**Information Technology Professional Services (ITPS)**

User Guide



**ITPS Work Request Steps**

1. Identify appropriate IT service category, or categories, and requirements for the project.
2. Develop the Solicitation. A Second-Tier Solicitation template is available on the [ITPS webpage](https://apps.des.wa.gov/DESContracts/Home/ContractSummary/08215) in the **Solicitation Package** under Customer Resources. Modify as appropriate for your project. This document is formerly referred to as a Work Request.
3. Post the Solicitation to Washington’s vendor notification system, Washington Electronic Business Solution (WEBS).

Login Login to [WEBS](https://fortress.wa.gov/ga/webscust/), go to “Manage Solicitations”, then click “ADD NEW SOLICITATION” at the top of the page.

* + Step 1 Enter general solicitation information.
    - Complete all required fields.
    - **VERY IMPORTANT:** Choose **“Selective or Selective – Master Contract Two Tier”** from the “Open or Selective” drop-down menu. Should you choose “Open”; many vendors who are not on the notification list that you are targeting in Step 3 below will be notified of your solicitation.
    - In the Description field, reference the DES ITPS category number and name.
  + Step 2 **This step has NO effect on who will be notified of your solicitation since you will be selectively posting to a pool of vendors in the next step. Nonetheless, these are required fields for system search requirements.**
    - Click “Select Counties” and select the county in which the work is to be done and scroll down and hit “SAVE.”
    - Click “Select Comm Codes,” enter a keyword or code and click “SEARCH”. Select a commodity code that closely represents the work to be completed and scroll down and hit “SAVE.”
    - Again, these selections will have **NO** effect on who will be notified. Only vendors listed within the ITPS notification list that you select in the next step will be notified.
  + Step 3 Select vendors for notification.
    - **VERY IMPORTANT:** Only use the “NOTIFICATION LIST” or “VENDOR SEARCH” tabs **NOT** the “COMMODITY CODE/COUNTY” tab. Should you choose “COMMODITY CODE/COUNTY,” many vendors who are not on the notification list that you are targeting will be notified of your solicitation.
    - **Recommended notification method:** Notify **ALL** vendors within a notification list.
      * In accordance with the intent of RCW 39.26, to promote open competition and transparency for all contracts for goods and services entered into by state agencies, DES recommends that all vendors on a list are selected.
      * Select the “NOTIFICATION List” tab and then select your category by title and scroll down and click “ADD.” This will notify all vendors on the list for your category.
    - **Other notification method:** Should you choose to notify FEWER THAN ALL VENDORS within a notification list, you may be required to substantiate your award decision if requested by an auditor and DES will not recommend a minimum number of vendors to notify.
    - Select the “Vendor Search” tab and locate the “Pre-qualification list” drop-down menu approximately 2/3 of the way down the page. Hit the drop-down arrow and select by title the list you have specified in your solicitation and hit “SEARCH” at the bottom of the page. Select the vendors you want to notify. Scroll down and hit “SAVE.”
  + Step 4 Upload the Solicitation document.
    - Review all previous steps, browse out to and upload the solicitation document. Click “POST SOLICITATION” at the bottom of the page and respond affirmatively when prompted to confirm.

1. Measure and refine. Contractors from the notification list you have chosen in WEBS will download and read your solicitation. Some will proceed to submit proposals and some will have questions.

Feedback from the vendor community may result in solicitation amendments. Draft up amendments as appropriate and post to WEBS under the original solicitation number. There is a section toward the bottom of the page dedicated to amendments just below where you posted the solicitation. You browse for and upload amendments just as you did in the original solicitation.

Note: Make sure you post amendments in the “Amendment” section of Step 4, not the “Solicitation” section.

1. Evaluate proposals and select the Apparent Successful Bidder in accordance with your evaluation process detailed in the solicitation.
2. Notify all Bidders of selection of the Apparent Successful Bidder via WEBS.

Note the complaint and protest ([DES-170-00](https://des.wa.gov/sites/default/files/public/documents/About/Procurement_reform/Policies/DES-170-00ComplaintsProtests.pdf?=317f3)) requirements detailed in the Procurement Reform Policies.

1. Negotiate and execute an order document (Second-Tier Contract) with the Apparent Successful Bidder. A **Contract Template** is available on the [ITPS webpage](https://apps.des.wa.gov/DESContracts/Home/ContractSummary/08215) under Customer Resources. Upon execution of a second-tier contract, work may begin.

**Program Resources**

Webpage: [ITPS webpage](https://apps.des.wa.gov/DESContracts/Home/ContractSummary/08215); Email: [DESContractsTeamCypress@des.wa.gov](mailto:DESContractsTeamCypress@des.wa.gov)