

# **Washington State Patrol**

## **Information Technology Division**

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Request for Proposal for

Electronic Driving Under the Influence Integration Application

RFP #: WSP-RFP-DUI-001

RFP Issue Date: July 29 2016

Response Due: September 6, 2016





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## TABLE OF CONTENTS

	<u>Page</u>
<b>1 Introduction .....</b>	<b>1</b>
<b>1.1 Procurement Statement.....</b>	<b>1</b>
<b>1.2 Contact .....</b>	<b>3</b>
<b>1.3 RFP Schedule of Events .....</b>	<b>4</b>
<b>1.4 Background .....</b>	<b>4</b>
<b>1.5 Scope of the Procurement .....</b>	<b>9</b>
<b>1.6 Project Objectives .....</b>	<b>10</b>
<b>1.7 Scope.....</b>	<b>10</b>
<b>1.8 Funding .....</b>	<b>10</b>
<b>1.9 Procurement Library.....</b>	<b>10</b>
<b>1.10 Contract Period.....</b>	<b>11</b>
<b>1.11 Statement of Work .....</b>	<b>11</b>
<b>1.12 Applicable Standards .....</b>	<b>16</b>
<b>2 Current WSP Environment .....</b>	<b>18</b>
<b>2.1 SECTOR System Context .....</b>	<b>18</b>
<b>2.2 Business Metrics.....</b>	<b>19</b>
<b>2.3 SECTOR Client.....</b>	<b>19</b>
<b>2.4 SECTOR Back Office .....</b>	<b>19</b>
<b>2.5 Technology Infrastructure.....</b>	<b>21</b>
<b>2.6 Server Requirement Specification.....</b>	<b>26</b>
<b>2.7 Technology Direction .....</b>	<b>29</b>
<b>3 RFP Information and Proposal Rules .....</b>	<b>30</b>
<b>3.1 Electronic Availability .....</b>	<b>30</b>
<b>3.2 Submission of Proposals.....</b>	<b>31</b>
<b>3.3 Bidder as Prime Contractor.....</b>	<b>35</b>
<b>3.4 RFP Coordinator is the Sole Point of Communication .....</b>	<b>36</b>
<b>3.5 Written and Oral Communication with Bidders .....</b>	<b>36</b>
<b>3.6 Letter of Intent (Optional) .....</b>	<b>37</b>
<b>3.7 Revisions to the RFP .....</b>	<b>37</b>
<b>3.8 Errors and Omissions.....</b>	<b>37</b>
<b>3.9 Right to Cancel .....</b>	<b>37</b>
<b>3.10 Bidder Questions and Answers .....</b>	<b>37</b>
<b>3.11 Mandatory Bidders Conference Call .....</b>	<b>38</b>
<b>3.12 Complaint Process .....</b>	<b>38</b>

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3.13	Diversity Participation .....	39
3.14	Most Favorable Terms .....	40
3.15	Cost to Propose and Participate in the Procurement.....	40
3.16	No Obligation to Contract .....	40
3.17	Waive Minor Administrative Irregularities .....	40
3.18	Errors in Proposal.....	40
3.19	Rejection of Proposals .....	41
3.20	Commitment of Funds.....	41
3.21	Incorporation of Documents into Contract .....	41
3.22	Non-Endorsement and Publicity .....	41
3.23	Withdrawal of Proposal .....	41
3.24	Selection of Apparently Successful Bidder .....	41
3.25	Execution of Contract and Commitment of Funds .....	41
3.26	Responsiveness .....	42
<b>4</b>	<b>Evaluation Process .....</b>	<b>43</b>
4.1	Selection Criteria .....	43
4.2	Evaluation Approach.....	43
4.3	Stage One - Administrative Screening .....	45
4.4	Stage Two – Proposal Evaluations .....	46
4.5	Stage Three – Oral Presentations, Demonstrations and Reference Checks .....	47
4.6	Stage Four – Implementation and Planning Workshops (IPW) .....	49
4.7	Stage Five – Contract Negotiations and Announcement of Apparently Successful Bidder .....	52
<b>5</b>	<b>Management Response .....</b>	<b>55</b>
5.1	Bidder (MS) .....	55
5.2	Software Implementation (S).....	56
5.3	Project Management (S).....	57
5.4	Systems Integration Methodology/Approach (S) .....	59
5.5	System Implementation Services (S) .....	60
5.6	Support and Maintenance Approach (MS).....	60
5.7	Bidder References (MS) .....	61
5.8	Proposed Personnel (S).....	61
<b>6</b>	<b>Technology Response .....</b>	<b>63</b>
6.1	Technology Architecture Overview (S) .....	63
6.2	Technology Requirements (MS).....	63
6.3	Capacity Planning (S) .....	65

---

6.4	Database Design (S)	65
6.5	Audit Journal and Public Disclosure Reporting (MS)	65
6.6	User Interface (S)	65
6.7	Performance Management (S)	66
6.8	Technology Deliverables (S)	66
6.9	Application Software (S)	66
6.10	Integrated Development Environment (S)	66
6.11	Report Management (S)	66
6.12	Security (S)	66
6.13	Applications Access Requirements (MS)	67
6.14	Software and Technical Documentation (S)	67
6.15	Release Management Process (S)	67
<b>7</b>	<b>Functional Response</b>	<b>68</b>
7.1	Overview	68
7.2	Bidder Response Format	69
<b>8</b>	<b>Cost Response</b>	<b>70</b>
8.1	General Provisions	70
8.2	Cost Response Requirements (M)	70
8.3	Cost Response Completion (M)	71
<b>9</b>	<b>Contract Negotiations</b>	<b>73</b>
9.1	Contracting Restrictions	73
9.2	Final Contract Terms	73
9.3	Tender of Final Written Offer	73
9.4	Bidder’s Negotiation Team	74
9.5	Contract Revisions and Management of Documents	74
9.6	In-person Meetings and Location of Meetings	74
9.7	Costs and Expenses	74
9.8	Use of Legal Counsel	74
<b>10</b>	<b>Attachments and Appendices</b>	<b>76</b>
	Attachment A: Certifications and Assurances	77
	Attachment B: List of Subcontractors	78
	Attachment C: Bidder Diversity Requirements	79
	Attachment D: Conflict of Interest Disclosure	80
	Attachment E: RFP Checklist	81
	Attachment F: Statement of No Involvement	83
	Attachment G: Software Application Products	84
	Appendix A: Functional Requirements	85



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<b>Appendix B: Sample Client Reference Form.....</b>	<b>86</b>
<b>Appendix C: Model Contract .....</b>	<b>89</b>
<b>Appendix D: Cost Response.....</b>	<b>90</b>
<b>Appendix E: Definitions of Terms and Acronyms .....</b>	<b>91</b>
<b>Appendix F: Sample Forms .....</b>	<b>97</b>
<b>Appendix G: Data Mapping .....</b>	<b>99</b>

# 1 INTRODUCTION

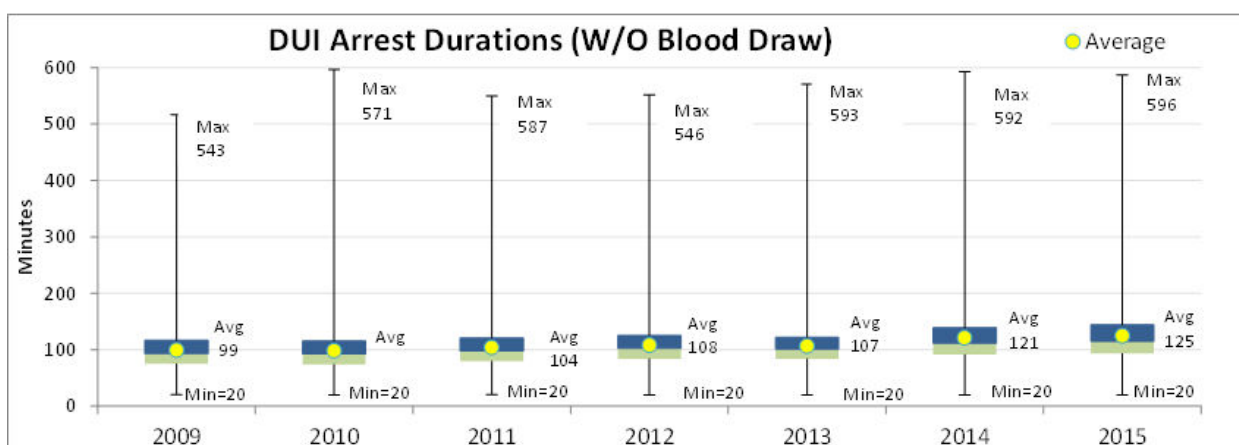
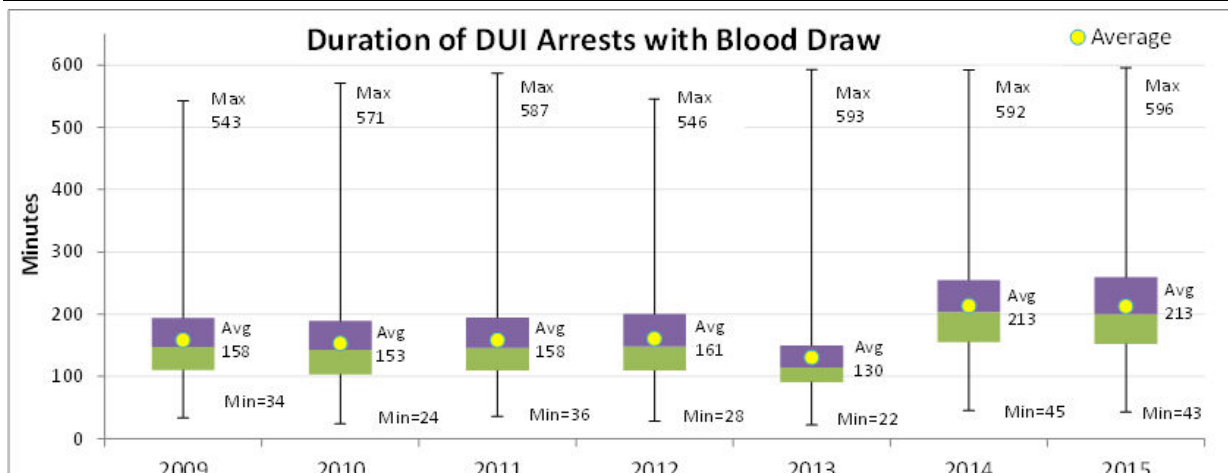
## 1.1 Procurement Statement

The Washington State Patrol (WSP) - Information Technology Division is soliciting Proposals from Bidders to acquire, implement and support software applications developed in modern technologies and architecture an electronic Driving under the Influence Integration Application. The application will provide an electronic user interface to collect DUI information and print associated forms, reports, and affidavits. The application will integrate with the State's SECTOR system, which law enforcement officers use statewide to process electronic citations and collisions. The eDUI Integration Application will establish a statewide database of DUI information that will provide a basis for DUI incident analysis and reporting.

The Washington Traffic Records Committee (TRC) provides leadership to the Washington Traffic Safety Community. The TRC is building traffic safety partnerships throughout the state to align priorities and leverage our resources to improve traffic safety. The Strategic Highway Safety Plan: Target Zero is the outgrowth of that partnership, setting forth a vision to reduce traffic fatalities and serious injuries to zero by the year 2030. It identifies Washington's traffic safety needs, helping to guide investments to achieve significant reductions in traffic fatalities and serious injuries on all public roads.

Supporting the Target Zero initiative, the WSP will use NHTSA grant funding to contract for the design and construction of a statewide eDUI Integration application within SECTOR. Driven by the legal requirements for documentation, the time law enforcement officers (LEO) must take to process a DUI incident has raised significantly. Depending upon the circumstances, they must manually complete 15 to 20 forms, affidavits, and reports. 80% of this data is redundant. WSP and WTSC analysis of data on DUI arrests has determined that these legal requirements coupled with increases in cannabis related arrests have resulted in an upward trend in traffic accidents and deaths attributed to DUI. Reducing accidents and deaths attributed to DUI is a Results Washington goal. This trend must be reversed. The Electronic DUI system will provide a statewide repository of all DUI cases that will provide statistical data for analyzing patterns for DUI. This will assist the traffic safety community develop programs that target root cause systemic issues and assist in identifying more readily behaviors associated with drugged driving, including the elusive data related to multi-drug driving. This data will enable the traffic safety community and law enforcement to change tactics to be more effective and efficient in dealing with a changing Multi-drug DUI environment.

The following diagram illustrates the business problems that need resolution. Washington believes that the prudent use of technology can replace the manual processes associated with manually filling out forms resulting in faster processing times, more uniform data collection, and creation of a statewide database.



Source: WSP Computer Aided Dispatch records

The Electronic DUI effort will provide an application that collects electronic DUI Data once in an efficient electronic user interface, records it into a statewide database, and enables the LEO to create the necessary reports and transmit them electronically to prosecutors and courts. The goal is for the LEO to process multiple DUI arrests during a shift. More processing time per DUI results in reduced available enforcement time, availability for call for service, and proactive enforcement activities.

WSP expects to implement the system using a phased incremental approach. WSP plans to acquire these applications and associated services using a fixed-priced, deliverable-based Contract.

WSP wants to form a long term relationship with the Bidder and work collaboratively to complete the Project and support and maintain software applications going forward. WSP wants a pricing model for Support and Maintenance that will be a fixed price monthly amount with provisions for change order management.

Washington State expects the following benefits from implementing this system, integrated with SECTOR

Law Enforcement benefits

- Reduce or eliminate redundant data entry – data could be captured once and then used to populate multiple forms.



- Increase time savings – In addition to eliminating redundant data entry, officers would not need to make multiple copies of the forms and manually provide them to multiple recipients. Data would be provided in a timely manner to the recipients.
- Improve accuracy of data – The system would guide the officer by providing edits so data would be captured accurately

Prosecutor benefits

- One data source – when reviewing officer’s reports, all of the data would be available in one place and in a common standard format.
- More accurate data – see above
- Prosecutor Interface – Data captured by the officer could be used to automatically populate the prosecutor’s case management system.

Courts benefits

- One Data Source – For courts that utilize the DUI packet and Impound forms as part of a criminal charge, they would be available along with the criminal charge.
- Standardization of data content and presentation

Overall benefits

- Establishment of a statewide DUI database.
- Data is available for electronic routing.
- Allows for the electronic exchange of data between SECTOR and toxicology results; toxicology results auto update.
- Allow for data retrieval for reporting and data driven decisions
- Improve accuracy, completeness, uniformity, integration and accessibility of data.
- Increase in the cost recovery associated with DUI arrests. This cost recovery has the potential to provide a revenue stream to support the SECTOR development and maintenance team.

**1.2 Contact**

The RFP Coordinator is the sole point of contact in WSP for this procurement. As provided in Section 3.4, all communication between the Bidder and WSP upon publication or posting of this RFP shall be with the RFP Coordinator.

Item	Information
RFP Coordinator	Robert Marlatt
Telephone	360-596-4905
Email	Robert.Marlatt@wsp.wa.gov
Address	403 Cleveland Ave, Suite C Tumwater, WA 98501-3311

Procurement Website	<a href="http://wsppubqa/information/dui_rfp_%20procurement.htm">http://wsppubqa/information/dui_rfp_%20procurement.htm</a>
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Table 1-1 - Contact

### 1.3 RFP Schedule of Events

This section presents the planned schedule of events for this acquisition.

Ref.	Action	Date
1	RFP Publicly Posted	7/28/2016
2	Bidder Questions Start	8/1/2016
3	Deadline for Letters of Intent	8/9/2016
4	Mandatory Bidders Conference Call	8/11/2016 10:30am PST
5	Final Bidder Questions Answered and Addendum Posted	8/17/2016
6	Complaints Due	8/18/2016
7	Complaint Resolutions Due	8/22/2016
8	Bidder Responses Due	9/6/2016
10	Notice of Bidders Qualified for Stage 3	9/16/2016
10	Bidders Oral Presentations and Interviews	9/20-23/2016
11	Notice of Bidder(s) Qualified for Stage 4	9/26/2016
12	Implementation and Planning Workshops	10/4-7/ 2016
13	Announce Apparently Successful Bidder (ASB)	10/14/2015
14	Optional Bidder Debriefing Period Starts	10/19/2016
15	Debrief Sessions	10/19-21/2016
16	Protest Period Begins	10/19/2016
17	Protest Period Ends	10/26/2016
18	WSP accepts and signs contract	10/31/2016

Table 1-2 – RFP Schedule of Events

### 1.4 Background

WSP Field Operations Bureau (FOB) and Impaired Driving Section (IDS) have documented a significant increase in the time it takes to process a DUI arrest and an equally significant decrease in the number of DUI arrests in the past two years. They plan to address this problem by adding the DUI Arrest packet to SECTOR.

The current paper process for DUI arrests involves excessive processing times caused by the duplication of effort related to data entry and the multiple routing requirements for administrative purposes. In addition, incorrect and/or incomplete information jeopardizes prosecution, license suspension and cost recovery. A lack of a consolidated DUI database to conduct adequate analysis impairs our ability to make impactful data based decisions related to behaviors associated with impaired driving. Officers are less likely to participate in a complex, less effective, high risk process.

### SECTOR

In 2003, the Washington State Traffic Records Committee established The Electronic Traffic Information Processing (eTRIP) Initiative. This initiative was a collaborative effort among state and local agencies to create a seamless and integrated system through which traffic-related information can travel from its point of origin to end use and analysis. The heart of this undertaking was to eliminate the excessive inefficiencies characteristic of the state's paper based process of collecting and exchanging ticket and collision information. This information was redundantly hand entered in no less than 3 separate agencies databases.

As a result of this initiative, a Statewide Electronic Collision and Tickets Online Records (SECTOR) system was implemented. SECTOR provides law enforcement personnel across the State of Washington with an electronic tool to quickly and accurately capture collision and ticket report information in the field. This tool provides the business requirements supported by the Administrative Office of the Courts (AOC) and Washington State Department of Transportation (WSDOT) to meet the demands of the state traffic rules supplied by those agencies.

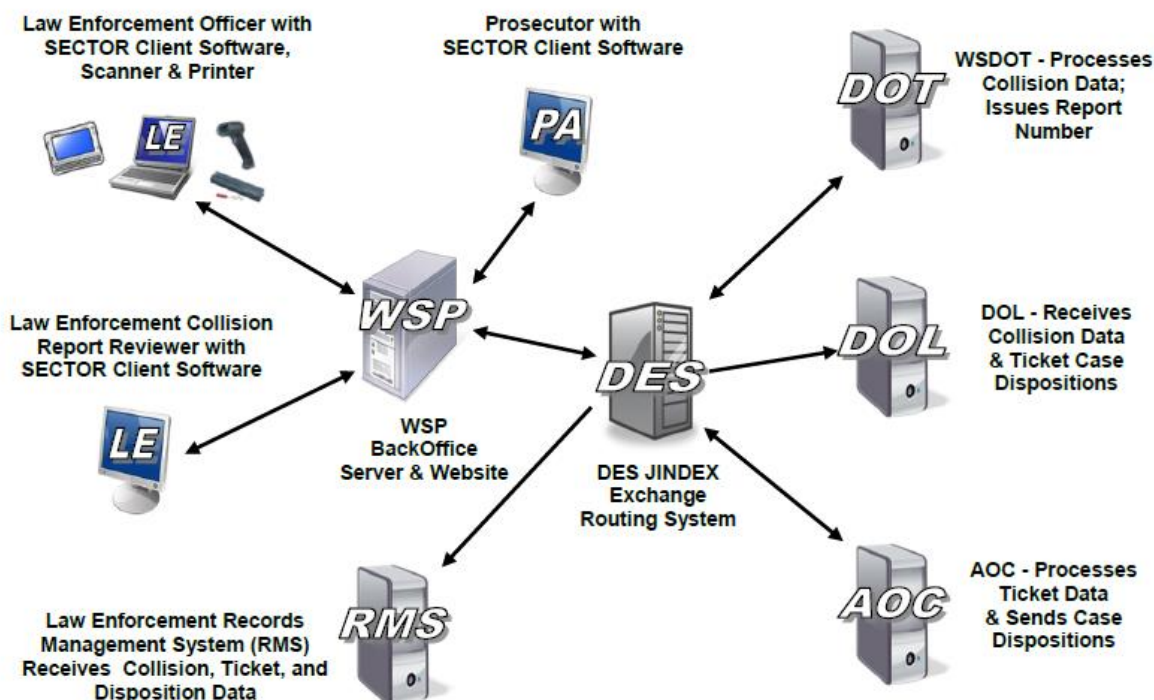
These electronic tickets and collision reports are electronically transmitted via the internet to the SECTOR Back Office. Data is then routed electronically by a message routing system, hosted by the Washington Technology Services (WaTech), to the appropriate agencies. Collision reports are routed to WSDOT systems, and citations are routed to the court system hosted by the Administrative Office of the Courts (AOC). DOL also receives data electronically from the various agency systems to update driver records.

SECTOR is a program that automates the collision and traffic ticket reporting process for a law enforcement officer. The program is installed on a laptop or mobile computer and either transmits immediately through wireless connection or later at the office.

Tickets are transmitted to the Administrative Office of the Courts (AOC); after local review, collision reports are transmitted to the Department of Transportation (WSDOT) and the Department of Licensing (DOL). The ticket and collision data are transmitted to the Back Office server at the Washington State Patrol (WSP) then forwarded to AOC, DOT, and DOL via the Justice Information Data Exchange (JINDEX), an integration platform maintained by the Washington State Department of Enterprise Services (DES).

The SECTOR program is provided to a local law enforcement agency (LEA) at no cost; however, the LEA must provide the laptop/mobile computer, barcode scanner, printer, and network connection. SECTOR provides Officers the ability to create and submit tickets & collision reports electronically. SECTOR is a client-server system:

- The client is the stand-alone, self-updating software on an Officer’s computer that:
  - allows for the creation of electronic tickets & collisions, and
  - Supervisory review of submitted collision reports.
- The Back Office server receives data from the client and sends it on for processing by the appropriate agencies (AOC, WSDOT, DOL, etc.).



