**A:** See Answer to questions #3 above.

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**Question #88:** Could you please provide the number of facilities where we need to offer recruitment services, and the number of candidates required at each facility?

**A:** See answer to question #4 above

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**Question #89:** As per the evaluation criteria and scoring, is it mandatory to utilize a subcontractor since there are 15 additional points for Certified Washington Veteran-owned Business & Washington Small Business? Will not utilizing a subcontractor affect our evaluation score?

**A:** There is no requirement to subcontract. In an effort to be more inclusive of small and veteran owned businesses we do award an additional 5 points to bidders who are small businesses and an additional 5 points to those bidders

who are veteran owned. These The last 5 potential points are awarded based on the answer to question number 2 on attachment D about EO 18-03 certification. None of these potential points are based on subcontractors.

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**Question #90:** If it is mandatory to utilize a subcontractor, could you please specify the required percentage goal for subcontractor utilization?

**A:** There is no requirement to utilize subcontractors.

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**Question #91:** Under Attachment D, Section 3 (Bidder Certification – Washington Small Business) & Section 4 (Bidder Certification – Certified Washington Veteran-Owned Business), if it is necessary to utilize a subcontractor to gain points, should we attach the certification separately or should it be included in the same section of Attachment D where it is requested?

**A:** These questions pertain to the organization submitting for this RFQ only, not potential subcontractors.

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**Question #92:** In the technical response, should we submit the Word file for Attachment D separately, and the other attachments (B, C, and E) in a single PDF response file?

**A:** Attachment B, C, D, and E should all be submitted as separate documents in either word or PDF format. For attachment D please provide your answers in the space provided on the form below the questions. If you have additional documents you want to attach to attachment D to support your answers feel free to do so, but please clearly name each additional document and make it clear in your answer which document our evaluators should be referring to for additional information.

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**Question #93:** Should Attachment D be submitted as a Word file only, or can it be submitted as a PDF file?

**A:** Either format is acceptable.

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**Question #94:** In Attachment D, under Section 5, Part D (Key Lead Personnel Experience), do we need to include the experience of recruitment and quality managers in relation to vetting recruitment placement data?

**A:** Section 5, part D refers to Key Personnel your firm will assign to provide recruitment services for each Position Group you seek a contract for.

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**Question #95:** In Attachment D, under Section 5, Part D (Key Lead Personnel Experience), are you requesting the recruiter manager's experience? Based on

our understanding, can we showcase the experience of four key personnel: recruiter manager, account manager, quality assurance manager, and placement manager, under the key personnel experience and placements section?

**A:** Section 5, part D refers to Key Personnel your firm will assign to provide recruitment services for each Position Group you seek a contract for.

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**Question #96:** How can we ensure the 1-page limit for Section 6 (Management Response) in Attachment D's Word file? If Section 5 ends midway on the page, how should we determine where to start and end the content for Section 6 to count as one full page?

**A:** Please reference the answer to question #92.

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**Question #97:** Under Section 6 (Management Response) in Attachment D, a one-page response is required, detailing your firm's experience, how it distinguishes itself from other recruitment firms, and your overall approach to successfully recruiting for each Position Group. Given the importance of this information, we believe that the one-page limit may hinder our ability to fully showcase our experience and approach to meeting DSHS's needs. Would it be possible to waive this page limit? This would allow us to provide a more comprehensive and detailed response that more accurately reflects our capabilities.

**A:** Please reference the answer to question #92.

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**Question #98:** In the bid response, do we only need to provide Attachments B, C, and D, or are there any additional documents required?

**A:** To be considered a responsive bidder attachment B, C, D, and E must all be submitted by 3:00pm on December 30<sup>th</sup>, 2024.

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**Question #99:** In Attachment E, should we provide the answers directly under the attachment, or is it acceptable to provide the answers below the attachment once it is pasted into the PDF response? Please clarify.

**A:** Please provide the answers in the spaces made available on attachment E itself.

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**Question #100:** Could you please clarify the specific cost format required for each group?

**A:** See answer to questions #3 above

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**Question #101:** Do we need to provide all the answers directly in **\*\*Attachment D\*\*** or can we provide the responses separately in the bid document?

**A:** Please reference the answer to question #92.

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**Question #102:** How many attachments do we need to email as part of our bid response? Could you please specify the required documents?

**A:** To be considered a responsive bidder attachment B, C, D, and E must all be submitted.

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**Question #103:** Do we need to submit Attachment A as part of our bid response?

**A:** No.

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**Question #104:** Do we need to include the insurance and business license, or any other additional documents, in our bid response along with Attachment B, C, and E? Please clarify.

**A:** Attachment D needs to be submitted along with B, C, and E. There is no requirement to include insurance or business license information with your submission.

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**Question #105:** Could you please clarify if Attachments B, C, and E are not part of the scoring criteria, as it is mentioned in the solicitation that "Attachment B: Bid Submission Letter (Required, not scored)"?

**A:** Attachments B, C, and E are required but are not scores. The only parts of the submission that are scored are on Attachment D and clearly marked indicating how many potential points each scored section is worth.