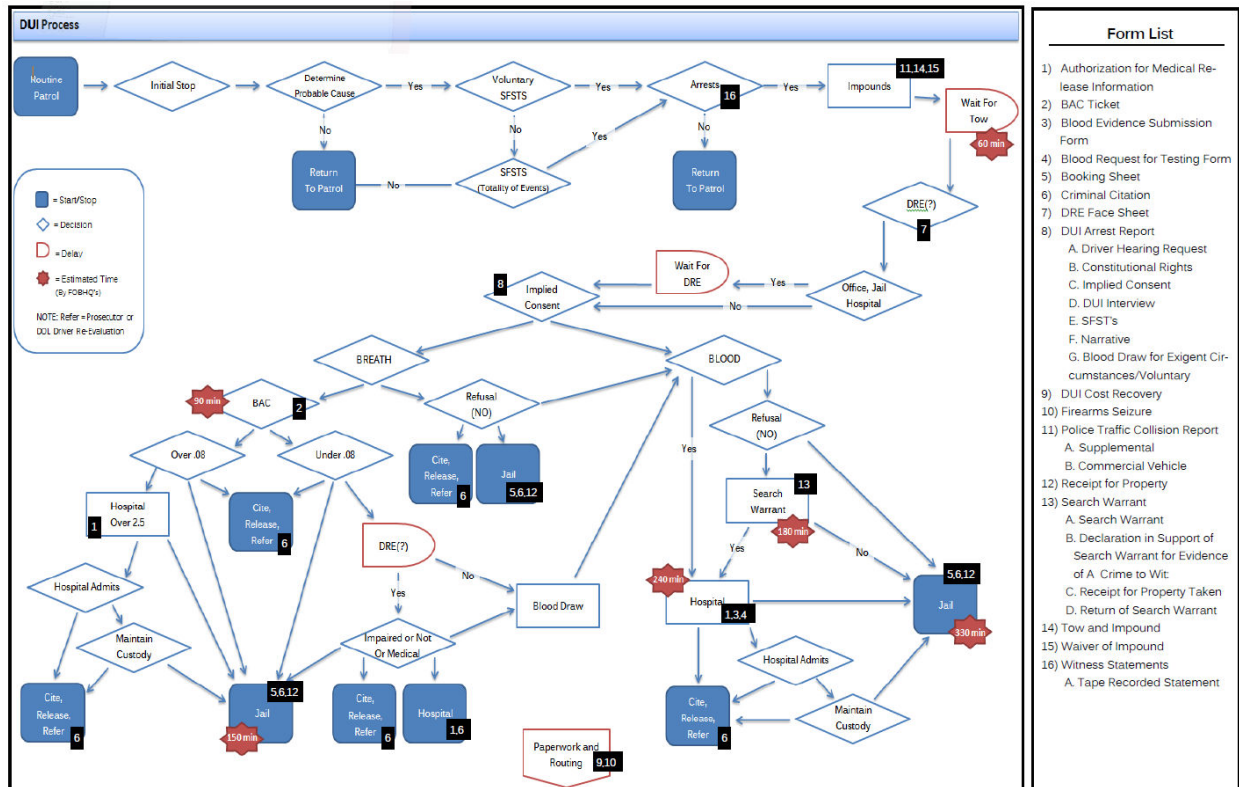
The client software is typically installed on an internet-accessible laptop in a patrol car. The client temporarily stores data in a local database (MSDE), which allows Officers to use SECTOR without requiring a live, always-on internet connection. When an Officer performs a send & receive, the client sends tickets & collisions to the SECTOR Back Office server. Using the client software, Report Reviewers download pending collision reports from the Back Office and perform a supervisory review.

The client sends Officer-selected tickets and collisions that have been completed to the Back Office. For Report Reviewers, they can select pending collision reports for download and review. The client will receive available data updates, to include: RCW and local code updates, Bail amount schedules, and Officer & Report Reviewer profile changes. Available client software is downloaded when updates are available. Updates are automatically applied when the client is restarted. The data messages are encrypted by both the client and the Back Office server before the send & receive transmission.

## DUI PROCESS

Driving under the influence (DUI) refers to operating a vehicle while affected by alcohol, drugs, or both. This applies to both legal and illegal drugs, including prescription medication and over-the-counter drugs.

The DUI Process is a complex investigation process that requires law enforcement officers to gather relevant information



## FIELD OPERATIONS BUREAU

The Field Operations Bureau is primarily responsible for traffic law enforcement, collision investigation, and motorist assists on 7,056.18 centerline miles (18,642 lane miles) of state highways and interstates. The bureau oversees eight geographical districts statewide, where commissioned troopers carry out the department's primary goal of providing a safe motoring environment for the public.

## IMPAIRED DRIVING SECTION

The Impaired Driving Section (IDS) includes the Breath Test, Drug Evaluation and Classification, Standardized Field Sobriety Testing, Ignition Interlock and Traffic Safety Resource Prosecutor Programs of the Washington State Patrol. The Impaired Driving Section also manages the Mobile Impaired Driving Unit.

The Breath Test Program (BTP) manages, maintains, and certifies the calibration of more than 220 evidentiary breath testing instruments in the state. The instruments are used for over 40,000 tests annually. The BTP is comprised of 13 technicians, two sergeants and one administrative assistant. The technicians provide operator certification and re-certification training for over 8,000 police officers throughout the state. The technicians offer expert witness testimony in support of the statewide breath alcohol testing program. The program compiles computerized statistical data and analysis related to DUI enforcement to members of the criminal justice community.

Breathe Test Program public records — including DataMaster database records, signed affidavits and repair certifications, standard operating procedures (SOPs), and curriculum vitae — are available online at our [Web Based Discovery Materials](#) Site (WebDMS).

The Drug Evaluation and Classification Program (DEC) began in February, 1996. A Drug Recognition Expert (DRE) is a law enforcement officer trained to recognize impairment in drivers under the influence of drugs other than, or in addition to, alcohol. Drug Recognition Experts (DREs) are trained to recognize the symptoms of intoxication for seven different categories of drugs. A DRE conducts a standardized, diagnostic 12 step examination of persons arrested or suspected of drug-impaired driving or similar offenses. Based on the results of the examination the DRE develops an expert opinion.

The Washington State Patrol coordinates the DRE program for the state of Washington. Impaired driver training is provided to all law enforcement agencies in the state. Many law enforcement agencies in the state of Washington participate in the Drug Recognition Expert program. Currently there are over 200 Drug Recognition Experts in the state of Washington who perform over 1,600 evaluations annually.

The IDS is responsible for monitoring all aspects of the Ignition Interlock Program. IDS, through legislative mandate, certify ignition interlock manufacturers to conduct business in Washington State. This program also monitors ignition interlock installers by conducting annual onsite audits to verify the devices are being calibrated and installed under state guidelines. Citizens, required to have the device installed, are subject to random compliance checks and review of their individual device's database.

The state interlock coordinator provides educational training and presentations to law enforcement and the ignition interlock community to insure the continued viability of the program.

The Standardized Field Sobriety Tests (SFST) are a series of three tests that are often relied upon at roadside and traditionally used to evaluate a driver for the crime of driving under the influence (DUI). These three tests administered systematically and evaluated using standardized methodology will allow officers to view validated indicators of impairment. This will help them in either establishing probable cause for an arrest or aid in the decision to release. These tests were researched by the Southern California Research Institute through a grant by the NHTSA. The SFST training is a formal program developed and available in Washington State to help all law enforcement become more practiced in detecting, describing, and testifying against the DUI suspect. Training will specifically focus on the battery of three tests recognized through research to be the most comprehensive in detecting impairment:

- Horizontal Gaze Nystagmus (HGN),
- Walk-and-turn (WAT),

- One-Leg Stand (OLS).

SFSTs have proven valuable in keeping our roadways and communities safe for well over a quarter century. The Washington State Patrol manages the SFST Program using the Drug Evaluation and Classification Program.

The Mobile Impaired Driving Unit (MIDU) is a self-contained 36 foot motor home that travels across the state in support of all law enforcement efforts during Driving Under the Influence emphases. The MIDU is equipped with three breath test instruments and two holding cells to effectively and efficiently process impaired drivers in a faster manner which subsequently gets the patrol officer back on the road in minutes.

### **TOXICOLOGY LAB DIVISION**

The Washington State Toxicology Laboratory, established in 1963, performs drug and alcohol testing for coroners, medical examiners, law enforcement agencies, prosecuting attorneys, and the State Liquor Control Board in all 39 Washington counties. The laboratory receives approximately 10,000 cases per year of which approximately 50 percent are law enforcement DUI cases and 50 percent coroner/medical examiner cases. The laboratory is overseen by the State Toxicologist and the laboratory manager and has a staff of 19 toxicologists and 4 support staff. Toxicologists accession samples in rotation and spend an average of two days a week testifying in court as experts on alcohol, drugs, and their effects.

## **1.5 Scope of the Procurement**

The scope of this project is limited to:

- Acquiring a system that:
  - Provides a User Interface to Collect DUI information electronically
  - Print a variety of reports based upon the DUI information Collected
  - Integrate the application into the SECTOR environment
  - Establish a statewide database of DUI information
  - Establish specific interfaces to other State Agencies
- Systems integration services
  - System implementation services
    - Develop a Concept of Operation Specification for the eDUI Integration Application that defines the design and operation of the proposed system
    - Integrate the eDUI Integration Application into the SECTOR environment
    - Construct the eDUI Integration Application or modify an existing application to meet Washington's environment.
    - Testing services
    - Implementation services
    - Warranty Services for the first year of operation
- Technical, system, business, and user documentation and training
- Ongoing support and maintenance services

- Defect correction service
- Support State change request services

## 1.6 Project Objectives

- Eliminate duplicate entry of information (Time)
- A system that validates required information prior to advancing in the process (Quality)
- Auto routing of information (Process)
- Provides data retrieval for reporting (Data Driven Decisions)

## 1.7 Scope

### 1.7.1 In Scope

All forms, routing, and process related to a DUI arrest and currently involved stakeholders.

- SECTOR Client
  - DUI Arrest Packet forms
  - NIEM compliant XML and XSL
  - Send/Receive XML through JINDEX
  - Electronically transmit blood evidence submissions to Toxicology Lab Division (TLD)
  - Electronically transmit Search Warrant review notifications to the courts.
  - End of day flat file export
- SECTOR Back Office
  - Search
  - Reports
  - Export
- Scheduled search and update on TLD drug and alcohol findings for electronically submitted evidence processing requests
- Electronic feed to TLD

### 1.7.2 Out of Scope

Forms and programming **not** associated with the DUI arrest process and actions for organizations not included as stakeholders to this project.

## 1.8 Funding

This solicitation is dependent upon the availability of funding from the Washington State Traffic Safety Commission, authorization from the Office of the Chief Information Officer (OCIO) granted to the WSP to invest in information technology, and, if applicable, authorization from the Department of Enterprise Services (DES) for WSP to procure the products and services. If for any reason the funding or any of the authorizations is not granted or revoked, WSP reserves the right to cancel this procurement. WSP has received grant funding to a maximum of \$640,000 to complete this project. WSP also reserves the right to cancel this acquisition at any time if necessary.

## 1.9 Procurement Library

In addition to the material and attachments contained herein, WSP has developed an eDUI Integration Application procurement library on its internet site to accommodate larger attachments that are being



provided to assist in the preparation of Responses and the understanding of solicitation requirements. Procurement library information and materials are for background and general information only. The URL for the procurement library is: <http://wsp.wa.gov/information/DUIRFP>

Additional technical information that is of a restricted nature will be provided to those Bidders who (a) file a Letter of Intent (Section 3.6).

### **1.10 Contract Period**

Any contract award resulting from this RFP will be valid for a period of five (5) years, with five (5) 1-year extensions, at WSP's option, except for annual software support and maintenance agreements which may extend beyond the initial five (5) year period.

### **1.11 Statement of Work**

This section provides an overview of the proposed statement of work for the Bidder and serves as the basis for this procurement. The eDUI Integration Application is stated in terms of system phases or components. The professional services as described in relationship to the key deliverables produced. The ongoing support and maintenance services are described in terms of services provided.

During the Implementation and Planning Workshops, WSP and Bidder will refine the Statement of Work. In connection with developing the Statement of Work, WSP has identified a number of core principles and requirements that are aimed to ensure that the scope and roles and responsibilities of each party for the eDUI Integration Application are sufficiently described. The proposed Statement of Work will address the components, deliverables and services identified in Sections 1.10.1 through 1.10.3 below, and the final version of the Statement of Work will meet these core principles and requirements, and will be incorporated into the Contract.

- **Principle #1: Detailed Description of the Scope of Services:** The Statement of Work should detail all services and deliverables proposed to be provided by Bidder.
- **Principle #2: Deliverable ID:** The Statement of Work should identify deliverables by an ID number and that number should be translated into the Project Plan.
- **Principle #3: Clearly Identifying Roles and Responsibilities:** The Statement of Work should identify the activity name, deliverable name, provide a short description, and note the party responsible for each activity and deliverable.

The Statement of Work should identify one party as the "responsible party" (i.e., responsible for generating the deliverable and/or leading the activity or event) for each activity and deliverable. Other parties should be identified as serving in a contributing role for an activity or deliverable (i.e., by providing input, feedback and/or direction), as applicable. The Statement of Work should not identify any activity or deliverable as being the "joint responsibility" of both parties.

- **Principle #4: Acceptance Criteria:** The Statement of Work should describe the framework of the acceptance criteria for each Deliverable.
- **Principle #5: Acceptance Review Periods:** The Statement of Work should specify the time period within which WSP is to accept or notify Bidder of any issues, problems or deficiencies in a Deliverable.
- **Principle #6: Project Management:** WSP expects Bidder to manage the Work Plan; Resource Plan; Project Reporting; Issues Log; Risks Register, and Change Order Logs. Project management should also include development and execution of a quality assurance plan, project

management plan, change control plan, issues management plan, risk management plan and defects management plan.

- **Principle #6: Phasing/Deployment Strategy:** The Statement of Work should reflect the proposed phasing and deployment strategy for implementing the eDUI Integration Application and, if applicable, any sub-modules contained in each application.
- **Principle #7: Business Integration, Training, and Knowledge Transfer:** The Statement of Work should include descriptions of business integration, training, and knowledge transfer. The Bidder shall provide training and knowledge transfer to WSP staff business and technical personnel.
- **Principle #8: Implementation Methodology:** The Statement of Work should contain a complete description of the implementation methodology or set of implementation procedures and practices, such as the Agile, Waterfall, Prince2, etc., methodologies, that will be utilized by Bidder to deliver and implement the new eDUI Integration Application.
- **Principle #10: Upgrades During the Project:** The Statement of Work scope and Maintenance Services charges should include installing and implementing new releases, versions, upgrades, etc., to both the eDUI Integration Application, as those releases, versions and upgrades are made generally available by Bidder during the pendency of the eDUI Integration Application for a period of five years with five one year renewals. Included in the scope of implementation services should be any retrofitting of previously developed and/or implemented integrations, interfaces, extensions or other customizations.
- **Principle #11: Regulatory Modifications:** The Statement of Work should include implementing configurations and, if needed, modifications to the eDUI Integration Application required to enable the applications to comply with any new laws, regulations, standards, put into effect during the pendency of the eDUI Integration Application.
- **Principle #12: Performance Standards Management:** The Statement of Work should contain a description of the performance management activities to ensure the eDUI Integration Application applications meet WSP performance standards.
- **Principle #13: Assumptions:** The Statement of Work should identify in one section the complete list of assumptions applicable to the scope of services.

WSP reserves the right to provide and/or negotiate additional terms and conditions to the Bidder's proposed Statement of Work during the Implementation and Planning Workshops.

### 1.11.1 Software Application Expectations

WSP seeks to acquire software to create a statewide eDUI Integration Application. The following is an initial high level summary of the software requirements. This is not an exhaustive or final list of all requirements, but is provided to give the Bidder insight at a summary level to help inform the structure of the SOW.

Following are the tactical objectives that the software is expected to provide.

- DUI Arrest Packet electronic forms added to SECTOR Client with appropriate validation including XY Coordinates for location
  - DUI Arrest Report
  - DUI Arrest Report
    - Driver Hearing Request
    - Constitutional Rights

- Implied Consent
- DUI Interview
- SFST's
- Narrative
- Blood Draw for Exigent Circumstances/Voluntary
- BAC Ticket (Instrument Test results) – From Draeger
- Search Warrant
  - Declaration in Support of Search Warrant for Evidence of A Crime to Wit:
  - Receipt for Property Taken
  - Return of Search Warrant
- Waiver of Impound
- Booking Sheet
- DRE Face Sheet
- State Blood Evidence Submission Form (Request for Analysis Form)
- State Blood Request for Testing Form
- DUI Cost Recovery
- Authorization for Medical Release Information
- Witness Statements
- Firearms Seizure
- Receipt for Property
- Collision Tech Report
- Vehicle Analysis
- Supplemental Officers Reports (Assisting Officer Report)
- DOL Re-examination form
- SECTOR Back Office document search
- DUI Statistical Reporting
- Electronic exchange of information related to DUI, DRE, evidence, and toxicology data between SECTOR and LIMSTox.

### 1.11.2 Professional Services Expectations

WSP seeks professional services required for the replacement of their current eDUI Integration Application. The following is an initial high level summary of the professional services requested. This is not an exhaustive or final list of all requirements, but is provided to give the Bidder insight at a summary level to inform the structure of the SOW.

#### 1.11.2.1 Project Management

WSP plans to follow the Project Management Institute (PMI) Project Management Body of Knowledge (PMBOK) general methodology for managing this project.

Key deliverables may include:

- Project Charter
- Project Management Plan
  - Scope Baseline
  - Requirements Management Plan
  - Quality Management Plan

- Resource Management Plan
- Stakeholder Management Plan
- Risk Management Plan
- Issues Management Plan
- Project Work Plan/Schedule
- Risk Register
- Issue Register
- Deliverable Register
- Project Closeout Report

### **1.11.2.2 Solution Concept of Operation**

WSP expects the selected Bidder to develop a comprehensive solution specification as part of the initial phase of the project that will describe their proposed solution to meet WSP requirements and support SECTOR operational work flows.

The resulting specification shall include all of the functionality included in the solution that meets WSP's requirements. This specification defines how the application behaves and operates. It explains how the solution will meet WSP's requirements as well as implementing other features and capabilities provided in the base software package.

The output of the Concept of Operation is the Scope Baseline Specification document from which the requirements traceability matrix and future change requests shall be based.

Activities for the Concept of Operation may include:

- Business area analysis and system design
- Conduct user design sessions to validate application requirements and develop design and configuration decisions
- Develop design for system to operate in WSP SECTOR context
- Define architecture specification
- Develop database specification
- Define interface specifications

Key deliverables may include:

- Concept of Operation Specification
  - System Diagram
  - User Interface Design and specification
  - Report Designs and specifications
  - Data mapping and data dictionary (meta data)
- Architecture Solution Specification
  - Security Architecture
  - Database Architecture
  - Audit Trail design
- SECTOR integration Specification
- Interface Solution Specification-By Interface
- Solution Specification Acceptance and Test Plan

---

### **1.11.2.3 Solution Construction and Configuration**

The Bidder shall construct or make the necessary customization and configuration changes to their software to conform to the Concept of Operation Specification.

Activities may include:

- Custom coding changes to an existing application
- Development of new functional components
- Development of interfaces
- Configuration changes to the application
- Develop System Integration Test Plan
- Unit, system, and integration testing

Key deliverables may include:

- Solution Construction/Configuration Phase Plan
- Application software constructed and configured ready to test
- System Integration Test Plan
- System As-Built Documentation

### **1.11.2.4 Business Integration Services**

The Bidder shall work with Information Technology Division to integrate the application software into the current SECTOR business operation developing work flows, business operation procedures, and other tools to define an end-to-end process for conducting DUI context business operations.

Activities may include:

- Develop a Concept of Business Operation
- Develop a User Training Plan
- Develop User Documentation
- Provide User Training

Key deliverables may include:

- Business Concept of Operations
- User Documentation
- Business Application Training
- Business Operations Training
- Configuration Specification
- Training Survey Results

### **1.11.2.5 System Acceptance and Implementation**

WSP with the assistance of the Bidder shall conduct user acceptance testing of the system following a structured testing process. The Bidder shall also assist WSP in developing an implementation plan for initiating the system into a production setting.

Activities may include:

- Develop a User Acceptance Test Plan

- Conduct User Acceptance Testing
- Develop Implementation Plan
- Implement the Systems integrated with the SECTOR system
- Accept the System

Key deliverables may include:

- User Acceptance Test Plan
- Acceptance Criteria
- System Implementation Plan
- User Acceptance

### 1.11.2.6 Ongoing Support and Maintenance

The contract will include warranty services and maintenance services that the Bidder will provide the WSP to maintain and support the eDUI Integration Application software on an ongoing support basis. In addition to the terms of the model contract, WSP expects the Bidder to:

1. Provide warranty break fix services to correct any defects found in the software based upon the Solution Specification.
2. Maintain the application and database technology such that it does not become technologically obsolete.

Key operations and maintenance documents may include:

- Warranty Program
- Maintenance and Support Plan Options
- Defect Repair Procedures
- Change Control Procedures

## 1.12 Applicable Standards

The table below lists the standards that are specifically applicable to implementation and operation of an eDUI Integration Application in the criminal justice environment.

Ref.	Standard/Policy	Objectives
1	Washington State Patrol and The Office of the Chief Information Officer (OCIO) Security Policy	<ul style="list-style-type: none"> <li>• Minimum Washington State Patrol and OCIO security requirements for data in the following areas:               <ul style="list-style-type: none"> <li>○ Access</li> <li>○ Transmission</li> <li>○ Processing</li> <li>○ Storage</li> </ul> </li> </ul>
2	National Information Exchange Model (NIEM)	<ul style="list-style-type: none"> <li>• Identify information sharing requirements</li> <li>• Develop standards and information exchange packages</li> </ul>

		<ul style="list-style-type: none"> <li>• Provide technical tools to support reuse of exchange information</li> <li>• Provide training, assistance, and support for enterprise-wide information exchange</li> </ul>
3	Global Justice XML Data Model (GJXDM)	<ul style="list-style-type: none"> <li>• Data model for the exchange of criminal justice information</li> <li>• XML data schema (Global Justice XML Data Dictionary [GJXDD])</li> </ul>

**Table 1-3 – Applicable Standards**

## 2 CURRENT WSP ENVIRONMENT

SECTOR is a statewide application that enables law enforcement to electronically enter citations and collisions. It is used by state law enforcement officers throughout the state.

### 2.1 SECTOR System Context

The following diagram shows the current topology of the SECTOR application.

Current SECTOR System Topology

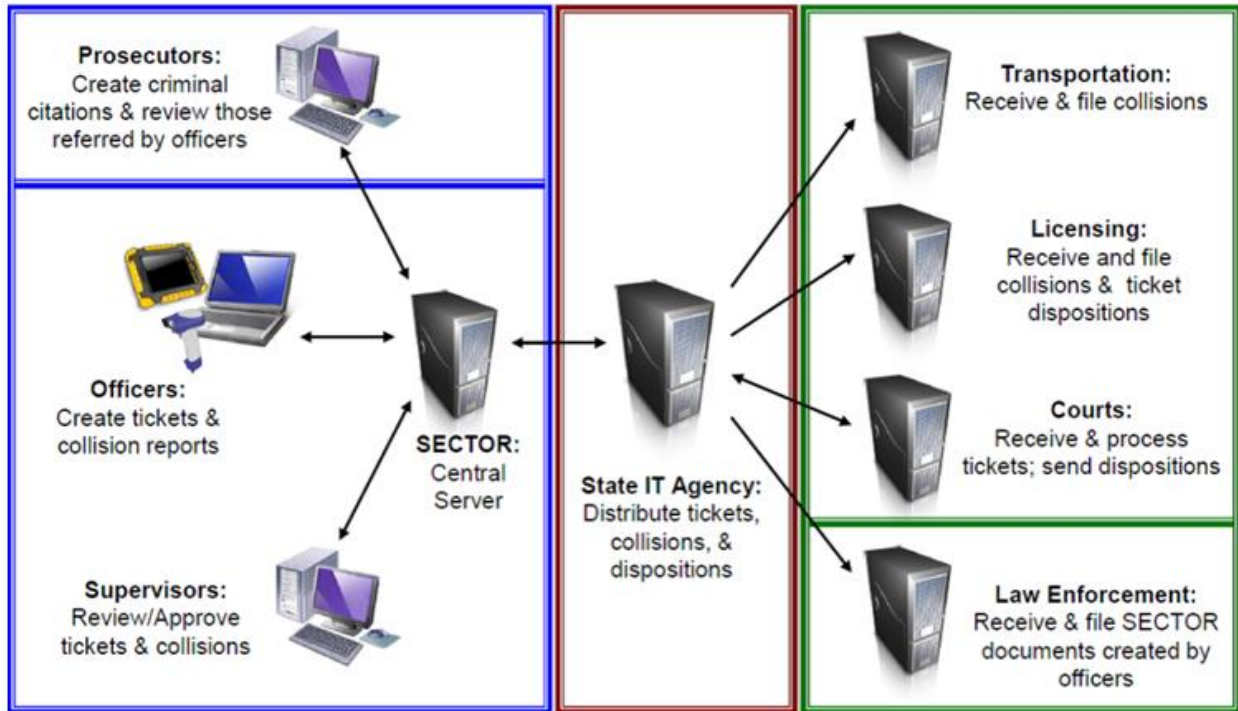


Figure 2-1 – Current SECTOR System Topology



## 2.2 Business Metrics

This section provides business metrics to provide a sense of Washington’s size of operations.

SECTOR Metrics				
Year	Tickets	Collisions	Tow/ Impound	DUI Arrests
2006	3,293	344		
2007	44,391	3,007		
2008	132,357	10,425		
2009	328,110	24,432		
2010	504,774	41,934		19,898
2011	681,665	55,678		20,243
2012	712,305	66,074		19,201
2013	778,402	73,923	16,687	16,985
2014	816,340	84,921	43,208	15,562
2015	895,435	104,359	57,049	14,032
2016*	371,962	50,415	30,012	6,729

\* YTD

Table 2-1 – SECTOR Business Metrics

## 2.3 SECTOR Client

The SECTOR Client is a form based graphical user interface that allows officers and prosecutors to generate, print, and distribute infractions, citation, collision reports, and tow impound forms. Users can perform these tasks in an off-line environment (no internet connection). The data captured by the Client is stored in an encrypted manner in a temporary database on their laptop/tablet. Once the user has an internet connection, they can use the Client to perform a “send/receive.” This process removes the data from the temporary database and transmits it fully encrypted to the permanent SECTOR database which is now located in the State Data Center. This process also initiates the data routing process where the data is transmitted fully encrypted to JINDEX (a state managed electronic post office). JINDEX uses business intelligence rules to forward the data to the appropriate partner agency; WSDOT, AOC, and DOL. Once these agencies perform specific activity, the data is re-transmitted through JINDEX and then is returned to the SECTOR database. If a law enforcement agency using SECTOR has their own Records Management System (RMS), JINDEX also forward the data to the RMS.

Once the data is transmitted to the SECTOR database, the SECTOR Back Office (a web based application) allows law enforcement officers, prosecutors, court personnel, WSDOT, AOC, DOL, and WSP to search for, view, and print infractions, citations, collision reports, and tow impound forms. The Back Office cannot be used to modify data; it is strictly a view only application.

The SECTOR Client is a VB.Net and C# application.

## 2.4 SECTOR Back Office

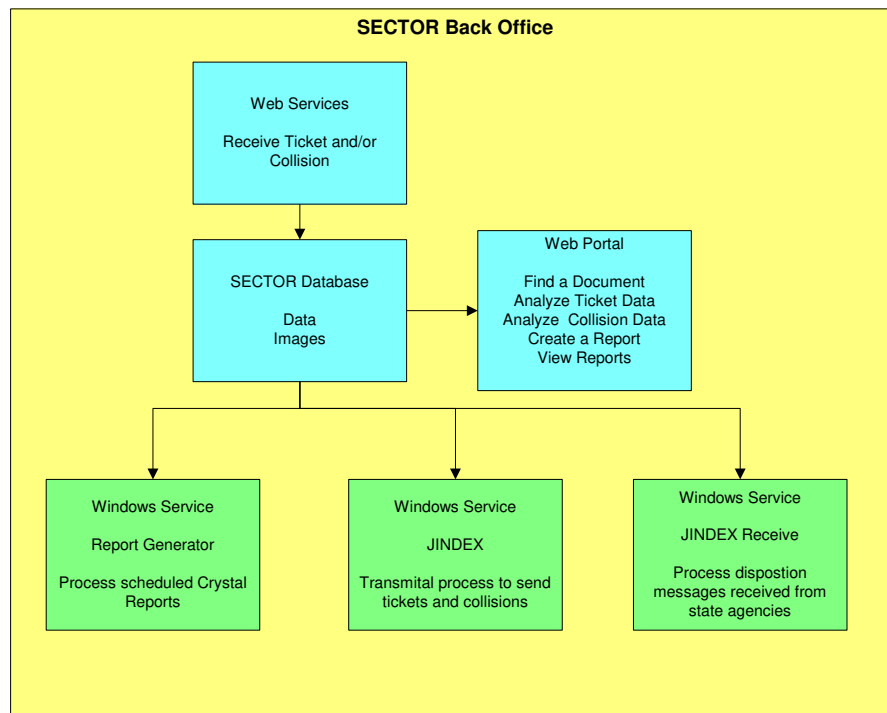
The SECTOR back office software is the server component of the SECTOR system. This software has been designed to provide a storage repository for all tickets and collisions submitted by authorized users of the SECTOR client software.

There are several tools and features available in the SECTOR back office. These tools and features are designed to allow review, analysis, and reporting on ticket and collision information to help improve public safety in the State of Washington.

Additional messaging capabilities are incorporated into SECTOR which provides for the transmission and synchronization of completed/updated ticket and collisions to the necessary state level agencies responsible for the consolidation and adjudication of this information.

The following components are included with the server installation of SECTOR:

- 1) **SECTOR Back Office**
  - The web services which allow the SECTOR client to send and receive tickets and collisions to and from the back office.
  - The web portal which allows query, display, and reporting against the collision and ticket data and images stored in the back office database.
- 2) **Report Generator** – The windows service which processes all scheduled Crystal Report requests submitted by authorized web portal users
- 3) **JINDEX (Transmittal Process)** – The windows service which sends “SECTOR completed” tickets and collisions to the appropriate state agencies
- 4) **JINDEX Receiver** – The windows service which processes messages sent from state agencies to SECTOR for final disposition of tickets and collisions



Many of the processing functions of SECTOR are controlled by configurable values in the SECTOR back office database. Default values have been established for these processes and are set during the

installation of the SECTOR back office. It is the SECTOR back office administrators responsibility to understand these values and, if necessary, change them based on analysis of the requirements of the user community and operational environment.

These configurable values are stored in the SQL Database in a table labeled **CodeTableValues**. The following list includes all values, their purpose, and options for changing:

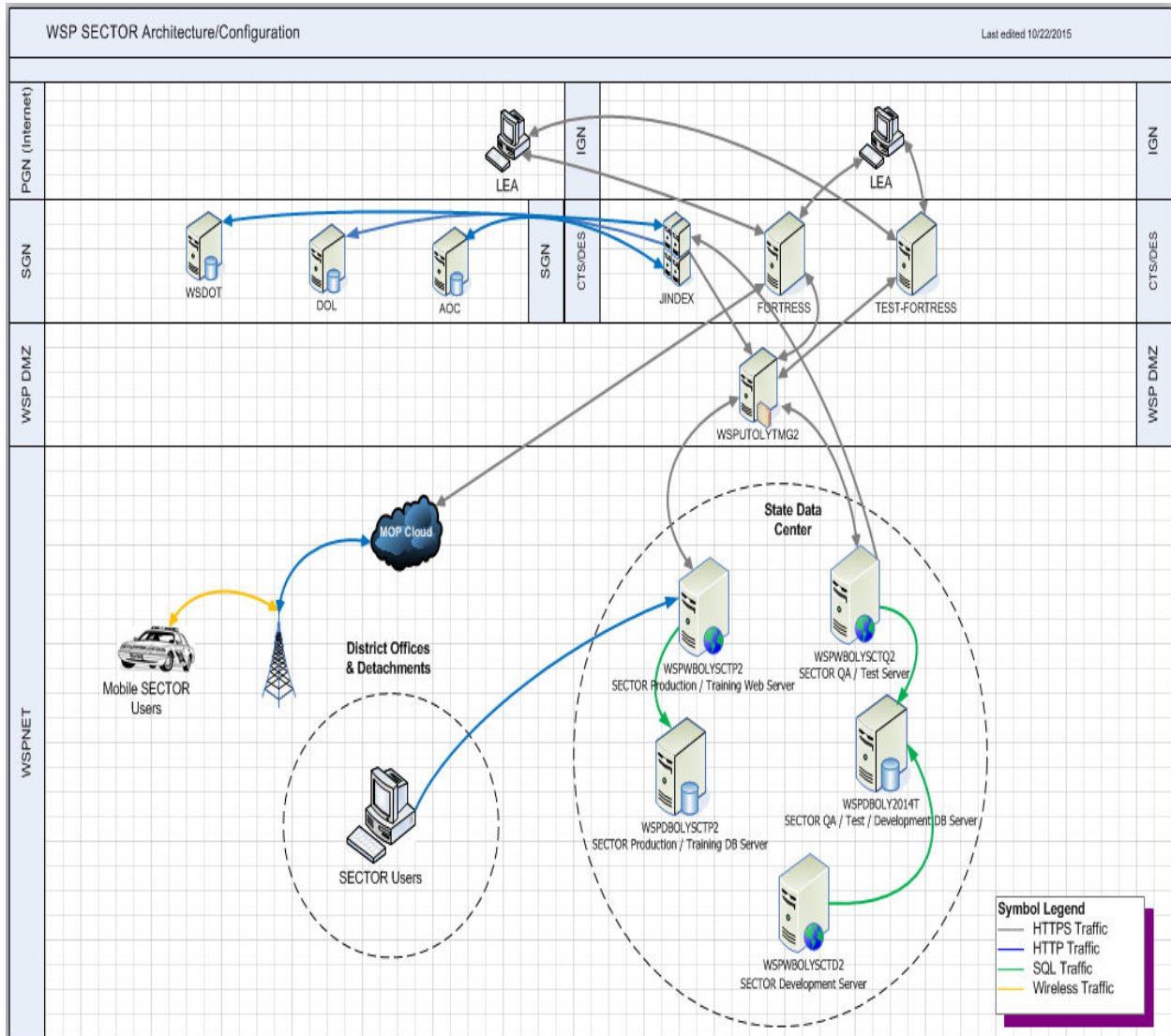
- 1) **AccidentFee** – This value controls the penalty dollar amount that is added to any ticket written which includes a violation with the accident fee flag equal yes. Example 150 (\$150)
- 2) **MaxPostedSpeed** – This value controls the edit which restricts the maximum value that is allowed to be keyed into the ticket interview process for the posted speed. Example: 75 (75 mph)
- 3) **MaxSpeedLimit** – This value controls the edit which restricts the maximum value that is allowed to be keyed into the ticket interview process for the vehicle speed. Example: 100 (100 mph)
- 4) **MaxSizeOfAttachment** – This value controls the maximum size of a single file attachment in the SECTOR client software. Example: 200000 (200k)
- 5) **MaxSumOfAttachments** – This value controls the maximum cumulative total size of all attachments in the SECTOR client software. Example 1000000 (1mb)
- 6) **ReviewRequired** – This value controls the supervisory review mechanism associated with collision reports. 0 = Disabled, 1 = Enabled.
- 7) **MinTicketAlert** – This value specifies the threshold when notifying officers that the numbers of tickets in their account are low.

## 2.5 Technology Infrastructure

The diagram, shown in Section 2.1, provides a very high level overview of the SECTOR technology context. It includes the major applications and the organizational units and major interfaces that are supported.

### 2.5.1 SECTOR Configuration

The following diagram shows the current architecture of the SECTOR System server architecture. All servers are Microsoft Windows servers operating in a Virtual Machine (VM) environment.



**Figure 2-2 - SECTOR System Topology**

The current production server data database is MS SQL 2012, and the local client database is SQLite.

Server Standards	Microsoft Hyper-V virtual servers.
Database Standards	<ul style="list-style-type: none"> <li>• Microsoft SQL Server 2012</li> </ul>
Operating System Standards	<ul style="list-style-type: none"> <li>• For servers, Windows Server 2012 R2 Standard. Server must be a member server of Patrol.lcl domain</li> <li>• For workstations, Windows 7 operating system or above.</li> <li>• For network security, Microsoft Active Directory.</li> </ul>
Product Standards	<ul style="list-style-type: none"> <li>• Client/Server applications are to be n-tier or layered model with an application server and a database server.</li> </ul>

Security Standards	<ul style="list-style-type: none"> <li>Windows Authentication</li> </ul>
--------------------	--

The following are the current Hardware configurations for SECTOR:

<u>Version or model</u>	<u>SECTOR Production (As Is)</u>
<b>Web Server Name</b>	WSPWBOLYSCTP2
Windows Version	Windows Server 2012 R2
Server Model	Virtual
Server Architecture	64 bit -Hyper-V install
Storage Allocation	300GB Virtual Disk Storage
Memory	8GB
CPU Processor	Quad Core 3.33 GHz Intel Xeon
Any Custom Config or SW (IIS version, etc.)	Host on Server 2012 Hyper-V Host; .NET 4.5.1; WCF; IIS 8.5
<b>Database Server Name</b>	WSPDBOLYSCTP2
SQL Version	SQL Server 2012
Windows Version	Windows Server 2012 R2
Server Model	Virtual
Server Architecture	64 bit -Hyper-V install
Storage Allocation	4 TB Virtual Disk Storage
Memory	32GB
CPU Processor	Quad Core 2.80 GHz Intel Xeon
Any Custom Config or SW (IIS version, etc.)	Host on any available Windows Server 2012 Hyper-V Host
<b>SECTOR QA (As Is)</b>	
<b>Web Server Name</b>	WSPWBOLYSCTQ2
Windows Version	Windows Server 2012 R2
Server Model	Virtual
Server Architecture	64 bit -Hyper-V install
Storage Allocation	300GB Virtual Disk Storage
Memory	8GB
CPU Processor	Quad Core 2.67 GHz Intel Xeon
Any Custom Config or SW (IIS version, etc.)	Host on Server 2012 Hyper-V Host; .NET 4.5.1; WCF; IIS 8.5
<b>Database Server Name</b>	WSPDBOLY2014T
SQL Version	SQL Server 2012
Windows Version	Windows Server 2012 R2
Server Model	Virtual



<u>Version or model</u>	<u>SECTOR Production (As Is)</u>
Server Architecture	64 bit -Hyper-V install
Storage Allocation	500GB Virtual Disk Storage
Memory	20GB
CPU Processor	Quad Core 2.80 GHz Intel Xeon
Any Custom Config or SW (IIS version, etc.)	Host on any available Windows Server 2012 Hyper-V Host
	<b><u>SECTOR Training (As Is)</u></b>
Web Server Name	WSPWBOLYSCTP2
Windows Version	Windows Server 2012 R2
Server Model	Virtual
Server Architecture	64 bit -Hyper-V install
Storage Allocation	300GB Virtual Disk Storage
Memory	8GB
CPU Processor	Quad Core 2.67 GHz Intel Xeon
Any Custom Config or SW (IIS version, etc.)	Host on Server 2012 Hyper-V Host; .NET 4.5.1; WCF; IIS 8.5
Database Server Name	WSPDBOLYSCTP2
SQL Version	SQL Server 2012
Windows Version	Windows Server 2012 R2
Server Model	Virtual
Server Architecture	64 bit -Hyper-V install
Storage Allocation	500GB Virtual Disk Storage
Memory	20GB
CPU Processor	Quad Core 2.80 GHz Intel Xeon
Any Custom Config or SW (IIS version, etc.)	Host on any available Windows Server 2012 Hyper-V Host
	<b><u>SECTOR Test (As Is)</u></b>
Web Server Name	WSPWBOLYSCTQ2
Windows Version	Windows Server 2012 R2
Server Model	Virtual
Server Architecture	64 bit -Hyper-V install
Storage Allocation	300GB Virtual Disk Storage
Memory	8GB
CPU Processor	Quad Core 2.67 GHz Intel Xeon
Any Custom Config or SW (IIS version, etc.)	Host on Server 2012 Hyper-V Host; .NET 4.5.1; WCF; IIS 8.5
Database Server Name	WSPDBOLY2012T
SQL Version	SQL Server 2012
Windows Version	Windows Server 2012 R2

<u>Version or model</u>	<u>SECTOR Production (As Is)</u>
Server Model	Virtual
Server Architecture	64 bit -Hyper-V install
Storage Allocation	500GB Virtual Disk Storage
Memory	20GB
CPU Processor	Quad Core 2.80 GHz Intel Xeon
Any Custom Config or SW (IIS version, etc.)	Host on any available Windows Server 2012 Hyper-V Host
	<b><u>SECTOR Development (As Is)</u></b>
Web Server Name	WSPWBOLYSCD2
Windows Version	Windows Server 2012 R2
Server Model	Virtual
Server Architecture	64 bit -Hyper-V install
Storage Allocation	300GB Virtual Disk Storage
Memory	8GB
CPU Processor	Quad Core 2.80 GHz Intel Xeon
Any Custom Config or SW (IIS version, etc.)	Host on Server 2012 Hyper-V Host; .NET 4.5.1; WCF; IIS 8.5
Database Server Name	WSPDBOLY2012T
SQL Version	SQL Server 2012
Windows Version	Windows Server 2012 R2
Server Model	Virtual
Server Architecture	64 bit -Hyper-V install
Storage Allocation	2.5 TB Virtual Disk Storage
Memory	20GB
CPU Processor	Quad Core 2.80 GHz Intel Xeon
Any Custom Config or SW (IIS version, etc.)	Host on any available Windows Server 2012 Hyper-V Host

The following diagram shows the relationship of the SECTOR servers.

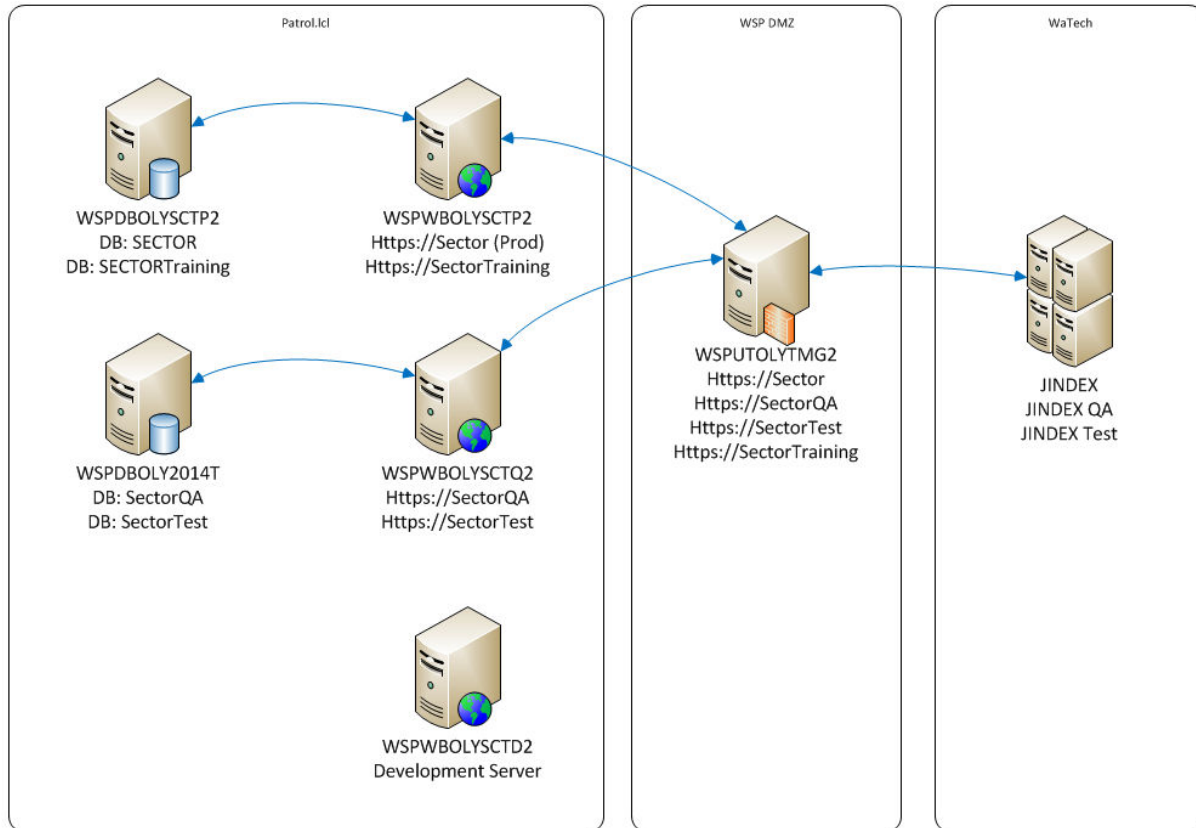


Figure 2-3 – SECTOR Server Topology

## 2.6 Server Requirement Specification

The WSP operates a highly virtualized data center environment. eDUI Integration Application is expected to fully function in a Hyper-V environment. Any special requirements should be added as additional lines in the tables below.

### 2.6.1 Development

Development Environment	
Number and type of processor(s)	2 Quad Core 3.33 GHz Intel Xeon
Memory	16GB
Storage	300GB
Microsoft Server OS Version	Windows Server 2012 R2 64-Bit
Microsoft SQL Server Version	SQL 2014 Developer
Additional Software Requirements:	.NET 4.5.1, IIS 8.5
Other Specifications:	



Development Report Server	
Number and type of processor(s)	2 Quad Core 3.33 GHz Intel Xeon
Memory	16GB
Storage	300GB
Microsoft Server OS Version recommendation	Windows Server 2012 R2 64-Bit
Microsoft SQL Server Version	SQL 2014 Developer
Additional Software Requirements:	.NET 4.5.1, IIS 8.5
Other Specifications:	

### 2.6.2 Test

Test Environment	
Number and type of processor(s)	2 Quad Core 3.33 GHz Intel Xeon
Memory	16GB
Storage	300GB
Microsoft Server OS Version	Windows Server 2012 R2 64-Bit
Microsoft SQL Server Version	SQL 2014 Developer
Additional Software Requirements:	.NET 4.5.1, IIS 8.5
Other Specifications:	

### 2.6.3 Quality Assurance

Quality Assurance Environment	
Number and type of processor(s)	2 Quad Core 3.33 GHz Intel Xeon
Memory	16GB
Storage	300GB
Microsoft Server OS Version	Windows Server 2012 R2 64-Bit
Microsoft SQL Server Version	SQL 2014 Developer
Additional Software Requirements:	.NET 4.5.1, IIS 8.5
Other Specifications:	

## 2.6.4 Production

Production Server	
Number and type of processor(s)	2 Quad Core 3.33 GHz Intel Xeon
Memory	16GB
Storage	300GB
Microsoft Server OS Version	Windows Server 2012 R2 64-Bit
Microsoft SQL Server Version	SQL 2014 Standard Edition
Additional Software Requirements:	.NET 4.5.1, IIS 8.5
Other Specifications:	Prod DB Storage 4TB

Production Report Server	
Number and type of processor(s)	2 Quad Core 3.33 GHz Intel Xeon
Memory	16GB
Storage	300GB
Microsoft Server OS Version recommendation	Windows Server 2012 R2 64-Bit
Microsoft SQL Server Version	SQL 2014 Enterprise Edition
Additional Software Requirements:	.NET 4.5.1, IIS 8.5
Other Specifications:	

## 2.6.5 Software Specifications

The following software currently supports the SECTOR applications.

Item #	Software	Description / Function	Version#	Qty
1	SmartRoads	<a href="http://visualstatement.com">http://visualstatement.com</a>	2.1.0.37	1
2	ActiveReports	<a href="http://componentone.com">http://componentone.com</a>	10.0.5602.0	1
3	Xceed	<a href="http://xceed.com">http://xceed.com</a>	2.0.100.00	
4	SerialNet	<a href="http://franson.com">http://franson.com</a>	2.0.0.1	1
5	AsposeTotal	<a href="http://aspose.com/">http://aspose.com/</a>	14.1.0.0	1
6	iTextSharp	<a href="http://sourceforge.net/projects/itextsharp/">http://sourceforge.net/projects/itextsharp/</a>	5.5.0.0	

7	Dotfuscator	<a href="http://preemptive.com/">http://preemptive.com/</a>	4.18.1.2941	1
8	SQL Server 2014	<a href="http://www.microsoft.com/sqlserver/en/us/editions/express.aspx">http://www.microsoft.com/sqlserver/en/us/editions/express.aspx</a>	12.0	
9	DotNetZip	<a href="http://dotnetzip.codeplex.com/">http://dotnetzip.codeplex.com/</a>	1.9.1.8	
10	AdobeReader	<a href="https://get.adobe.com/reader">https://get.adobe.com/reader</a>	XI	
11	Microsoft Office		2010	
12	MSDN Subscription – Premium	<a href="http://www.msdn.com/">http://www.msdn.com/</a>		1
13	MSDN Subscription – Ultimate	<a href="http://www.msdn.com/">http://www.msdn.com/</a>		2
14	WIX – Windows Installer XML	<a href="http://wix.sourceforge.net/">http://wix.sourceforge.net/</a>	3.10	
15	SQLite	<a href="https://www.sqlite.org/">https://www.sqlite.org/</a>	1.0.99.0	
16	Microsoft Enterprise Library (FREE)		3.1.0.0	

## 2.7 Technology Direction

WSP currently operates Microsoft-based technology architecture. Servers are Hewlett Packard (HP) servers operating the Microsoft Windows operating system in highly available virtual server environments. The current production application database is MS SQL Server 2012 and the current SECTOR Client local database is SQLite 1.0. Bidders must bid assuming they will use WSP’s MS SQL Server license in proposing their solutions. The following table provides an overview of WSP’s direction regarding technology. WSP has a strong preference towards this technology architecture. ITD has developed focused technical expertise, programs, and toolsets to sustain its investment in staff knowledge skills and abilities to support and maintain technology in a rapidly changing environment.

The following table provides an overview of the WSP technology software directions.

Category	Current Product	Future Product
Directory Services	Active Directory Domain Services 2012 R2	Active Directory Domain Services 2016
Patching & Updating	HP Systems Insight Manager 7 System Center Configuration Manager 2012 R2 Windows Server Update Services 2012 R2	HP Systems Insight Manager 8 System Center Configuration Manager v.Next Windows Server Update Services 2016
Application Deployment	System Center Configuration Manager 2012 R2	System Center Configuration Manager v.Next
Provisioning	System Center Virtual Machine Manager 2008 R2	System Center Virtual Machine Manager v.Next
Performance Monitoring	System Center Operations Manager 2012 R2	System Center Operations Manager v.Next
Automation	Windows PowerShell, VBScript	Windows PowerShell, VBScript
Service Management	HEAT	Unknown
Database	Microsoft SQL Server 2014	Microsoft SQL Server 2016
Application Hosting	Microsoft Internet Information Services 2012 R2 (8.5)	Microsoft Internet Information Services 2016
E-mail/Communication	Microsoft Exchange Server 2013 ListServ	Microsoft Exchange Server 2016 ListServ
Security	System Center Endpoint Protection	System Center Endpoint Protection
Collaboration	SharePoint 2013	SharePoint 2016
Backup	System Center Data Protection Manager 2012 R2	System Center Data Protection Manager v.Next
FTP	GlobalScape EFT	GlobalScape EFT

Table 2-2 – WSP Technology Software Directions

### 3 RFP INFORMATION AND PROPOSAL RULES

#### 3.1 Electronic Availability

The contents of this RFP, any addenda and/or amendments, and written answers to questions will be available in the Washington Electronic Business Solution (WEBS): <https://fortress.wa.gov/ga/webs/> In

the event that WEBS is not available, the Bidders will be notified by email of addenda, amendments and written answers by email.

All document(s) are in standard Microsoft Office and Adobe Acrobat formats. Bidders must be registered in WEBS in order to participate in this procurement and receive current communications and/or changes/amendments to the RFP. Questions about the WEBS registration process may be directed to [WEBSCustomerService@des.wa.gov](mailto:WEBSCustomerService@des.wa.gov) or (360) 902-7400 between 8:00 am to 5:00 pm, Monday – Friday.

## **3.2 Submission of Proposals**

Bidders are required to submit two (2) copies of their proposal. One copy must have original signatures and one copy can have photocopied signatures. The proposal, whether mailed or hand delivered, must arrive at WSP no later than the proposal due date and time as specified in **Section 1.3 - RFP Schedule of Events**. In addition, the Bidder is required to submit an electronic copy of its entire proposal in PDF format in a DVD or comparable electronic storage media or device. This document must allow printing and content copying. The Exceptions to the Model Contract should be provided separately in a Word document and the Cost Response in an Excel Spreadsheet.

The Cost Response and the Exceptions to the Model Contract shall be bound separately from the rest of the proposal and shall be clearly marked “Cost Response” and “Exceptions to the Model Contract”.

The proposal (document and electronic versions) is to be sent to the RFP Coordinator at the address noted in Section 1.2 – Contact. The documents should be clearly marked to the attention of the RFP Coordinator. Bidders mailing proposals should allow normal delivery time to ensure timely receipt of their proposals by the RFP Coordinator. Bidders assume the risk for the method of delivery chosen. WSP assumes no responsibility for delays caused by any delivery service. Written proposals may not be transmitted using electronic media, such as facsimile transmission or via e-mail. Late proposals will not be accepted and will be automatically disqualified from further consideration. All proposals and any accompanying documentation become the property of WSP as provided in Section 3.2.14 and will not be returned.

### **3.2.1 Proposal Contents**

Proposals must be submitted on eight and one-half by eleven (8 1/2 x 11) inch paper with tabs separating the major sections of the proposal. Elaborate proposals in the form of brochures or other presentations beyond that necessary to present a complete and effective proposal are not desired. The response should be complete and comprehensive with a corresponding emphasis on being concise and clear. The major sections of the proposal are to be submitted in the order noted below:

- Letter of Submittal
- Table of Contents
- Executive Summary
- Management Response
- Technical Response
- Functional Response (Use Appendix A – Functional Requirements Response)
- Cost Response (Separately Bound Document) (Use Appendix D – Cost Response)
- Assumptions (Separately Bound Document) (Use Response Form 12 – Assumptions)
- The Exceptions to the Model Contract (Separately Bound Document) (Use Response Form 11 – Exceptions to the Model Contract)
- Required Attachments and Certifications

Proposals must provide information in the same order as presented in this document with *the same headings and Section numbers*.

An electronic version of the proposal shall be provided to the RFP Coordinator accompanying the submission of the written proposal in a DVD or comparable electronic storage media or device. This shall be a PDF version of the proposal that includes all documents components assembled into one document in the correct order. The PDF file shall have security that allows the document to be printed and to be copied.

### 3.2.2 **Letter of Submittal Requirements**

The Letter of Submittal must be signed and dated by a person authorized to legally bind the Bidder to a contractual relationship, e.g., the president or executive director if a corporation, the managing partner if a partnership, or the proprietor if a sole proprietorship. Along with introductory remarks, the Letter of Submittal is to include by attachment the following information about the Bidder and any proposed subcontractors:

- Name, address, principal place of business, telephone number, and fax number/e-mail address of legal entity or individual with whom contract would be written.
- Legal status of the Bidder (sole proprietorship, general partnership, limited partnership, limited liability partnership, corporation, or Limited Liability Company) and the year the entity was organized to do business as the entity now substantially exists.
- The name, address, and telephone number of each principal officer (President, Vice President, Treasurer, Chairperson of the Board of Directors, etc.)
- The Bidder's Federal Employer Tax Identification number or Social Security number, the Statewide Payee registration number (issued by the Statewide Payee Registration System maintained by the Washington State Department of Enterprise Services (DES)), and the Washington Uniform Business Identification (UBI) number issued by the Washington State Department of Revenue.
- Identify any state employees or former state employees employed or on the Bidders' governing board as of the date of the proposal. Include their position and responsibilities within the Bidders' organization. If following a review of this information it is determined by WSP that a conflict of interest exists, the Bidder may be disqualified from further consideration for the award of a contract.
- The name, address, phone number, and email address of the designated point of contact for communication regarding this RFP, proposal, and/or contract award and negotiation.

### 3.2.3 **Executive Summary**

The executive summary shall condense and highlight the contents of the management, technical and functional response sections in such a way as to provide the WSP evaluation team with a broad understanding of the entire proposal.

### 3.2.4 **Management Response**

The management section is a scored section, which will respond to questions from Section 5 of this RFP. This section provides information about the Bidder's company, their project management services, and

the history of their application software, their systems integration approach, and their support and maintenance approach. This section includes Bidder references.

### **3.2.5 Technology Response**

The technology section is a scored section, which will correspond to questions from Section 6 of this RFP. This section provides information about the proposed technology architecture and infrastructure upon which the application will operate.

### **3.2.6 Functional Response**

The functional section is a scored section, which will correspond to Section 7 of this RFP. This section consists of a series of use cases identifying the functional and operational requirements of the applications.

### **3.2.7 Cost Response**

The cost section is a scored section, which will correspond to Section 8 of this RFP. The cost proposal will identify the one-time and recurring cost over a seven-year (7 year) life-cycle. The cost response shall be bound as a separate document.

### **3.2.8 Required Statements and Certifications**

This section includes the required statements, and procurement forms and certifications associated with this procurement.

### **3.2.9 Exceptions to Model Contract**

The apparently successful Bidder will be expected to enter into a contract which is substantially the same as attached as Appendix C –Contract. In no event is a Bidder to submit its own standard contract terms and conditions in response to this solicitation.

Issues, concerns, exceptions or objections to any of the terms or conditions contained in the Contract and Project documents must be set out in writing by the Bidder in the Exceptions to Model Contract. The Exceptions to Model Contract response must set out by Section or paragraph a description of each issue, concern, exception and/or objection. Response Form 11, Exceptions to Model Contract, sets forth the Exceptions to Model Contract template to be used for the response. The Bidder must propose any and all Exceptions to Model Contract for the eDUI Integration Application Contract in this format. If Bidder is proposing one or more Third Party Solutions as part of the eDUI Integration Application, then Bidder should work with the applicable Third Party Solution Provider to incorporate the Third Party Solution Provider's exception in the Bidder's Exceptions to Model Contract. The Bidders submitted Exceptions to Model Contract will include all exceptions for their Third Party Solution Providers and other Subcontractors.

The Exceptions to Model Contract must provide the reason or rationale supporting the issue, concern, exception or objection. Simply stating that a paragraph is "not acceptable" or supplying proposed Contract terms without describing (in business language) the reason or rationale will be considered non-responsive. If the Exceptions to Model Contract fails to identify a particular term or condition, the term or condition will be deemed accepted, and WSP will not negotiate further changes to such paragraphs or Sections.

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WSP reserves the right to discuss the Exceptions to Model Contract with the Bidders and require Bidders to clarify and supplement the Exceptions to Model Contract starting in Evaluation Stage 2 (Section 6.2 Evaluation Approach) and any time thereafter. Any changes to the Exceptions to Model Contract will require Bidder to clarify, revise and resubmit the Exceptions to Model Contract.

The Exceptions to Model Contract frames discussions between WSP and Bidders regarding the terms and conditions contained in the Contract and Project documents.

The Exceptions to Model Contract will be used initially to determine the responsiveness of the Proposal. WSP will consider the number and nature of the items on the Bidders Exceptions to Model Contract in determining the likelihood of completing a Contract with the Bidder. Unresolved issues regarding the business terms of the Contract and Project documents may affect WSP's selection of Bidders to advance to the next stage of the procurement.

**Redlined Documents Will Not Be Reviewed:** The Exceptions to Model Contract is the mechanism to communicate issues and concerns on the Contract and Project documents. Do not provide in the Proposal, in the Exceptions to Model Contract or otherwise, a redlined contract, paragraph or clauses. Redlined text will only require WSP to make potentially inaccurate assumptions about what Bidder's specific issues or concerns might be. Redlined text will not be reviewed by WSP. The Bidder must copy the contract language from the Model Contract to the Exception to the Model Contract and may use track changes to modify the language or provide descriptive notes to explain their exceptions.

**Standard Bidder Contracts Will Not Be Reviewed:** Do not provide a copy of Bidder's standard Contract or proposed language to WSP in the Proposal. The Bidders' standard Contract will not be reviewed by WSP.

The Exceptions to Model Contract shall be bound as a separate document.

### 3.2.10 **No Changes to Material Terms**

Bidders are reminded that this is a competitive solicitation for a public Contract and that WSP cannot accept a Proposal or enter into a Contract that substantially changes the material terms and specifications published in this RFP.

Bidders are also instructed to base their Cost Response on the model Contract, not terms as proposed by the Bidders.

### 3.2.11 **Proprietary Information/Public Disclosure**

WSP is subject to the Public Records Act (chapter 42.56 RCW). All Proposals received shall remain confidential until announcement of the Apparent Successful Bidder as provided in Section 4.7.2; thereafter, the Proposals shall be deemed public records as defined in the Public Records Act.

To the extent consistent with Chapter 42.56 RCW, the Public Records Act and Chapter 143-06 of the Washington Administrative Code, WSP shall maintain the confidentiality of Bidder's information marked confidential or proprietary. Marking the entire proposal exempt from disclosure will not be honored. If any information is marked as proprietary in the proposal, such information will not be made available until the affected proposer has been given an opportunity to seek a court injunction against the requested disclosure or the requester and Bidder reach an agreement on the extent of such disclosure, which agreement will be forwarded to WSP by the requester prior to WSP's date for the proposed disclosure. If



Bidder fails to obtain the requester agreement or the court order enjoining disclosure, WSP will release the requested information on the date specified.

The Bidder must be reasonable in designating information as confidential. Any information contained in the Proposal that is proprietary or confidential must be clearly designated. Each page claimed to be exempt from disclosure must reference the specific basis claimed under Chapter 42.56 RCW, the Public Records Act or other state or federal law that provides for the nondisclosure of your Proposal information. Any portion which you claim to be proprietary, confidential or exempt from disclosure must be clearly identified by the word “Confidential” printed on the lower right hand corner of the page. Marking of the entire Proposal or entire Sections of the Proposal as proprietary or confidential will not be accepted nor honored. Marking of the Cost Proposal as proprietary or confidential will not be accepted nor honored. Any attempts to restrict disclosure through use of footers on every page and/or statements restricting disclosure will not be honored and may subject Bidder to disqualification.

The state’s sole responsibility with regard to matters in the Proposal marked confidential or proprietary shall be limited to maintaining the information in a secure area and to notify Bidder of any request(s) for disclosure within five (5) years of the announcement of the Apparent Successful Bidder.

For further details on how WSP handles requests for public records, please go to the Public Records section of our website at <http://www.wsp.wa.gov/publications/disclosure.htm>.

A charge will be made for copying and shipping, as outlined in RCW 42.56.120. No fee shall be charged for inspection of contract files, but twenty-four (24) hours’ notice to the RFP Coordinator is required. All requests for information should be directed to the RFP Coordinator.

### **3.2.12 Acceptance Period**

Proposals must provide one hundred and eighty (180) days for acceptance by WSP from the due date for receipt of proposals.

### **3.2.13 Responsiveness**

All proposals will be reviewed by the RFP Coordinator to determine compliance with administrative requirements and instructions specified in this RFP. The Bidder is specifically notified that failure to comply with any part of the RFP may result in rejection of the proposal as non-responsive. WSP also reserves the right, however, at its sole discretion to waive minor administrative irregularities.

### **3.2.14 Proposal Property of WSP**

All materials submitted in response to this procurement become the property of WSP. Proposals received after the submission due date and time, will be returned to the Sender. WSP will not own the underlying intellectual property rights (e.g., trademarks) contained in the proposals submitted in response to this procurement. WSP has the right to use any of the ideas presented in any material offered. Selection or rejection of a proposal does not affect this right.

## **3.3 Bidder as Prime Contractor**

The selected Bidder will be responsible for the implementation and performance of the eDUI Integration Application. After completion of the implementation of the software applications to develop the eDUI Integration Application, the Bidder will be responsible for ongoing solution support and maintenance of the software. The Bidder will be the sole point of contact with respect to all contractual matters,

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including any and all contract performance issues and obligations. Additionally, the Bidder is responsible and accountable for all obligations delegated to a subcontractor or third party.

Bidders may subcontract with third party subcontractors provided that all proposals on behalf of multiple Bidders must be consolidated into a single proposal and identify a single Bidder as the “Prime Bidder” and all other Bidders as “subcontractors.” A Bidder may only act as a Prime Bidder for one proposal. Only one contract (and not a series of separate contracts) will be entered into between WSP and the successful Bidder. The Bidder must ensure that appropriate contractual relationships are established with all subcontractors. The Bidder must identify all existing or proposed contracts with subcontractors related to this Statement of Work in Attachment B, Subcontractor List. Subcontractors are required to comply with the same security requirements as the Bidder (e.g., fingerprint background checks). WSP reserves the right to request a replacement subcontractor during any stage of the procurement.

### **3.4 RFP Coordinator is the Sole Point of Communication**

The RFP Coordinator (identified in Section 1.2 – Contact) is the sole point of contact in WSP for this procurement. All communication between the Bidder and WSP upon publication of this RFP shall be with the RFP Coordinator unless otherwise provided in this RFP (See Section 3.6).

Any other communication will be considered unofficial and non-binding on WSP. Bidders are to rely on written statements issued by the RFP Coordinator. The use of facsimile transmission or e-mail communications with the RFP Coordinator is acceptable except for the submission of proposals; see Section 3.2 – Submission of Proposals above.

### **3.5 Written and Oral Communication with Bidders**

Bidders shall be accorded fair and equal treatment with respect to any opportunity for discussion or communications about their Proposal. As required by RCW 39.26, the RFP is being conducted as a competitive solicitation requiring a documented formal process providing an equal and open opportunity to Bidders and culminating in a selection based on predetermined criteria. Accordingly, WSP will not be scheduling meetings with any potential Bidder except as set forth in the RFP and the procurement schedule.

Once Proposals are submitted, WSP will communicate with Bidders only for the limited purpose of clarifying such factors as may be necessary for WSP to determine the Lowest Responsive and Responsible Bidder. Discussions may be conducted with Bidders for the purpose of clarification to assure full understanding of, and Bidder responsiveness to, the RFP requirements. WSP may request meetings with Bidder for this purpose. In conducting discussions, there shall be no disclosure of any information derived from Proposals submitted by competing Bidders.

Some opportunities for dialogue between WSP and Bidders have been structured into the RFP schedule, including Oral Presentations (Section 4.5.2), Interviews (Section 4.5.3), Demonstrations (Section 4.5.4), Implementation and Planning Workshops (Section 4.6) and Exceptions to Model Contract Review (Section 4.4.4). WSP may, at its discretion, conduct additional communications with Bidders to clarify Proposals, or to respond to information relating to relevant past performance. All these communications, whether oral or written, will be referred to as “discussions.”

Unless a formal notice to submit BAFOs has been issued by WSP as provided in Section 4.6.4, discussions may not be used to change the terms or specifications of a Proposal or to solicit such changes. Such discussions shall not be used to cure Proposal deficiencies or omissions, alter the technical or cost elements of the Proposal or otherwise revise the Proposal. Discussions may be used to eliminate minor irregularities, informalities or apparent clerical mistakes in the Proposal.

### **3.6 Letter of Intent (Optional)**

Bidders interested in participating in the RFP should submit a letter of intent to the RFP Coordinator identified in Section 1.2 – Contact. Letters of Intent should be submitted by the deadline contained in Section 1.3 – RFP Schedule of Events.

Include the name of the firm, contact person, mailing address, telephone number, fax number, and e-mail address. The purpose of the letter of intent is to provide the state with a contact person to receive any notices related to the RFP and to facilitate the sharing of restricted portions of the bidder library (Section 1.8).

Notifications of Bidders submitting Letters of Intent will be limited to the duration from publish date of RFP to close of submittals.

### **3.7 Revisions to the RFP**

In the event it becomes necessary to revise any part of this RFP, addenda will be provided and posted on WEBS in the same manner as the original RFP. For this purpose, the published questions and answers and any other pertinent information shall be provided as an addendum to the RFP.

Any changes or corrections to the RFP will be made as an amendment and notification will be in the same manner as the original RFP and posted on WEBS.

If there is any conflict between or among addenda, or between an addendum and the RFP, whichever document was issued last in time shall take precedence.

### **3.8 Errors and Omissions**

If the Bidder discovers any discrepancy, error, or omission in this RFP or in any of the attached appendices or attachments, the Bidder shall notify the RFP Coordinator immediately. If WSP is in agreement with the notice, an amendment will be posted on WEBS in the same manner as the original RFP.

If the Bidder does not notify WSP of any discrepancy, error, or omission discovered in this RFP or submit any complaint or exceptions to the contract, the Bidder will be deemed to have accepted all terms of the RFP.

### **3.9 Right to Cancel**

WSP reserves the right to cancel all or part of this RFP or reissue at any time without obligation or liability.

### **3.10 Bidder Questions and Answers**

Specific questions concerning this RFP should be submitted in writing via e-mail to the RFP Coordinator at the address specified in Section 1.2 – Contact of this RFP. Questions must be received by the RFP

Coordinator no later than the date and time as specified in the RFP Schedule of 1.3 – RFP Schedule of Events of this RFP. Official answers to the Bidders’ questions will be issued and posted on WEBS. The Bidders that submit questions will not be identified. Only written responses posted to WEBS will be considered official and binding.

Only Bidders who have submitted a Letter of Intent and attended the Bidders Conference will receive responses to questions submitted. A Bidder should submit questions via the Prime Bidder contact identified in the Letter of Intent.

### **3.11 Mandatory Bidders Conference Call**

A Bidders conference will be held as specified in the schedule in Section 1.3 – RFP Schedule of Events to provide an opportunity for prospective Bidders interested in submitting a Proposal for this RFP to better understand and ask questions about the RFP and the procurement process. **Participation in this Bidders’ Conference is mandatory.**

The Letter of Intent (Optional) will act as registration for the Bidders’ Conference.

The RFP Coordinator will provide the WebEx information, as applicable, to the registered point-of-contact. Bidder representatives may attend the conference in person or join via the conference call (WebEx).

WSP plans to present information about the following topics:

- Procurement schedule, rules, and evaluation process
- Implementation Planning Workshop Process
- Presentation on Sector and SECTOR Integration
- Vendor Questions and Answers

WSP will attempt to address all questions raised during the Bidders’ Conference. However, nothing discussed during the Bidders’ Conference will be binding on Bidder or WSP. Only questions submitted in writing by the date set out in Section 2, Procurement Schedule, will be addressed in writing as an addendum to the RFP.

**Note: Except as provided below, the failure of at least one (1) Bidder representative to attend the Bidders’ Conference Call will result in disqualification as a Bidder.** WSP may, in its reasonable discretion, waive the mandatory requirement of having at least one (1) representative from the Bidder attend the Bidders’ Conference Call if Bidder representative(s) made all possible efforts to attend the Bidders’ Conference Call but were prevented from attending due to unforeseen and unavoidable circumstances.

### **3.12 Complaint Process**

WSP intends to undertake this procurement process in a fair and impartial manner. The complaint process is designed to accept complaints and issues about the procurement process and resolve them expeditiously. The purpose of the complaint process is to settle unresolved Bidder issues or concerns that either were not, or could not, be resolved during the question and answer period. Bidder complaints may not be raised again during the Protest process.

Bidders are expected to raise any questions they have concerning the RFP early in the RFP process. If a Bidder believes the RFP unnecessarily restricts competition, contains inadequate or insufficient requirements, or utilizes an evaluation process that is unfair or flawed, the Bidder may submit a formal written complaint to the RFP Coordinator. The complaint process allows Bidders to focus on the RFP requirements and evaluation process and raise issues with these processes early enough to allow WSP to correct a problem before Proposals are submitted and time expended on evaluations.

**Complaint Deadline:** The deadline for filing complaints regarding this RFP is by the date and time specified in Section 1.3 - RFP Schedule of Events.

**Form of Complaint:** If a Bidder has a complaint about the procurement process they shall send their complaint to the RFP Coordinator in writing documenting the complaint and explaining the issue and the impact on their organization. The complaint must include a proposed remedy.

**Complaint handling and Response:** The RFP Coordinator will upon receipt record the complaint in a complaint log and forward a copy of the complaint to the WSP Budget and Fiscal (BFS) Contracts Manager. Complaints which are filed in accordance with the terms of the RFP will be promptly investigated and a response provided before the deadline for submitting bids.

The RFP Coordinator, in consultation with the BFS Contracts Manager, will consider the complaint, evaluate the issue, and make a determination regarding the substance of the complaint.

The following actions can be taken to remedy a complaint:

- Deny the complaint.
- Issue an amendment to the RFP.
- Issue a statement of clarification or information to all Bidders.

WSP reserves the right to modify the RFP if it is determined, at the sole discretion of the Agency that the complaint is valid or the recommended change is in the best interest of the Agency. The Agency's decision is final and no appeal process will be available to the Bidder once a decision has been made.

WSP's response to the complaint, including any resulting changes to the RFP, will be posted on WEBS. The WSP Chief will be notified of the complaint and provided with a copy of WSP's response.

### **3.13 Diversity Participation**

In accordance with the intent of Chapter 39.26.005 RCW, the state encourages agency purchases of goods and services from state small businesses. State small business, mini-business, and micro-business are defined in RCW Chapter 39.26.010 (21), (18), and (17) respectively.

In accordance with Chapter 43.60A.200 RCW, the state encourages participation in all of its procurement contracts from firms certified by the Washington State Department of Veterans Affairs (DVA). For information on these certified firms, Bidders may contact DVA at:

<http://www.dva.wa.gov/BusinessRegistry/>.

While participation in these programs is encouraged, no minimum level of participation will be required as a condition for receiving an award and proposals will not be rejected or considered non-responsive on that basis.

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In some cases, a small business as described above may also be certified by the Office of Minority and Women's Business Enterprises (OMWBE) in accordance with Chapter 39.19 RCW. For information of these certified firms, Bidders may contact OMWBE at: <http://www.omwbe.wa.gov/>.

Bidders must identify in Attachment C – Bidder Diversity Requirements if they, or any subcontractors, meet the definitions and/or are certified as described above.

### **3.14 Most Favorable Terms**

WSP reserves the right to make an award without further discussion of the proposal submitted. Therefore, the proposal should be submitted initially on the most favorable terms which the Bidder can propose. WSP may, at its option, contact a Bidder for clarification of its proposal as provided in Section 3.5 - Written and Oral Communication with Bidders.

It is understood that the proposal will become a part of the official procurement file on this matter without obligation to WSP.

### **3.15 Cost to Propose and Participate in the Procurement**

WSP will not be liable for any costs incurred by the Bidder in preparation of a proposal submitted in response to this RFP, in conduct of a demonstration, participating in the Implementation and Planning Workshops, or any other activities related to responding to this RFP.

### **3.16 No Obligation to Contract**

WSP reserves the right to refrain from contracting with any and all Bidders. Neither the release of this RFP nor other activities surrounding this solicitation obligates the State of Washington or WSP to make any purchases. Proposals made by Bidders are offers to Contract and will not be binding upon WSP until accepted by execution of the Contract as provided in Section 3.25.

### **3.17 Waive Minor Administrative Irregularities**

WSP reserves the right to waive minor administrative irregularities contained in any proposal. Additionally, WSP reserves the right, at its sole option, to make corrections to Bidders' proposals when an obvious arithmetical error has been made in the price quotation. Bidders will not be allowed to make changes to their quoted price after the proposal submission deadline, except where requested as part of a best and final offer (BAFO) under Section 4.6.4

### **3.18 Errors in Proposal**

Bidders are liable for all errors or omissions contained in their proposals. Bidders will not be allowed to alter proposal documents after the deadline for proposal submission. WSP is not liable for any errors in proposals. WSP reserves the right to contact Bidder for clarification of proposal contents.

In those cases where it is unclear to what extent a requirement or price has been addressed, the evaluation team(s) may, at their discretion and acting through the RFP Coordinator, contact a Bidder to clarify specific points in the submitted proposal. However, under no circumstances will the responding Bidder be allowed to make changes to the proposed items after the deadline stated for receipt of proposals or best and final offers.

### **3.19 Rejection of Proposals**

WSP reserves the right at its sole discretion to reject any and all proposals received without penalty and not to issue a contract as a result of this RFP.

### **3.20 Commitment of Funds**

The Chief of the Washington State Patrol or those with authority delegated by the Chief of the Washington State Patrol are the only individuals who may legally commit WSP to the expenditures of funds for a Contract resulting from this RFP. No cost chargeable to the proposed Contract may be incurred before receipt of a fully executed Contract.

### **3.21 Incorporation of Documents into Contract**

This solicitation document, demonstrations and demonstration scripts, the documents produced from the IPW (SOW, Work Plan, and Resource Plan), the presentation deck used for the Oral Presentation and the proposal will be incorporated into any resulting Contract.

### **3.22 Non-Endorsement and Publicity**

In selecting a Bidder to supply services to the state of Washington, the state is neither endorsing a Bidder's products or services, nor suggesting that they are the best or only solution to the state's needs. By submitting a proposal, the Bidder agrees to make no reference to WSP or the state of Washington in any literature, promotional material, brochures, sales presentation or the like, regardless of method of distribution, without the prior review and express written consent of WSP.

### **3.23 Withdrawal of Proposal**

Bidders may withdraw a proposal that has been submitted at any time up to the proposal due date and time as identified in Section 1.3 – RFP Schedule of Events. To accomplish proposal withdrawal, a written request signed by an authorized representative of Bidder must be submitted to the RFP Coordinator. After withdrawing a previously submitted proposal, the Bidder may submit another proposal at any time up to the proposal submission due date and time.

### **3.24 Selection of Apparently Successful Bidder**

Upon successful completion of Contract negotiations and tender of a final signed Contract offer from a Lowest Responsive and Responsible Bidder which appears acceptable, WSP will announce that Bidder as the ASB. WSP will notify the ASB of selection in writing. Announcement of the ASB will be promptly posted to WEBS. WEBS posting will be official notification to all Bidders of the ASB. Bidders not selected for further negotiation or award may be notified separately by the RFP Coordinator via email.

After the announcement of the ASB, WSP will offer a debriefing conference to any Bidder (Section 4.15).

Consistent with RCW 39.26.030, following the announcement of the ASB, Proposal and bid evaluations will be made available for public inspection (Sections 4.1 and 4.2).

### **3.25 Execution of Contract and Commitment of Funds**

After WSP and the Lowest Responsive and Responsible Bidder have resolved all project issues and reached mutual agreement on the contract terms, the Lowest Responsive and Responsible bidder will sign



and tender the Contract to WSP for acceptance and ratification by the designated WSP contracting authority. WSP will have sixty (60) business days to sign, accept and ratify the tendered Contract offer.

Following announcement of the Apparently Successful Bidder, WSP anticipates it will execute a final Contract for the project as tendered to WSP. The Contracting Officer (WSP Chief or designee) is the only governmental authority who may legally commit WSP to the expenditure of funds for a Contract resulting from this RFP. No costs chargeable to the proposed Contract may be incurred or encumbered by WSP before receipt of a fully executed Contract approved by the WSP Contracting Officer. WSP may not sign a Contract before the Protest process is completed except when the Director of DES grants WSP the authority to do so due to exigent circumstances.

### **3.26 Responsiveness**

All Proposals will be reviewed by the RFP Coordinator to determine compliance with administrative requirements and instructions specified in this RFP. The Bidder is specifically notified that failure to comply with any part of the RFP may result in rejection of the Response as non-responsive.



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## 4 EVALUATION PROCESS

This section describes the evaluation of Proposals. The schedule of these events can be found in Section 1.3 – RFP Schedule of Events.

### 4.1 Selection Criteria

This RFP and the evaluation of proposals will be made in conformance with applicable WSP procurement policies and Washington State law.

The decision will be based on consideration of the total best value. Best value includes, but is not limited to, the responsiveness of the Proposal to the requirements as set forth in the RFP, the competence and responsibility of the Bidder, quality of service, breadth and depth of offering, the strength and form of contractual commitments made by Bidder to WSP and total cost. In making an award WSP will consider:

1. The relative ability, capacity, and skill of the Bidder to perform the Contract and provide the services required, including: (a) vendor financial capacity and stability; and (b) quality of professional personnel.
2. Whether the Bidder can complete the eDUI Integration Application within the time specified.
3. The character, integrity, reputation, judgment, experience, and efficiency of the Bidder.
4. The quality of performance of previous contracts or services including previous and existing compliance by the Bidder with laws relating to the Contract or services, and vendor expertise with engagements of similar scope and complexity.
5. The extent to which the Proposal satisfies the needs of WSP as specified in these RFP documents, including: (a) the relative quality of the product or service proposed by the Bidder; (b) quality and effectiveness of the proposed business solution and approach; and (c) innovative use of current technologies.
6. The cost of the Proposal to the state, including: (a) the Life-cycle Cost over the estimated useful life of the eDUI Integration Application, including cost of selection, acquisition, operation, support, maintenance, and disposal from the date of acquisition to the reasonable estimated date of replacement; (b) projected internal cost to WSP for the eDUI Integration Application implementation, and ongoing support of the eDUI Integration Application; and (c) the extent to which the Proposal provides competitive pricing, economies, and efficiencies.
7. The strength and form of contractual commitments made by the Bidder to WSP, including warranties, guarantees, and other contractual commitments and the willingness to conform to the contractual terms as proposed in the RFP.

The evaluation approach described below is intended to identify the Proposal that offers the greatest benefit, which may not necessarily be the Proposal with the highest score or the lowest cost.

### 4.2 Evaluation Approach

The Bidder evaluation process includes steps identified in the following stages. The Evaluation process is intended to identify the Proposal that is in WSP's best interest and offers WSP the best value, which may not necessarily be the Proposal with the highest score or the lowest cost.

The evaluation process for this RFP evaluates Bidder Proposals in a structured, five stage approach. The evaluation and scoring for each stage will determine participation in future stages. For each stage, WSP

will select which Bidder(s) may proceed to the next stage based on the evaluation approach. The five stages are outlined below.

Stage	Description
<p><b>Stage 1: Administrative Screening, Contract Issue List Review, Minimum Qualifications</b></p>	<p><b>Step 1:</b> Proposals will be reviewed by WSP to determine, on a pass/fail basis, compliance with administrative requirements as specified in <u>Section 3, RFP Information and Proposal Rules</u>.</p> <p><b>Step 2:</b> WSP will evaluate the Exceptions to Model Contract, as specified in <u>Section 3.2.9</u>, to determine, on a pass/fail basis, if proposals are responsive.</p> <p><b>Step 3:</b> WSP will consider the completeness of, and potential gaps in, the Minimum Qualifications as specified in <u>Section 5.1.1</u>.</p> <p>These steps will determine, on a pass/fail basis, which Bidders advance to <b>Stage 2</b> of the evaluation process.</p>
<p><b>Stage 2: Management Proposal, Business Proposal, Technical Proposal, and Cost Proposal</b></p>	<p><b>Step 4:</b> WSP will evaluate and score the Management Response in Section 5, the Technology Response, as specified in Section 6, the Functional Response, as specified in Section 7 and the Cost Response as specified in Section 8.</p> <p><b>Step 5:</b> WSP will review Exceptions to Model Contract. WSP reserves the right to discuss Exceptions to Model Contract, with the Bidders starting in <b>Stage 2</b> and any time thereafter, and to have the Bidders clarify, revise and resubmit a revised Exceptions to Model Contract.</p> <p>WSP will take into consideration the overall evaluation and Response Form 11, Exceptions to Model Agreement when selecting the participants for <b>Stage 3</b>.</p> <p>WSP will identify one or more Bidders to participate in <b>Stage 3</b>.</p>
<p><b>Stage 3: Oral Presentation, Product Demonstrations, Reference Check</b></p>	<p><b>Step 6:</b> Bidders will provide an Oral Presentation to WSP; in addition WSP will conduct interviews of key personnel, as specified in Section 4.5.</p> <p><b>Step 7:</b> Bidders will present product demonstrations, as described in Section 4.5, at a location specified by WSP.</p> <p>WSP will perform reference checks.</p> <p>WSP will identify one or more Bidders to participate in <b>Stage 4</b>.</p>
<p><b>Stage 4: Implementation &amp; Planning Workshops</b></p>	<p><b>Step 8:</b> Bidders will participate in Implementation and Planning Workshops with WSP. WSP will provide SMEs to meet with the Bidder to further refine the: SOW, Work Plan and Resourcing Plan.</p>
<p><b>Stage 5: Contract Negotiations, Selection of Apparent Successful</b></p>	<p><b>Step 9:</b> Contract negotiations with the Bidder.</p> <p><b>Step 10:</b> Announcement of the Apparently Successful Bidder</p>

Stage	Description
Bidder	(ASB).

**Table 4-1 Stages of Evaluation**

### 4.3 Stage One - Administrative Screening

#### 4.3.1 Step 1: Meeting Administrative Requirements

WSP will:

- Review each proposal to ensure that they are constructed correctly,
- All assurances and elements are provided,
- The proposal is received on time; and
- All mandatory elements are addressed in the proposal.

Purpose:

- Receive Bidder Proposals; and
- Screen Bidder proposals to ensure they meet minimum administrative requirements.

If a proposal is deficient in any way, WSP may decide based upon the seriousness of the deficiency to:

- Reject the proposal,
- Waive the requirements as an administrative irregularity;and/or
- Request the Bidder address the issue and resubmit the proposal.

If WSP decides to reject a proposal, a letter or email will be sent to the Bidder rejecting the proposal and specifying the reasons for the rejection.

#### 4.3.2 Step2: Exceptions to Model Contract Evaluation

The Exceptions to Model Contract will be reviewed by WSP to determine the responsiveness of the Proposal.

If a proposal is considered non-responsive WSP may decide based upon the nature of the deficiency to:

- Reject the proposal; or
- Request the Bidder address the specific issue and resubmit the Exceptions to Model Contract.

If WSP decides to reject a proposal, a letter or email will be sent to the Bidder rejecting the proposal and specifying the reasons for the rejection.

#### 4.3.3 Step 3: Meeting Minimum Mandatory Qualifications

WSP will consider the completeness of, and potential gaps in, the Minimum Mandatory Qualifications as specified in Section 5.1.1. This step involves identifying Bidders who comply with the list of qualifications that all Bidders must meet. WSP will consider for further review a Bidder’s response if it does not meet these qualifications. Bidders should not submit a response to this RFP if they do not meet these qualifications.

This evaluation (of Steps 1, 2 &3) will determine, on a pass/fail basis, which Bidders advance to **Stage 2** of the evaluation process.

## 4.4 Stage Two – Proposal Evaluations

### 4.4.1 Evaluation Weights

To determine Bidder’s score in Stage 2, WSP scores will be weighted by category as follows:

Scoring Weights by Category		
Section	Requirements Category	Assigned Weight
5	Management Requirements	35
6	Technology Requirements	10
7	Functional Requirements	30
8	Cost Response	25
Total		100%

**Table 4-2: Scoring Weights by Category**

### 4.4.2 Step 4: Proposal Evaluation and Scoring

WSP will use the weighted criteria in Table 4.5-1 above to score the Bidder Response to determine which Proposals are in the best interest of WSP. This will be accomplished by identifying the Proposals which most closely match the management, technical, and functional requirements and which Cost Proposals provide the best value to WSP.

WSP will evaluate each Scored Requirement separately by assigning a raw score to each requirement using the criteria identified in Table 4.3 below.

For each category, the evaluator’s scores will be multiplied by their pre-assigned weight to determine the Evaluator Weighted Score for each element.

Score	Description	Discussion
0	No Value	Does not meet WSP need or is not addressed.
1-3	Poor	Significant deficiencies identified
4-6	Average	Meets the WSP standard
7-9	Good	Fully Meets the WSP standard and adds value
10	Excellent	Fully Meets the WSP standard utilizing superior quality and/or innovative technology and adds significant value.

**Table 4-3 Standard Scoring Matrix**

Each managerial, technical, and functional item will be scored, as indicated using the values in Table 4-3 Standard Scoring Matrix.

### 4.4.3 Cost Response Scoring

WSP will review the proposed costs for each Bidder proposal and construct a financial model identifying the one-time and recurring costs over a 5-year period (2 years of eDUI Integration Application Development and implementation and 5 Years of Support and Maintenance).

WSP will calculate:

- Total Project Costs (one-time costs),

- Total five year cost (one-time and recurring 5 Years maintenance costs),
- Net Present Value (the “difference amount” between the sums of discounted: cash inflows and cash outflows).

The Bidder is requested to provide detailed project implementation costs and recurring support and maintenance costs.

The total cost points will be awarded to the Bidder with lowest Net Present Value. Other Bidder costs scores will be awarded based upon a formula in relationship to the Lowest Bidder Cost.

$$\frac{\text{(Lowest Bidder Net Present Value/ Bidder Net Present Value * 100 )}}{\text{* Possible Cost Points}}$$

#### 4.4.4 **Step 5: Review Exceptions to Model Contract**

WSP will review Exceptions to Model Contract. WSP will take into consideration the overall evaluation and Response Form 11, Exceptions to Model Agreement when selecting the participants for Stage 3.

#### 4.4.5 **Determining Bidders for Stage Three**

Those Bidders whose proposals are the top two scores after Stage 2 will be invited to participate in Stage 3. The RFP Steering Committee, may, at its discretion, invite the third highest scored proposal to Stage 3 as well. Because of the time, cost and expense of conducting the interviews, demonstrations and reference checks in Stage 3, the number of Bidders moving to Stage 3 will be limited to a maximum of 3.

The RFP Coordinator will send invitations to the Bidders moving to Stage 3, and arrange the presentations and demonstrations. Those Bidders not invited to Stage 3 will be notified.

### 4.5 **Stage Three – Oral Presentations, Demonstrations and Reference Checks**

The purpose of Stage Three is to:

- Interact with the proposed Key Personnel in person,
- Receive a functional demonstration of existing software components or provide your approach to designing and constructing the eDUI Integration Application
- Perform Reference Checks on the Bidders.

Scoring will be reset to zero at the beginning of Stage 3.

The Bidders, selected to move to Stage 3, will be invited to give an oral presentation of, and answer questions regarding, key aspects of their Proposal. The RFP Coordinator will notify participants of the date, time, and location of the presentation. The dates in the Section 2, Procurement Schedule, are an estimate and are subject to change at the discretion of WSP. WSP reserves the right to require additional presentations and interviews.

In addition Bidders will be invited to give a demonstration of the functions and features of their proposed eDUI Integration Application at a location specified by WSP. Bidders who include Third Party Solution Providers and other Subcontractors in their Proposal will be permitted to have the Third Party Solution Providers and other Subcontractors participate in the demonstration. The RFP Coordinator will notify

Bidders of the date, time, and location of the demonstration. The dates in the Section 2, Procurement Schedule, are an estimate and are subject to change at the discretion of WSP.

#### 4.5.1 Key Personnel

The key personnel proposed to be involved in the performance of the eDUI Integration Application, including at a minimum, the project manager, systems architect, lead developer, and any other designated key personnel, must participate in the presentation. It is expected that each Bidder spend one day presenting their proposal and a second day will be devoted to interviews and questions by WSP.

#### 4.5.2 Step 6: Oral Presentations

The Oral Presentation will be evaluated and scored based upon how well the Bidder addresses the elements in each presentation topic. Required Presentation Topics are listed below.

- Company overview
- Installed base of eDUI Integration Application and other similar applications
- Capacity and capability:
  - Systems analysis and design
  - System development integration
  - Support and maintenance
  - Product support
- Management approach
- Development and testing approach
- Implementation approach
- Integration and interfaces
- System releases management and change management
- Issues, risks, and management concerns

#### 4.5.3 Oral Presentation, Demonstration, and Interview Scoring

Evaluators will assign a raw score to each scored element on a scale of 0 to 10 using the criteria identified in the table below.

Score	Description	Discussion
0	<b>No value</b>	The Bidder failed to discuss this area or the information provided is of no value.
1-3	<b>Poor</b>	The Bidder marginally discussed this area.
4-6	<b>Average</b>	The Bidder discussed this area and provided the basic information expected.
7-9	<b>Good</b>	The Bidder discussed this area and provided a comprehensive level of information.
10	<b>Excellent</b>	The Bidder discussed this area and provided comprehensive, detailed and highly applicable information.

**Table 4-4 Scoring Matrix for Oral Presentations and Interviews**

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The second phase of the Oral Presentation will be in an interview format conducted by WSP with the proposed Key Personnel. The interviewees will be requested to respond to questions and demonstrate the breadth of their knowledge of their proposal. Evaluators will assign a raw score to each scored element using the criteria identified in Table 4-4 Scoring Matrix for Oral Presentations and Interviews.

#### **4.5.4 Step 7: Product Demonstrations**

Each Bidder may provide an existing solution demonstration for WSP’s evaluation, if they have an existing eDUI Integration Application or provide another similar application that they have developed.

#### **4.5.5 Reference Checking**

Reference checks of Bidders will be conducted, at WSP’s discretion, prior to or in coordination with the product demonstrations. In addition to Bidder’s Company references, WSP will check the references of proposed key personnel. Whether included as a key personnel reference or not, WSP reserves the right to use its own or other organization’s experience using key personnel on other projects as a factor in evaluating the probability of success for key personnel proposed by the Bidder.

The RFP Coordinator or designee from WSP will call the Bidder’s references. A reference check questionnaire (Appendix B – Client Reference Form) will be used to ask questions and document responses. Bidders are responsible for notifying the references that WSP may contact them. WSP will attempt to make contact with three (3) Bidder references in order as listed in Section 5.7.

#### **4.5.6 Reference Check Scoring**

If WSP is unable to contact three references, then only the successful reference contact attempts will be scored. If WSP is unable to contact a reference, a “0” score will be entered for that reference, which will negatively impact the Bidder’s overall cumulative score.

The WSP reserves the right to call references not provided and include information obtained in the overall reference scoring.

#### **4.5.7 Determining Bidder for Stage Four**

The Bidder whose proposal scores the best following the oral interviews, demonstrations and reference checks will be invited to participate in Stage 4.

The RFP Coordinator will send an invitation to the Bidder moving to Stage 4. The Bidder(s) not invited to Stage 4 will be notified.

### **4.6 Stage Four – Implementation and Planning Workshops (IPW)**

#### **4.6.1 Step 8: Implementation and Planning Workshops (IPW)**

WSP will facilitate a series of Workshops with the Bidder to develop and finalize key Project documents, including the Statement of Work, Work Plan, and the Resource Plan.

WSP will make available technical and business Subject Matter Experts (SME) for these workshops to provide the information required to develop these critical documents. At these work sessions it is expected that the Bidder will work with WSP to clarify scope and intent, and to develop solid work and implementation plans.

#### 4.6.2 **Implementation and Planning Workshops (IPW) Schedule**

The following table provides proposed workshops by subject matter. The Bidder may propose alternatives if it sees fit. The duration of these workshops is intended to be determined with input from the Bidder with onsite workshops lasting no less than one week (5 days). Subject areas should include, but not be limited to:

- eDUI Integration Application functionality
- Technology
  - Architecture
  - Infrastructure
  - Data Migration

#### 4.6.3 **Resulting Project Documents from the IPW**

The following are high level descriptions for the finalized key project documents produced as a result of the IPW process:

##### **4.6.3.1 Statement of Work**

The outcome of these workshops is a refined statement of work (SOW) that is acceptable to both WSP and Bidder. The SOW should include:

- A general description of the project;
- A thorough description of the scope and responsibilities of WSP and the Bidder (including third parties and external stakeholders);
- A description of the underlying assumptions ;
- The critical milestones and criteria to measure the completion of those milestones;
- Descriptions of deliverables and the measures used to determine the completeness of the deliverables;
- Payment milestones.

##### **4.6.3.2 Work Plan**

In addition to the SOW the workshops will produce a project work plan that is in alignment with the SOW and is resourced based on the Resource Plan. It should follow PMBoK standards for project phases and activities and should cover all aspects of the project. It should include:

- Commencement and completion dates for the project;
- Critical Milestones and related Deliverables
- Major Dependencies
- Role assignments at the task level
- Iterations or sprints

##### **4.6.3.3 Resource Plan**

A resource plan provides both Bidder and WSP with a tool to identify critical resources for the project's success and determine the level of commitment needed by those resources in order to secure the success of the project. The Resource Plan identifies:

- Roles



- Number of personnel required
- Timing of assignments

These documents are to assist the Bidder in the development of their proposal and will be included as part of the final proposal.

#### 4.6.4 **Best and Final Offer (BAFO)**

Once a Proposal has been submitted, Bidders will not be allowed to make changes to those Proposals unless they receive a request for a BAFO from WSP. WSP reserves the right, that at any point after completing Stage 3, to notify all remaining Responsive and Responsible Bidders that WSP will require them to submit BAFOs.

The notice will be in writing and will set a specific time and date by which the BAFO must be submitted to WSP. The BAFO notice may set additional conditions and requirements for the submission of the BAFO. The notice will advise Bidders that the BAFO shall be in writing and that upon the closing date for submission, WSP intends to select a Lowest Responsive and Responsible Bidder. The BAFO Notice will be posted on WEBS.

For purposes of the BAFO, Bidders may make such changes to their original bids as they believe appropriate to enhance their potential for selection and award under the selection criteria set forth in the RFP. Changes to the original bid must be clearly identified in the re-submitted proposal using the Track Changes function in Microsoft Word.

Evaluation of BAFOs and selection of a an Apparent Successful Bidder will be based upon the evaluation criteria set out in the RFP. Terms proposed as part of a BAFO must be in accordance with the terms requested in this RFP and may not alter the requirements of the RFP except for any additional conditions and requirements as may be set in the BAFO notice..

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## 4.7 Stage Five – Contract Negotiations and Announcement of Apparently Successful Bidder

### 4.7.1 Step 9: Contract Negotiations

WSP and the Bidder will meet and confer to enter into contract negotiation.

### 4.7.2 Step 10: Announcement of the Apparently Successful Bidder

After WSP and the Bidder have resolved all project issues and reached mutual agreement on the Contract terms, the Bidder will sign and tender the Contract to WSP for acceptance and ratification by the designated WSP contracting authority (Section 3.32).

To protect the best interest of the agency and ensure successful contract negotiation, the contract negotiation between WSP and the Apparently Successful Bidder is included in and a part of the entire proposal evaluation process. The proposal evaluation process is not complete until and unless the contract negotiation is successfully completed and the contract terms are in their final form and mutually agreed to by both the Apparently Successful Bidder and WSP.

The RFP Coordinator will make announcement of the Apparently Successful Bidder via WEBS and/or emails.

### 4.7.3 Notification to Proposers

Proposers whose proposals have not been selected for further negotiation or award will be notified via email through the WEBS

### 4.7.4 Optional Bidder Debriefing

Following the announcement of the Apparently Successful Bidder, a Bidder who has submitted a proposal in response to the RFP may request a debriefing conference by submitting a request in writing to the RFP Coordinator by mail or email within three business days of the announcement or by the date and time specified in the Section 1.3 – RFP Schedule of Events, whichever is longer.

Debriefings will be scheduled to occur within five (5) Business Days of the request. If additional time is required, the requesting Bidder will be notified of the delay.

A debriefing conference may, at WSP's option, be conducted either in person or by telephone and are limited to a maximum of one hour in length.

Discussion at the debriefing conference will be limited to the following:

- Critique of proposal based on evaluators' comments and
- Review of final score in comparison with other Bidders' final scores without identifying the other Bidders.

WSP **will not** discuss other Bidder's proposals or evaluations during debriefing.

### 4.7.5 Protest Procedures

In order to submit a Protest, a Bidder must have submitted a proposal for this RFP and must have requested and participated in a debriefing conference.

The Protest process occurs after the Proposals are submitted and evaluated. This process allows unsuccessful Bidders to focus on the evaluation process to ensure its integrity and fairness. Protests can raise issues related to the evaluation process as set out in the RFP or how the process was executed. This allows WSP to correct evaluation process errors and problems before a Contract is executed.

An unsuccessful Bidder may submit a Protest in response to this RFP, provided that all of the following conditions have been met:

1. The protesting party has submitted a Proposal in response to this RFP.
2. An announcement of the Apparently Successful Bidder (ASB) has been posted on WEBS.
3. The protesting Bidder has requested a debriefing conference within three (3) Business Days of the announcement of the Apparently Successful Bidder.
4. The protesting Bidder has participated in a debriefing conference with WSP.
5. The protesting Bidder has not been chosen as the ASB and failed to agree on the terms of a Contract with WSP.

The following is the process for filing a Protest:

### **Grounds for Protest**

Protesting Bidders should include all issues they wish to raise when submitting a Protest, including:

1. Bias, discrimination, or conflict of interest on the part of an evaluator.
2. Errors made in computing the scores.
3. WSP's non-compliance with procedures described in this RFP document or DES's requirements.

Protesting Bidders are limited to one Protest in response to this RFP. Protesting Bidders may not raise issues previously resolved by WSP through the Complaint Process, Section 3.12. Protesting Bidders may not raise issues which reasonably could have been addressed through Bidder Questions and Answers, Section 3.10, or a timely complaint, Section 3.12.

The agency must provide an appropriate written response to the Protest response in accordance with DES policy and established Protest procedures.

**Protest form and content:** A Protest must state all of the facts and arguments upon which the Protest is based and the grounds for the Protest. It must be in writing and signed by a person authorized to bind the Bidder to a contractual relationship. At a minimum, the Protest must include:

- The name of the protesting Bidder, mailing address and phone number, and the name of the individual responsible for submission of the Protest;
- The RFP number and title;
- A detailed and complete statement of the specific action(s) by WSP under Protest;
- The grounds for the Protest;
- Description of the relief or corrective action requested.

Bidders may attach to their Protest any documentation they have to offer in support.

**Submitting a Protest** - Protests must be in writing and must be signed. WSP must receive the written Protest within five (5) business days after the debriefing conference.

**Protest process.** The RFP Coordinator will forward the Protest to the WSP designated Protest Coordinator with copies of the following:

- This RFP and any amendments,
- The protesting Bidder's proposal,
- The evaluators' scoring sheets, and
- Any other documents showing evaluation and scoring of the proposal in question.

WSP will follow these procedures in reviewing a Protest:

- WSP will conduct an objective review of the Protest, based on the contents of the written Protest, The materials provided by the RFP Coordinator and any other relevant facts known to WSP.
- If a Protest may affect the interest of any other Bidder, WSP reserves the right to provide such Bidder with a copy of the Protest and provide them with an opportunity to submit any relevant information regarding the Protest to WSP.
- WSP will send the protestor a written decision within ten (10) business days after WSP receives the Protest, unless more time is required to review the Protest and make a determination. The protesting Bidder will be notified by the RFP Coordinator if additional time is necessary.

WSP will make a final determination of the Protest and will either:

- Find that the Protest lacks merit and uphold WSP's actions;
- Find that any errors in the RFP process or in WSP's conduct did not influence the outcome of the RFP, and uphold WSP's actions; or
- Find merit in the Protest and provide options for corrective action by WSP which may include:
  - That WSP correct any errors and re-evaluate all proposals affected by its determination of the Protest;
  - That WSP reissue the RFP document; or
  - That WSP make other findings and take such other action as may be appropriate.

The WSP Protest decision is final and no appeal process is allowed. If the protesting Bidder does not accept the WSP response to the Protest, the Bidder may seek relief from the Superior Court. This protest procedure constitutes the sole administrative remedy available to Bidders under this RFP. Chapter 34.05 RCW, Administrative Procedures Act (APA) does not apply to this procurement.

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## 5 MANAGEMENT RESPONSE

This section describes the management response requirements for this procurement. This is a scored section.

### 5.1 Bidder (MS)

#### 5.1.1 Minimum Mandatory Qualifications (MS)

The selected Bidder must have successfully implemented comparable software applications. The applications must have been in production for at least the **one year** in a government agency.

#### 5.1.2 Ability to Support and Maintain the Applications (MS)

The selected vendor must have the resources and ability to support and maintain the system in accordance with the terms of the contract for the foreseeable future or at least next five (5) years. The vendor is to provide a short statement acknowledging the organization's commitment. Details may be provided as part of the response to Section 5.1.3

#### 5.1.3 Business Overview (S)

Provide a concise profile of your organization to include the following:

- Company mission statement
- Service commitment to customers and measurements used
- Organization structure
- Relevant experience
- Unique qualifications for performing the requested work
- Description of the part of your organization devoted to providing the services being considered

#### 5.1.4 Criminal Justice Information Systems Business Segment (S)

Describe your criminal justice business experience including your products and services you provide to segments of the criminal justice community.

#### 5.1.5 Negative Findings (S)

- A. Has the Bidder, Subcontractors or any of their principle owners or partners been debarred or prohibited from submitting a Proposal, having a Proposal considered or entering into a public contract by any public entity or governmental agency within the last five (5) years?
- B. Indicate whether the Bidder, Third Party Providers, or other Subcontractors, or any of the Bidder or subcontractor principle owners, officers or partners are currently under investigation for or have been convicted within the last ten (10) years of any of the following:
  - a. Conviction for commission of a criminal offense as an incident to obtaining or attempting to obtain a public or private contract or subcontract, or in the performance of such contract or subcontract.
  - b. Conviction or a final determination in a civil action under state or federal statutes of fraud, embezzlement, theft, forgery, bribery, falsification or destruction of records, receiving stolen property, violation of the federal false claims act, 31 U.S.C. Sec. 3729 et seq., or the state Medicaid fraud false claims act, chapter 74.66 RCW, or any other

offense indicating a lack of business integrity or business honesty that currently, seriously, and directly affects responsibility as a state contractor.

- c. Conviction under state or federal antitrust statutes arising out of the submission of bids or Proposals.
- C. Submit full details of the terms of the incident including the customer and/or other adverse party name, address, and telephone number. Present the Bidder’s position on the matter. WSP reserves the right to contact the customer or other adverse party and their representatives for further investigation of the incident. WSP will evaluate the facts and may, at its sole discretion, reject the Proposal on the grounds of the past conviction.
- D. If no such criminal conviction has been experienced by the Bidder or other Subcontractors in the past ten (10) years, so indicate.
- E. "If the Bidder, Third Party Providers, or other Subcontractor has had a **customer** contract terminated for default, threatened to be terminated for default or has received a written notice of default in the last five years, describe such incident. **For publicly-held companies, do not refer WSP to Bidder's financial statements or state that there is no material litigation; rather, any customer contract arrangements that fall within the foregoing description must be disclosed.**
- F. Submit full details of the terms of the incident including the customer and/or other adverse party name, address, and telephone number. Present the Bidder’s position on the matter. WSP reserves the right to contact the customer or other adverse party and their representatives for further investigation of the incident. WSP will evaluate the facts and may, at its sole discretion, reject the Proposal on the grounds of the past experience
- G. If no such termination, threatened termination or written notice of default has been experienced by the Bidder or other Subcontractors in the past five years, so indicate.

**5.1.6 Alliances and Partnerships (S)**

Describe any relevant alliances, partnerships, or affiliations with other third-party organizations.

**5.2 Software Implementation (S)**

Identify Agencies that have implemented the proposed or similar software. Identify the agency, years in production, year the project was initiated, current status of the implementation, version, and the date the software was fully implemented into production. Please use the tables provided below.

**5.2.1 eDUI Integration Application Implementation History**

Agency	Years in Production	Project Initiated (MM/YYYY)	Current Status	Version	Implemented (MM/YYYY)

**Table 5-1 - Applications**

### **5.3 Project Management (S)**

WSP expects that all Bidder project management processes will be consistent with the Project Management Institute (PMI) project management policies and guidelines as defined in the PMBOK® Guide (current version).

A statement, “(Bidder Name) has read, understands, and fully complies with this requirement” is acceptable, along with any additional information requested.

#### **5.3.1 End State Vision (S)**

Describe your understanding of the overall WSP project objectives. Describe your end-state vision and strategy for achieving project objectives. Provide a high-level road map depicting overall strategy and an end-state diagram reflecting points of integration.

#### **5.3.2 Project Management Approach (S)**

Describe your approach to managing this project. The proposed approach must provide insight into the Bidder’s capability to manage the project, respond to day-to-day problems, manage issues, provide status, and coordinate staff, supervise and manage project resources. In addition, describe process controls to be put in place to ensure the work required throughout this project is performed. Clearly define project management deliverables.

#### **5.3.3 Work Plan (MS)**

Keeping a structured work plan (consisting of a work breakdown structure and a schedule in MS Project, including deliverables, milestones, tasks, dependencies, task durations, and deliverable and milestone due dates) that facilitates tracking of the stages, activities, tasks, and implementation phases required to deliver the eDUI Integration Application is critical to the success of the project. WSP expects the Bidder to track all tasks assigned to Bidder staff and any subcontractor.

Bidders are encouraged to establish their own plans and deliverable schedules corresponding to their methodology. The phases of the plan should accomplish the scope of work indicated in Section 1.9 Statement of Work.

- Include a preliminary project work plan in electronic form using MS Project 2007 or later
- Include milestones and deliverables in the project work plan (These should align with the milestones and deliverables listed in Section 5.3.5)

#### **5.3.4 Project Schedule (MS)**

Provide a high-level work plan in Gantt chart form for the proposed project depicting your implementation approach including: schedule, phases, activities, duration, milestones, deliverables, and dependencies. Describe how the initial schedule will be created including specific estimating guidelines for project planning.

#### **5.3.5 Milestones and Deliverables (MS)**

Provide a table showing the proposed milestones, and accompanying deliverables associated with their proposed approach.

Milestones	Deliverable ID	Deliverables	Scheduled Acceptance Date (MM/YYYY)

Table 5-2 – Milestones and Deliverables

**5.3.6 Roles and Responsibilities for the Bidder and WSP (S)**

Indicate expected roles to be played on this project along with a description of responsibilities. Included should be a listing of deliverables each role is responsible for. (See 5.8 for key personnel and organization chart requirements that need to align with this table).

Assumptions regarding roles and responsibilities should be specified in Response Form 12: Assumptions.

**5.3.7 Project Reporting (S)**

Describe your approach to reporting project progress, issues and risks. WSP expects the following reporting at a minimum:

- Monthly project status report
- Monthly steering committee meetings report
- Bi-Weekly status reports reporting progress, issues, risk, and schedule

**5.3.8 Risk Management (S)**

Describe your approach to managing, identifying, mitigating and tracking of project risks.

**5.3.9 Issues Management (S)**

Describe your approach for managing, identifying, communicating, resolving, escalating, tracking, and reporting issues. Describe the tool(s) used to track, manage, and report on issues/action items including an automated tracking and management system. Provide a sample issue resolution forms.

**5.3.10 Change Management (S)**

Describe both graphically (e.g., via a flowchart) and in text your approach to change management, including steps, roles and responsibilities, and decision points. Describe the tool(s) to track, manage, and report on change control items and to facilitate your change management approach. Describe the steps for estimating costs and durations of a change request. Describe the steps for updating the work plan for approved changes identified during project execution. Provide sample change control forms.

**5.3.11 Quality Management (S)**

Describe your approach for insuring a quality product is delivered at all phases of the project. Discuss your approach for quality improvement and quality control. Describe how you measure the quality of your product.

**5.3.12 Communications Management (S)**

Describe your approach to managing communications with the stakeholders groups associated with this project. How do you keep stakeholders informed of project progress, issues, and decisions?



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## 5.4 Systems Integration Methodology/Approach (S)

The proposal must specifically address how you will perform this implementation by describing the following:

- Your methodology, include phases, descriptions, and resultant deliverables
- Your use of preexisting tools and templates
- Your ability to leverage and reuse knowledge capital from prior engagements of a similar nature
- Illustrate how the project will progress from phase to phase; identify exit criteria for each phase, key decision points and milestones. (These phases and milestones should align with the Work Plan presented in Section 5.3.3 and the Milestones described in Section 5.3.5).

### 5.4.1 Configuration Management (S)

The proposal must respond to the following:

- Describe the development of a Configuration Management Plan that will be used for managing software and hardware configurations.
- Describe the methods, processes, tools, and techniques that will be used for configuration management and how they will integrate with other project processes (e.g., change management, quality management, contract management, subcontractor management, project monitoring and control, risk management, etc.).
- Identify roles responsible for configuration management. Describe their responsibilities for activities such as configuration identification, configuration control, configuration auditing/reporting, etc. for software, hardware, and documentation.

### 5.4.2 Concept of Operation Specification (MS)

WSP will require the contractor to develop a comprehensive solution specification as part of the initial phase of the project that will become the baseline specification for the project. This specification will identify the capabilities, design, and integration with business operation of the proposed software application. It will serve as the basis for developing the requirements traceability matrix and becomes the new requirements baseline integrating the WSP requirements with the capabilities of the Bidder software package. Future change requests will be based upon the solution specification.

The Concept of Operation should include the following at a minimum

- Use case Definitions
- User Interface Design and Interaction
- Reports Design and Mock-ups
- Proposed Application Architecture
- Proposed Database Design
- Proposed Infrastructure impacts
  - Database size and growth assumptions
  - Server impact and associated capacity planning assumptions
- Interface Designs
- Security Architecture
- Data auditing and positive origin traceability

Describe how you will validate requirements and develop a solution specification. Describe the methodology for the gap analysis and development of the Concept of Operation solution specification. Provide an example of a solution specification (or similar artifact) for a module used in a similar project.

#### **5.4.3 Construction and Configuration (S)**

Describe your approach to constructing and configuring the system to meet the solution specification.

#### **5.4.4 Testing (S)**

Describe your methodology for progressive testing. WSP expects the Bidder will conduct unit testing, system integration testing and functional testing prior to releasing the software to WSP. Describe the process for supporting user acceptance testing. Iterations of testing should include regression testing methods.

### **5.5 System Implementation Services (S)**

Describe your approach to defining and managing the rollout of project capability, including planning and facilitating workforce training, production turnover and to providing system support.

#### **5.5.1 User Training (S)**

Describe your plan for training business users to use the system software. Generally WSP expects the Contractor to provide training materials for a train-the-trainer approach.

#### **5.5.2 Technical Knowledge Transfer and Training (S)**

Describe your approach to transferring technical knowledge to technical staff to operate and support the system.

Discuss your standard training curriculum and how you validate technical staffs are prepared to operate and support the system.

Discuss how new WSP staff can learn the systems and be effectively trained to operate the system:

#### **5.5.3 Business Integration (S)**

Describe your approach, tools, and methodology for integrating the software with the current Information Technology Division business operations. Describe your methodology for business integration of the software with the work flow, process flows, and daily work activities of the business operation.

Provide references to implementations where proposed business integration methodology was successfully applied to a similar project.

### **5.6 Support and Maintenance Approach (MS)**

Describe your post-implementation support plan immediately after go-live and on an on-going basis that should fulfill the obligations in the contract and may include:

- Help desk support
- Break/fix program
- Change management support
- Configuration management
- Infrastructure support relating to application maintenance

- 
- Product release strategy
  - System/database support
  - Information assurance continuing support and maintenance (certification and accreditation process)

## **5.7 Bidder References (MS)**

Bidders must provide at least three (3), but no more than six (6), references from different organizations or clients Bidders provided similar products and services to in the past. Each reference shall include the following information:

- Name of client agency
- Application name
- Name and title of reference
- Client address, city, state, and zip code
- Client telephone contact number
- Client contact e-mail
- Number of years contracted and start and end dates of the contract(s)
- Bidder software installed
- Total contract value
- Number of users
- Number and type of interfaces

WSP will contact the references using Appendix B – Client Reference Form. Bidders are responsible for notifying the references that WSP may contact them.

## **5.8 Proposed Personnel (S)**

### **5.8.1 Key Personnel (MS)**

The following positions are considered to be key personnel positions and require that resumes be submitted for those positions:

- Bidder/Subcontractor Project Manager(s)
- Bidder/Subcontractor Technical Architect(s)
- Bidder/Subcontractor Lead Developer or Business Analyst
- Bidder/Subcontractor Business Integration Lead

### **5.8.2 Key Personnel Resumes (MS)**

Full resumes of the key personnel should include relevant experience on the software to be implemented. Describe the experience, skills, education, training, qualifications, and certifications for key personnel. Please describe the amount of on-site vs. remote participant anticipated for key personnel.

### **5.8.3 Project Organization Chart (S)**

Provide an organization chart depicting project team members by roles for the entire team (WSP, Bidder, and third parties) reporting lines and communication lines. The roles should align with those assigned in the Work Plan Section 5.3.3 and Roles and Responsibilities Section 5.3.6.

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#### 5.8.4 **Operations and Maintenance Staffing (S)**

Provide a project organization chart identifying by position and roles/responsibilities only (i.e., not by name) the Bidder's key staff (down to at least the lead level), including subcontractors, responsible for carrying out the operations and maintenance of the applications after implementation.

#### 5.8.5 **Ensuring Personnel Compliance to CJIS Standards (S)**

The selected firm and project staff will be required to comply with FBI CJIS security standards and policies, including completing finger-print based criminal history background checks (at the Bidder's expense). For further details on the CJIS Security Policy please refer to: <http://www.fbi.gov/about-us/cjis/cjis-security-policy-resource-center/view>.

Describe your personnel policy and processes to ensure hiring personnel that currently and in the future meet CJIS security standards. Describe how you will interact with the WSP to ensure all personnel assigned to work on WSP projects are properly screened and fingerprint-based background checked.

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## 6 TECHNOLOGY RESPONSE

This section describes the technology response requirements for this procurement. This is a scored section.

### 6.1 Technology Architecture Overview (S)

Provide an overview of the proposed technology architecture upon which the proposed solution is planned to be built.

### 6.2 Technology Requirements (MS)

The following WSP technology standards are operational within the WSP data center environment and apply to SECTOR. Please confirm that the bidders proposed solution can operate within this requirements set. Identify any exceptions.

1. **Operating System (General):** Supports editions of Microsoft Windows within their mainstream support and service pack support periods.
2. **Operating System (General):** Compatible with Windows User Account Control (UAC) technologies does not require modification of default UAC security levels.
3. **Operating System (Server):** Support for Windows Server 2012 R2 or later.
4. **Operating System (Client):** Support for Windows 7 SP1 (64-bit) or later is required.
5. **Virtualization:** Fully supports virtualization on Microsoft Hyper-V technologies (2012 R2 or later).
6. **Security:** Product demonstrates implementation of the principle of least privilege. Applications are able to access only the information and resources that are necessary for their legitimate purposes. Excessive credential requirements such as necessitating Enterprise Admin/Domain Admin privileges (or similar requests) are not permitted.
7. **Security:** Compatible with Windows BitLocker Drive Encryption technologies.
8. **Security:** Vendor demonstrates knowledge of and action to security threats faced by modern enterprise IT.
9. **High-availability:** Where server and application fault-tolerance apply, Microsoft Windows Failover Clustering and its associated back-end infrastructure must be supported.
10. **Management:** Manageable by standard Windows technologies such as Terminal Services, Remote Desktop, Remote Assistance, and System Center Configuration Manager (SCCM) Remote Tools.
11. **Management:** Vendor provides a turnkey comprehensive Management Pack for use within System Center Operations Manager 2012 R2 or later.
12. **Management:** Includes a comprehensive suite of tools to facilitate centralized management, troubleshooting, and auditing. This includes (but is not limited to) a central management console, Active Directory Group Policy ADM/ADMX templates, server/client health reporting, and preferably SCCM Desired Configuration Management (DCM) packs.
13. **Database:** Microsoft SQL Server 2014 or later.
14. **Database:** Uses Microsoft SQL Server application components such as Integration Services and Reporting Services if such functionality is necessary.

15. **Database:** Database authentication via Windows Authentication. SQL authentication is not permitted.
16. **Database:** Requires no client-side database engine instance such as SQL Express or similar.
17. **Code Base:** Based on a Windows API-native (Win32, WinFX, etc.) or Microsoft .NET Framework 4.5 or later managed code base.
18. **Code Base:** Leverages no deprecated Win16/Win32/MFC/.NET library or assembly functionality.
19. **Code Base:** No client-side components may depend on or require in any way the Java Runtime Environment (JRE).
20. **Web Browser:** Internet Explorer 11 or later.
21. **Web Server:** Requires no Java-based server technologies such as IBM WebSphere, Apache Web Server, Apache Tomcat.
22. **Web Server:** Microsoft IIS 8.5 or later.
23. **Firewall/Antimalware:** Compatible with Microsoft System Center Endpoint Protection.
24. **Firewall/Antimalware:** Compatible with Microsoft Windows Firewall technologies.
25. **Reverse Proxy Access:** Compatible with Microsoft Forefront Threat Management Gateway/F5/Kemp or similar.
26. **Messaging:** If messaging functionality is required, must support use of either the Microsoft Outlook 2013 (or later) API and/or fully support Microsoft Exchange 2013 or later web services.
27. **Authentication (Users):** Product must use Microsoft Active Directory Domain Services as the primary means of user authentication and user information lookup. An internal/proprietary user database may be available but must not be required, unless otherwise specified by WSP Information Technology Division (ITD).
28. **Authentication (Users):** Must support and use integrated Windows authentication to Microsoft Active Directory Domain Services. The Windows credential currently logged on should be automatically detected and used for subsequent user authentications unless otherwise specified.
29. **Authentication (Computers):** If computer authentication is required, must support and use Microsoft Active Directory Domain Services to validate current host against a published domain computer account.
30. **Authentication (Multi-factor):** Must not interfere with the use of multi-factor authentication technologies such as smart cards, key fobs, etc. built into the Windows operating system.
31. **Authentication (SSO):** Any single sign-on technologies used must be fully compatible with and use Microsoft Active Directory Domain Services.
32. **Active Directory:** Requires no modifications to Active Directory schema.
33. **Logging:** Uses Windows Event Viewer technologies for logging. Must use unique event IDs and event source names so to facilitate effective filtering, triggering, audit, and capture.
34. **Deployment (Client):** Fully implements a silent installation option and supports the use of System Center Configuration Manager for deployment.
35. **Deployment:** Uses an industry standard Microsoft-certified installer such as Windows Installer, InstallShield, etc.
36. **Network:** Must not use Windows Internet Naming Service (WINS) name resolution technologies, DNS only.

37. **Network:** Must not use the Windows Computer Browser service.
38. **Currency:** Vendor demonstrates adherence to a well-documented software development lifecycle open to inspection and has a verifiable history of maintaining technical currency. This includes operating systems, development frameworks, deployment, patching, security, and virtualization technologies, and general enterprise IT industry trends.
39. **Currency:** Vendor publishes a clear and concise technology roadmap for their product line including feature releases, service pack releases, upgrades to architecture, etc.

### **6.3 Capacity Planning (S)**

Please describe the Bidder approach for capacity planning including: the required hardware, software, and services for the architecture as the new eDUI Integration Application matures. Please include explanations for estimating expansion using the using the metrics and overview of the current eDUI Integration Application provided in Section 2.

### **6.4 Database Design (S)**

The Bidder shall provide a high-level design of the proposed solution database, if an existing software package is proposed including Entity Relationship Diagram (ERD) of their proposed solution. Describe key indexing schemes and other methods for optimizing database access.

If an existing application is not proposed, the Bidder shall provide their approach for designing the database.

### **6.5 Audit Journal and Public Disclosure Reporting (MS)**

Describe your approach for providing a comprehensive audit trail and positive data origin traceability.

The system shall contain an Audit Journal of all transactional data changes in the system including when data items are created, changed, or deleted. The Audit Journal shall maintain a history of the changes including the user making the change, the before and after values, and the date and time the change occurred.

The Audit Journal will be the subject of public disclosure requests. The application shall include an efficient query and reporting capability that will report the history of all transactional changes associated with the eDUI Integration Application Database. The Audit Journal shall include appropriate indexes to efficiently collect and report Audit Journal Data. The Audit Journal shall provide a standardized report that may be accessible to business public disclosure personnel.

### **6.6 User Interface (S)**

Describe the proposed solution's user interface including the following topics:

- Graphical User Interface (GUI) standards
- User interface standard use of mouse, keyboard commands, etc.
- Navigation between screens

- Assisted keyboard shortcuts for high-volume data entry
- Online help features

## **6.7 Performance Management (S)**

Describe your proposed solution capability for monitoring and controlling performance management. WSP prefers to have metrics that describe the performance of the server infrastructure and of the application. Bidder should provide a System Center Operations Manager (SCOM) management pack for the application for the purpose of monitoring the health of the application, and providing data to the vendor in the event of application issues or failures.

## **6.8 Technology Deliverables (S)**

The Bidder shall provide, at a minimum, the following:

- Solution architecture
- Application architecture
- System architecture
- As-built documentation
- Infrastructure operations specification

Describe the deliverables that the Bidder proposes to provide to WSP staff to maintain and support the solution infrastructure (hardware, system software, and database management software) utilized.

## **6.9 Application Software (S)**

Identify the software programming language(s) that were and will be used to develop the business software applications. Describe the languages used for each major component and the rationale for why the language(s) is/are used.

## **6.10 Integrated Development Environment (S)**

Describe the integrated development environment that WSP will need in order to support the proposed application software. WSP currently uses Microsoft Visual Studio and Team Foundation Server as its base set of tools.

## **6.11 Report Management (S)**

Describe the proposed solution's ability to create structured and ad hoc reports using operational data from the solution's database. Describe the architecture and tools provided to support report development and generation.

## **6.12 Security (S)**

Describe the proposed solution security system including:

- User management and authentication security
- Compliance with FBI CJIS Security Policy (Code of Federal Regulations 28 Part 20)
- DBMS security
- Application level access security



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### **6.13 Applications Access Requirements (MS)**

The applications shall meet the requirements of the FBI CJIS Security Policy and WSP security policies. WSP must meet the minimum requirements of the policies, and where there is overlap or conflict, the more restrictive requirement will supersede the other. Furthermore, where requirements are similar but not exact (example below), the two (2) policies' requirements enhance each other. Example: If one (1) policy requires a 10 character password that contains a number and the other policy requires an 8 character password with an uppercase letter, the resulting compliance directive would be a 10 character password that contains a number and an uppercase letter. When discrepancies arise, it will be up to WSP to determine the level of compliance.

The following are key WSP requirements:

- The eDUI Integration Application and data will be located in WSP's physically secure location(s).
- All individuals who access the system or data must pass a WSP background check.

**NOTE:** All communication to the current SECTOR system is in compliance with the CJIS security policy due to the aforementioned requirements. A full security audit will be conducted on the new eDUI Integration Application.

(The CJIS Security Policy Version [5.2 08-09-2013](#) contains the details.)

A statement, "(Bidder Name) has read, understands, and fully complies with this requirement" is acceptable, along with any additional information requested.

### **6.14 Software and Technical Documentation (S)**

Describe the software and technical documentation that will be delivered as part of the proposed solution. As an example, the Bidder should produce operations guides for both eDUI Integration Application that would contain at a minimum:

- Support and Maintenance Plan
- System Installation Guide
- User Manual(s)
- Systems Administrator's Manual

In addition the Bidder should describe other software and technical documentation to be provided.

### **6.15 Release Management Process (S)**

Describe your process for managing releases of software into the software environment. Describe the progression of software from development and testing into production, both in a project setting and a support and maintenance setting.

## 7 FUNCTIONAL RESPONSE

WSP has defined initial functional requirements in the form of user stories for the eDUI Integration Application and for related requirement sets that directly pertain to the eDUI Integration Application. These are found in Appendix A: Functional Requirements. The Bidder, through the development of the Concept of Operation Deliverable, will be expected to review, refine, and extend these requirement.

This section provides the instructions for the Bidder to prepare a response to the functional requirements. This is a scored section.

### 7.1 Overview

The functional requirements are contained in Appendix A – Functional Requirements. The Bidder should provide their response in the locations indicated in Appendix A – Functional Requirements following the Bidder Response Format described below.

#### 7.1.1 Requirements Index

The following table provides a high level index of these requirements.

Reference	Topic
1.0	Architectural Review
2.0	Application Security / User Groups / Group Access Rights
3.0	User Interface
4.0	Audit Journal
5.0	Reporting
6.0	Interface

Table 7-1 – Requirements Index

#### 7.1.2 Appendix A Contents Dictionary

Appendix A – Functional Requirements contains the following content:

Item	Description
Requirement Block	Contains the high-level WSP requirements
Reference Number	Requirement reference number that uniquely identifies a requirement group.
Title	The title of a requirement group.
M or D	Identifies whether a requirement group is mandatory (M) or desirable (D).
Requirement	The high-level requirement that WSP expects to be met

Table 7-2 – Contents Dictionary

Appendix A – Functional Expectations contains the following content:

Functionality Expectations	Description
Reference Number	User story reference is requirement reference number that uniquely identifies a user story.
User Role	Identifies the user role(s) that utilizes the described capabilities.
Description (The user story)	Describes what the user role needs to be able to accomplish.
	•

Table 7-3 – Functional Expectations

## 7.2 Bidder Response Format

The Bidder shall make a copy of the Microsoft Word Document, “Appendix A – Functional Requirements” and provide their response within that document.

### 7.2.1 Additional Noteworthy Functionality

The Bidder is invited to identify any additional features, capabilities, user stories, or functionality within the topical area, not requested directly by WSP, but which the Bidder’s proposed software is capable of supporting. WSP may choose to utilize this functionality at their discretion and include these items as part of the overall requirements set.

## 7.3 Functional Requirements Scoring

Each evaluator shall score each element in the Requirements Index (See Section 7.1.1) based upon the following table.

Score	Description	Discussion
0	No Value	Does not meet WSP need or is not addressed.
1-3	Poor	Significant deficiencies identified
4-6	Average	Meets the WSP standard
7-9	Good	Fully Meets the WSP standard and adds value
10	Excellent	Fully Meets the WSP standard utilizing superior quality and/or innovative technology and adds significant value.

The total score will be calculated as total average score from all evaluators divided by the total possible score \* 30

Example

Vendor A	Eval 1	Eval 2	Eval 3	Mean	Functional Score
Architecture	7	8	6	7.00	
Application Security	6	7	6	6.33	
User Interface	8	7	6	7.00	
Audit Journal	4	7	5	5.33	
Reporting	7	6	8	7.00	
Interfaces	6	5	4	5.00	
Total Score				37.66	<b>19.00</b>

## 8 COST RESPONSE

The Cost Response shall be bound separately from the rest of the proposal. It shall contain an itemized list of all one-time and recurring costs. WSP expects to implement the system using an incremental approach for developing the eDUI Integration Application. WSP plans to acquire these applications and associated services using a fixed-priced, deliverable-based Contract.

WSP wants to form a long term relationship with the Bidder who will provide support and maintain the eDUI Integration Application going forward. WSP wants a monthly pricing model for Support and Maintenance, once both applications have completed the warranty period, which will be a fixed price monthly amount with provisions for change order management.

### 8.1 General Provisions

The Contract resulting from this acquisition will be a “fixed-price”, deliverable-based Contract. In the Cost Response, Bidders will provide information regarding the deliverables, staff hours per deliverable, the delivery dates, and the cost of deliverables.

WSP will pay for deliverables on the basis of Appendix D – Cost Response:

- 90 percent of the agreed, fixed price will be paid upon WSP acceptance of associated deliverables
- 10 percent of the agreed, fixed price will be paid at the WSP System Acceptance (Holdback)

Following the warranty period the Bidder will provide Maintenance Services at the charges described in Exhibit A of the Model Contract for each deliverable and will be paid as described in the Contract for services provided in the previous month in accordance with the terms of the Contract and as specified in the Table H tab of Appendix D – Cost Response.

### 8.2 Cost Response Requirements (M)

WSP requires the following of the cost response:

- Design, development, and implementation costs are one-time costs that must be priced separately as deliverables.
- All Bidder costs (e.g., technical staff, management staff, travel, overhead) are to be included in the price of the deliverables.

- The deliverables must be the same as those listed in the proposed work plan(s) for project management, business/functional, technical, and service activities.
- The proposal must be free from mathematical error. (Minor rounding errors are not considered mathematical errors.)
- Describe all costs for the proposal in this section.
- The Bidder must state an hourly rate for performing change requests and other services over the seven year period (2 years of eDUI Integration Application and 5 Year of Support and Maintenance).
- The Bidder must state the underlying assumptions that were utilized in the development of the Cost Response Section using Response Form 12 – Assumptions.
- The Cost Response must be accompanied by a copy of the work plan (See Section 5.3.3 – Work Plan) and Response Form 12 – Assumptions.

### **8.3 Cost Response Completion (M)**

All payments under the Contract, except Support and Maintenance Services, will be for the delivery of tangible, completed products and deliverables. The minimum work products are the project deliverables identified in Section 1.11 – Statement of Work. Additional deliverables and alternate deliverables may be proposed as long as they are similar to the intent of those described in Section 1.11 - Statement of Work.

The Bidder is responsible for including all cost components in the cost proposal.

Management costs as well as all other costs to the Bidder (including, but not limited to: facilities, computers, software, equipment, telecommunications, travel and living expenses/per diem, sales or use taxes and licensing fees) shall be included as overhead to the technical cost of completing project deliverables and will not be separately reimbursed.

To respond to the financial requirements set forth in this section, Bidder must utilize Appendix D – Cost Response.

#### **8.3.1 Support and Maintenance Services (M)**

The Bidder must propose annual costs for 5 years of support and maintenance of the proposed eDUI Integration Application after expiration of the Warranty Period(s). The total cost for 5 years of support and maintenance will be included in the cost evaluation of the Bidder’s proposal.

The initial term for the Contract shall be 7 years. At the option of WSP, the Contract resulting from this RFP for the maintenance and support services may be extended for up to 5, one year additional terms. The cost for each additional term shall be at the cost specified in the Bidder’s proposal. The maximum annual rate of increase for support and maintenance cost shall be no greater *than five percent*.

#### **8.3.2 Total Cost of Project (M)**

The total cost of the Project is a summation of the above calculations. Bidders must supply supporting documentation for the deliverables and total project cost.

#### **8.3.3 Net Present Value (NPV)**



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For cost evaluation purposes the net present value will be calculated for each proposal. The net present value in the present of a sum of money, in contrast to some future value it will have when it has been invested at compound interest. This will be calculated by determining the annual costs for each year of implementation and for five years of support and maintenance. Generally WSP expects that there will be two years of implementation and five years of support and maintenance.

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## 9 CONTRACT NEGOTIATIONS

### 9.1 Contracting Restrictions

The terms set forth in this Section constitute the WSP Negotiation Procedure. Specific restrictions apply to contracting with current or former state employees pursuant to Chapter 42.52 RCW. Bidders must comply with these restrictions. Bidders must familiarize themselves with such requirements *prior to* submitting a proposal.

Bidders, subcontractors, and individuals that have assisted in preparation of the RFP or with project management oversight of this project, are precluded from bidding or submitting a proposal for this solicitation.

The Bidder shall not compensate in any manner, directly or indirectly, any officer, agent or employee of the WSP for any act or service that he/she may do, or perform for, or on behalf of, any officer, agent, or employee of the Bidder. No officer, agent, or employee of the WSP shall have any interest, directly or indirectly, in any contract or purchase made, or authorized to be made, by anyone for, or on behalf of, the WSP or the State of Washington.

The Bidder shall have no interest and shall not acquire any interest that shall conflict in any manner or degree with the performance of the services required under the Contract resulting from this RFP.

All vendors submitting a proposal to this RFP, their subcontractors, and each party identified in a joint-venture proposal should complete and execute Attachment D – Conflict of Interest Disclosure and Attachment F – Statement of No Involvement and return with their proposal submittal.

### 9.2 Final Contract Terms

Once a Lowest Responsive and Responsible Bidder is selected, WSP and the Lowest Responsive and Responsible Bidder will meet and confer to agree on the language for final Contract terms and to determine if the Proposal may be improved in terms of best value to WSP. During negotiations WSP and the Lowest Responsive and Responsible Bidder may discuss alterations to determine if the bid may be improved.

Project documents (SOW, Work Plan and Resource Plan), Contract, and price list are aligned into a form of an agreement that the Bidder and WSP are ready to sign.

However, if, after a reasonable period of time in WSP's judgment, it cannot reach agreement on acceptable Contract terms with the Bidder, WSP may terminate negotiations and undertake negotiations with the next Lowest Responsive and Responsible Bidder as determined by the evaluations.

### 9.3 Tender of Final Written Offer

At the conclusion of negotiations WSP will request that the Bidder sign the Contract and tender it as a Final Written Offer to WSP for acceptance and ratification. This offer is irrevocable and cannot be withdrawn for 60 business days after tender, (or such longer period as WSP and Bidder may agree). The Contract signed by the Bidder can only be countersigned, and thus become a binding agreement between Bidder and WSP, after the Contract is approved by appropriate authorities in the state, including the WSP Chief or his designee.

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## **9.4 Bidder's Negotiation Team**

Bidder must deploy a senior negotiation team to support the discussions in the Implementation and Planning Workshops and Exceptions to Model Contract Review in Stage 4 and contract negotiations in Stage 5. The negotiation team must be empowered to make decisions on all parts of the Contract.

Any Bidder that does not provide authorized representatives to a meeting or that are not otherwise empowered to negotiate the Contract terms and conditions will not meet the requirements of this Section, and WSP reserves the right, at any time, to suspend negotiations until such Bidder replaces such individual(s) and demonstrates to WSP's reasonable satisfaction that such replacement individual(s) has the requisite amount of experience and/or corporate authority to negotiate on behalf of Bidder.

WSP requests that the Bidder maintain continuity in its negotiation team. Adding new business members and/or lawyer(s) to the team and/or substituting business team members or lawyer(s) will only cause delays in negotiations and therefore must be avoided.

## **9.5 Contract Revisions and Management of Documents**

Document revisions will be managed and processed by WSP legal counsel or contracts manager. WSP legal counsel or contracts manager will be making all agreed upon changes to the Contract and Project documents, except for the eDUI Integration Application Statement of Work, the Work Plan and the Resource Plan, which will be refined in the IPW and may be revised, as the parties will determine, by either WSP or Bidder.

## **9.6 In-person Meetings and Location of Meetings**

Negotiations will be conducted at a location to be determined by WSP. Meetings will require in-person presence of the entire Bidder negotiation team. Telephonic meetings may be scheduled at the discretion of WSP.

## **9.7 Costs and Expenses**

The Bidder will be responsible for its own costs and expenses in negotiating the Contract and Project documents.

## **9.8 Use of Legal Counsel**

WSP may use its legal counsel or contract manager to develop the Contract and Project documents, and assist it in reviewing Bidder's Proposal. Because a legal review of Bidder's Proposal may be undertaken by WSP in determining the likelihood of securing a Contract with Bidder, Bidder is advised to involve its legal counsel in developing the Response Form 11, Exceptions to Model Contract. If the Bidder's legal counsel is not involved in developing the Response Form 11, Exceptions to Model Contract, and then later objections are raised by Bidder, the objections will not comply with the WSP Negotiation Procedures, and therefore may not be considered.

The Bidder's negotiation team may also legal counsel. The legal counsel may review the entirety of this RFP and all the Contract and Project documents included in this RFP and are directly involved in the development of the Exceptions to Model Contract.





WSP is mindful that the form Contract and Project documents included in the RFP may need to be tailored to take into consideration business and technical aspects of the proposed eDUI Integration Application, and, depending on proposed eDUI Integration Application, there may be additional or better contractual commitments that may be required in order for WSP to proceed with the eDUI Integration Application. WSP reserves the right, in its sole discretion, to add additional or better terms and conditions based on the historical practices of Bidder, existing and potential future business with Bidder, any perceived gaps in Bidder's Proposal, and the like.

## 10 ATTACHMENTS AND APPENDICES



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## Attachment A: Certifications and Assurances

Washington State Patrol RFP for eDUI Integration Application  
Issued by the State of Washington – WSP-RFP-DUI-001

We make the following certifications and assurances as a required element of the Response, to which it is attached, affirming the truthfulness of the facts declared here and acknowledging that the continuing compliance with these statements and all requirements of the RFP are conditions precedent to the award or continuation of the resulting Contract.

The prices in this Response have been arrived at independently, without, for the purpose of restricting competition, any consultation, communication, or agreement with any other offeror or competitor relating to (i) those prices, (ii) the intention to submit an offer, or (iii) the methods or factors used to calculate the prices offered. The prices in this Response have not been and will not be knowingly disclosed by the offeror, directly or indirectly, to any other offeror or competitor before Contract award unless otherwise required by law. No attempt has been made or will be made by the offeror to induce any other concern to submit or not to submit an offer for the purpose of restricting competition. However, we may freely join with other persons or organizations for the purpose of presenting a single proposal or bid.

The attached Response is a firm offer for a period of 180 days following the Response Due Date specified in the RFP, and it may be accepted by WSP without further negotiation (except where obviously required by lack of certainty in key terms) at any time within the 60-day period. In the case of Protest, your Response will remain valid for 180 days or until the Protest is resolved, whichever is later.

In preparing this Response, we have not been assisted by any current or former employee of the state of Washington whose duties relate (or did relate) to the State's solicitation, or prospective Contract, and who was assisting in other than his or her official, public capacity. Neither does such a person nor any member of his or her immediate family have any financial interest in the outcome of this Response. (Any exceptions to these assurances are described in full detail on a separate page and attached to this document.)

We understand that the State will not reimburse us for any costs incurred in the preparation of this Response. All Responses become the property of the State, and we claim no proprietary right to the ideas, writings, items or samples unless so stated in the Response. Submission of the attached Response constitutes an acceptance of the evaluation criteria and an agreement to abide by the procedures and all other administrative requirements described in the solicitation document.

We understand that any Contract awarded, as a result of this Response will incorporate all the solicitation requirements. Submission of a Response and execution of this Certifications and Assurances document certify our willingness to comply with the Contract terms and conditions appearing in Appendix C, or substantially similar terms, if selected as a contractor. It is further understood that our standard contract will not be considered as a replacement for the terms and conditions appearing in Appendix C of this solicitation.

We (circle one) are / are not submitting proposed Exceptions to Model Contract (see Subsection 9.4: **Exceptions to Model Contract**).

\_\_\_\_\_  
Bidder Signature

\_\_\_\_\_  
Bidder Company Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date



## Attachment B: List of Subcontractors

Washington State Patrol RFP for eDUI Integration Application  
Issued by the State of Washington – WSP-RFP-DUI-001

Each Respondent shall submit with its response a list of the subcontractors who will perform work under the contract that is expected to result from this solicitation. The Respondent shall have determined to its own complete satisfaction that a listed subcontractor has been successfully engaged in performing the services required under the resulting Contract and is qualified to provide the services for which the subcontractor is listed.

**In the event that no subcontractor will be used, this form shall be returned indicating “No Subcontractors will be used.”**

NO SUBCONTRACTORS WILL BE USED:

Subcontractor Name:	
Business Type:	
Address:	
City and Zip	
Phone #	
Licenses #	

Subcontractor Name:	
Business Type:	
Address:	
City and Zip	
Phone:	
License #	

Subcontractor Name:	
Business Type:	
Address:	
City and Zip	
Phone #	
Licenses #	

Subcontractor Name:	
Business Type:	
Address:	
City and Zip	
Phone:	
License #	

\_\_\_\_\_  
\*Authorized Representative’s Signature

\_\_\_\_\_  
\*Typed Name and Title of Authorized Representative

\*This individual must have the authority to bind the Respondent.



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## Attachment C: Bidder Diversity Requirements

Washington State Patrol RFP for eDUI Integration Application  
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### Minority and Women's Business Enterprises (MWBE) Participation Form

MWBE participation is defined as: Certified MBEs and WBEs bidding as prime contractor, or prime contractor firms subcontracting with certified MWBEs. For questions regarding the above, contact Office of MWBE, (360) 753-9693.

MBE FIRM NAME	*MBE CERTIFICATION NO.	PARTICIPATION %

WBE FIRM NAME	*WBE CERTIFICATION NO.	PARTICIPATION %

\*Certification number issued by the Washington State Office of Minority and Women's Business Enterprises.

Name of Bidder completing this Certification:

\_\_\_\_\_



**Attachment D: Conflict of Interest Disclosure**

Washington State Patrol RFP for eDUI Integration Application  
Issued by the State of Washington – WSP-RFP-DUI-001

The award hereunder is subject to the provisions of Chapter 112, Washington Statutes. Respondents must disclose with their responses whether any officer, director, employee or agent is also an officer or an employee of WSP, the State of Washington, or any of its Agencies. All firms must disclose the name of any state officer or employee who owns, directly or indirectly, an interest of more than five percent in the Respondent’s firm or any of its branches or affiliates. All Respondents must also disclose the name of previous employee of WSP who has received or will receive compensation of any kind to seek to influence the actions of WSP in connection with this procurement.

The following persons are officers, directors, employees, or agents of Respondent’s firm **and** state officers or employees:

\_\_\_\_\_  
\_\_\_\_\_

The following persons are state officers or employees who own, directly or indirectly, more than a 5% interest in the Respondent’s firm:

\_\_\_\_\_  
\_\_\_\_\_

The following previous employee(s) of WSP have sought to influence WSP in this procurement on behalf of the Respondent:

\_\_\_\_\_  
\_\_\_\_\_

The Respondent has no interest to disclose and has had no person seeking to influence WSP in connection with this procurement.

\_\_\_\_\_  
\*Authorized Representative’s Signature

\_\_\_\_\_  
\*Typed Name and Title of Authorized Representative

\*This individual must have the authority to bind the Respondent.

## Attachment E: RFP Checklist

Washington State Patrol RFP for eDUI Integration Application  
 Issued by the State of Washington – WSP-RFP-DUI-001

✓	Reference	Item
	3.13	Diversity Participation
	3.2	2 Copies of Bidder Proposal – One Signed Original
	3.2.1	1 Electronic PDF Copy of the Bidder Proposal is provided without security
	3.2.12	Bidder agrees to 180 day acceptance period
	3.2.2	Letter of Submittal
		<ol style="list-style-type: none"> <li>1. Name, address, principal place of business, telephone number, and fax number/e-mail address of legal entity or individual with whom contract would be written.</li> <li>2. Legal status of the Bidder (sole proprietorship, general partnership, limited partnership, limited liability partnership, corporation, or Limited Liability Company) and the year the entity was organized to do business as the entity now substantially exists.</li> <li>3. The name, address, and telephone number of each principal officer (President, Vice President, Treasurer, Chairperson of the Board of Directors, etc.).</li> <li>4. The Bidder’s Federal Employer Tax Identification number or Social Security number, the Statewide Payee registration number (issued by the Statewide Payee Registration System maintained by the Washington State Department of Enterprise Services (DES)), and the Washington Uniform Business Identification (UBI) number issued by the State of Washington Department of Revenue.</li> <li>5. Identify any State employees or former State employees employed or on the Bidders’ governing board as of the date of the proposal. Include their position and responsibilities within the Bidders’ organization. If following a review of this information, it is determined by WSP that a conflict of interest exists, the Bidder may be disqualified from further consideration for the award of a contract.</li> <li>6. The name, address, phone number, and email address of the designated point of contact for communication regarding this RFP, proposal, and/or contract award and negotiation.</li> </ol>
	3.2.3	Executive Summary
	3.2.4	<b>Management Response</b>
	5.1.1	Minimum Qualifications <ul style="list-style-type: none"> <li>○ Implement similar system in a government context,</li> </ul>
	5.3.3	Work Plan
	5.8.1	Key Personnel
	5.3.5	Proposed Timeline, Key Milestones, and Deliverables
	5.6	Support and Maintenance Approach
	5.7	Bidder References

✓	Reference	Item
	6	<b>Technology Response</b>
	0	<b>Functional Response</b>
	7.2	Functional Response using Appendix A – Functional Requirements Response
	8	<b>Cost Response</b>
	8.2	Fixed Price, Deliverable Based Contract
	8.3	Cost Response using Appendix D - Cost Response
		<ul style="list-style-type: none"> <li>• Design, Development, and Implementation costs are one-time costs that must be priced separately as deliverables.</li> <li>• All Bidder costs (e.g., technical staff, management staff, travel, overhead) are to be included in the price of the deliverables.</li> <li>• The deliverables must be the same as those listed in the proposed Work Plan(s) for Project Management, Business/Functional, Technical, and Service activities.</li> <li>• The proposal must be free from mathematical error. (Minor rounding errors are not considered mathematical errors.)</li> <li>• Describe all costs for the proposal in this section.</li> <li>• The Bidder must state an hourly rate for performing change requests and other services over the 10 year period (5 years of eDUI Integration Application and 5 years of Support and Maintenance).</li> <li>• The Bidder must provide a monthly cost for the proposed 5 years of Support and Maintenance.</li> <li>• The Bidder must state the underlying assumptions that were utilized in the development of the Cost Response Section using Response Form 12 - Assumptions.</li> </ul>
	3.2.9	Exceptions to Model Contract. The exceptions shall be stated in a number list consisting of a section or exhibit reference number, title, short description of the issue, rationale for the issue, exact proposed changes to the model contract terms in Track Changes and suggested resolution of the exception. Use Response Form 11 - Exceptions to Model Contract
	4.8	<b>Required Statements</b>
		Attachment A Certifications and Assurances
		Sub-Contractor List and References
		Bidder Diversity Requirements
		Conflict of Interest Disclosure
		Statement of No Involvement







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## **Attachment G: Software Application Products**

Washington State Patrol RFP for eDUI Integration Application

Issued by the State of Washington – WSP-RFP-DUI-001



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## **Appendix A: Functional Requirements**

Washington State Patrol RFP for eDUI Integration Application  
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Refer to attached Appendix A document.



## Appendix B: Sample Client Reference Form

Washington State Patrol RFP for eDUI Integration Application  
Issued by the State of Washington – WSP-RFP-DUI-001

### **PART I – VENDOR INFORMATION**

1. Bidder Name: \_\_\_\_\_
2. Client Reference Name: \_\_\_\_\_
3. Client Reference Company Name: \_\_\_\_\_
4. Date that the Project/Service was:
  - a. Initiated: \_\_\_\_\_
  - b. Put in Production: \_\_\_\_\_
5. General Description of the System and Bidder Work Performed\*  
\_\_\_\_\_  
\_\_\_\_\_
6. Approximate Initial Cost of the System Developed/Installed \$ \_\_\_\_\_

### **PART II – TO BE COMPLETED BY THE CLIENT REFERENCE**

Name and title of person completing form: \_\_\_\_\_

Type of Organization:       State Criminal Justice Agency       Other Government Entity

Telephone number: \_\_\_\_\_ E-mail address: \_\_\_\_\_

Is the information shown in Part I accurate? If not, please comment\*:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Your organization's involvement with eDUI Integration Application (if any):

\_\_\_\_\_  
\_\_\_\_\_

Describe the type of Bidder's services provided to your organization\*:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



**PLEASE RATE THE FOLLOWING ITEMS (circle one):**

<b>0</b> Unsatisfactory	<b>3</b> Good
<b>1</b> Poor, but acceptable	<b>4</b> Exceptional
<b>2</b> Average	

- |  |   |   |   |   |   |
|--|---|---|---|---|---|
| 1. Communications with Bidder:<br>Comments: _____  | 0 | 1 | 2 | 3 | 4 |
| 2. Completion of contractual requirements:<br>Comments: _____                              | 0 | 1 | 2 | 3 | 4 |
| 3. Competence of professional staff:<br>Comments: _____                                    | 0 | 1 | 2 | 3 | 4 |
| 4. Control of changes and cost:<br>Comments: _____   | 0 | 1 | 2 | 3 | 4 |
| 5. Adherence to schedule:<br>Comments: _____   | 0 | 1 | 2 | 3 | 4 |
| 6. Retention of professional staff:<br>Comments: _____                                     | 0 | 1 | 2 | 3 | 4 |
| 7. Reliability and quality of System:<br>Comments: _____                                   | 0 | 1 | 2 | 3 | 4 |
| 8. Problem resolution and responsiveness of<br>support organization:<br>Comments: _____    | 0 | 1 | 2 | 3 | 4 |
| 9. Management of system versions and installation:<br>Comments: _____                      | 0 | 1 | 2 | 3 | 4 |
| 10. Support provided for acceptance testing and<br>system installation:<br>Comments: _____ | 0 | 1 | 2 | 3 | 4 |
| 11. Training and turn-over services provided:<br>Comments: _____                           | 0 | 1 | 2 | 3 | 4 |
| 12. Quality of service during warranty:<br>Comments: _____                                 | 0 | 1 | 2 | 3 | 4 |
| 13. Overall satisfaction with Bidder:<br>Comments: _____                                   | 0 | 1 | 2 | 3 | 4 |



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14. Based on performance, quality of deliverable, responsiveness, and client service, would you select this Bidder again?

- YES                                       NO                                       Qualified Yes (Please explain)

Any other information that you would like to share about the Bidder:

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\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Please return the signed Client Reference Form on or before 3:00 PM, March 30, 2015, to:

Washington State Patrol  
RFP for eDUI Integration Application  
RFP Coordinator – Mr. Robert Marlatt  
403 Cleveland Ave, Suite C  
Tumwater, WA 98501-3311

Thank you for your assistance in this evaluation process.  
State of Washington State Patrol

\*Use additional sheets, if required.



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## **Appendix C: Model Contract**

Washington State Patrol RFP for eDUI Integration Application  
Issued by the State of Washington – WSP-RFP-DUI-001

Refer to attached Appendix C document.



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## **Appendix D: Cost Response**

Washington State Patrol RFP for eDUI Integration Application  
Issued by the State of Washington – WSP-RFP-DUI-001

Refer to attached Appendix D document.





## Appendix E: Definitions of Terms and Acronyms

Washington State Patrol RFP for eDUI Integration Application  
 Issued by the State of Washington – WSP-RFP-DUI-001

This appendix provides definition for terms and acronyms contained in the RFP.

Term or Acronym	Definition
ADA	See Americans with Disabilities Act
ADE	Application Development Environment. This is an integrated environment that computer programmers use to develop software used in applications.
Agency	In this document, “Agency” refers to the Washington State Patrol (WSP).
Americans with Disabilities Act (ADA)	To meet and carry out compliance with the non-discrimination requirements of Title II of the ADA, it is the policy of WSP to make every effort to ensure that its programs, activities, employment opportunities, and services are available to all persons, including persons with disabilities.
AOC	Washington Administrative Office of the Courts
Apparently Successful Bidder (ASB)	The Bidder selected as the entity to perform the anticipated services, subject to execution of a written contract.
Application	See application software
Application Software	Application software is a program or group of programs designed for end users. Application software resides above system software and includes database programs, word processors, spreadsheets, etc. Application software may be grouped along with system software or published alone. Application software may simply be referred to as an application.
ASB	See Apparently Successful Bidder
BAC	The report produced from the Breath Test analyzer
BAFO	See Best and Final Offer
Baseline	A specification or product that has been formally reviewed and agreed upon, that thereafter serves as the basis for further development, and that can be changed only through formal change control procedures.
Best and Final Offer (BAFO)	A Bidder’s Proposal to WSP’s written request that all Responsive and Responsible Bidders submit their last and most attractive bids to secure the contract award under this RFP (Section 4.8).
Bid	“Bid” means an offer, Proposal, or quote for goods or services in response to the RFP solicitation issued for goods or services in connection with the eDUI Integration Application.
Bidder	An individual or entity (sole proprietorship, firm, partnership, corporation, or any other business venture) who submits a bid, quotation or Proposal in response to the RFP solicitation issued for goods or services in connection with the eDUI Integration Application. (Also reference: Apparently Successful Bidder, Lowest Responsive and Responsible Bidder; Responsive and Responsible Bidder)
BTP	Breath Test Program
Business Days	Monday through Friday, 8:00am to 5:00pm, Pacific Time, except for



Term or Acronym	Definition
	holidays observed by the State of Washington.
Business Hours	Typically 8:00 A.M. through 5:00 P.M., Monday through Friday
Business Segment	A subsection of a market with common needs or characteristics. Segments in the public sector, such as criminal justice represent organizations or agencies with like mission or purpose.
CJIS	Criminal Justice Information Services. CJIS is a division of the FBI that operates national NCIC and III services.
Confidential Information	Various trade secrets and information of each party that either Contractor or WSP desires to protect against unrestricted disclosure including without limitation WSP non-publicly available Data, nonpublic Specifications, the Contractor's Software, State security data, any nonpublic information or documentation concerning either party's business or future products or plans that are learned by the other party during the performance of this Contract, and information that is designated as confidential by the disclosing party and, subject to Section 19.1.2, that may be exempt from disclosure to the public or other unauthorized persons under either chapter 42.56 RCW or other State or federal statutes. WSP Confidential Information includes but is not limited to: employee personal information, including residential addresses, Social Security numbers, personal e mail addresses, personal telephone numbers, financial profiles, credit card information, driver's license numbers, medical data, criminal history record information retained by the WSP pursuant to chapter 10.97 RCW, protected person identifying information from no contact/protection orders, restricted information as defined in the FBI CJIS Security Policy (which Security Policy is incorporated by reference into this Contract), and such other Confidential Information as is described in this definition
Contract	The contract which may result from this procurement or RFP between the selected Bidder and the WSP. A written contract between WSP and the Bidder, including all documents, exhibits and attachments specifying services to be performed or provided by the Bidder, billing rates for these services and the manner in which the Bidder shall be compensated for these services, executed by both the Bidder and WSP.
Contract Manager	The person designated by WSP who is charged with monitoring a contract through the term of the contract and who is specifically responsible for enforcing performance of the contract terms and conditions, and maintaining all financial information, i.e., payment history, payment method, payment tracking, etc. The contract manager serves as the liaison between WSP and the Bidder regarding performance issues related to the contract.
CR	Clarification Request (see Section 3.34)
Criminal Justice	Criminal Justice is composed of 3 segments: (1) law enforcement; (2) adjudication; and (3) corrections; that operate together under the rule of



Term or Acronym	Definition
	law.
CRR	Clarification Request Response (See Section 3.34)
CVD	Commercial Vehicles Division
CVEO	Commercial Vehicles Enforcement Officers
CVO	Commercial Vehicles Officers
Data	WSP's records, files, forms, data, metadata, and other documents, including but not limited to Converted Data, if any.
DBMS	Database Management System
DEC	Drug Evaluation and Classification Program
DES	Washington Department of Enterprise Services
DMZ	Boundary of the WSP datacenter environment.
DOL	Washington State Department of Licensing
DR	Disaster Recovery
Draeger	The vendor that supplies the WSP breath test instruments.
DRE	Drug Recognition Expert
DUI	Driving Under the Influence
DVA	Washington State Department of Veterans Affairs
eDUI	Electronic Driving Under the Influence Application
eDUI Integration Application	The project by WSP to replace its current eDUI Integration Application.
EFT	Electronic File Transfer
ERD	Entity Relationship Diagram
ESD	Electronic Services Division of the WSP. This division manages the WSP telecommunications network.
eTRIP	The Electronic Traffic Information Processing
Evaluation Team	The staff responsible for the evaluation of Proposals submitted by Bidders in response to the WSP W2 Replacement RFP.
FFP	Firm Fixed Price Bid
FOB	Field Operations Bureau
FTP	File Transfer Protocol
FTP	File Transfer Protocol
GJXDD	Global Justice XML Data Dictionary
GJXDM	Global Justice XML Data Model
GTC	Global Transaction Controller
GUI	Graphical User Interface
HEAT	Work order tracking system used by the WSP.
HGN	Horizontal Gaze Nystagmus
HP	Hewlett Packard
IDE	Integrated Development Environment
IDS	Impaired Driving Section
IGN	Washington State Intergovernmental Network. Statewide network operated

Term or Acronym	Definition
	by CTS which allows local agencies to connect to the state network. WSP uses the IGN to connect local agencies to ACCESS.
Information Systems	Information systems are the software and hardware systems that support data-intensive applications.
Information Technology Division	Information Technology Division of the WSP. The Division includes the Information Server Support Section, the Application Development and Support Section, the Customer Services Section, the IT Planning Section, and the Washington Justice Information Systems section.
IPW	Implementation and Planning Workshops
ISA	Industry Standard Architecture
ISSS	Integrated Server and Systems Services Section. ISSS is a unit within the WSP's Information Technology Division. This unit manages the ITD servers and data center.
ITD	Washington State Patrol Information Technology Division
Java	Computer programming language
JINDEX	Justice Information Data Exchange
JRE	Java Runtime Environment
LE	Law Enforcement
LEO	Law Enforcement Officers
LIMSTox	The toxicology component of the Laboratory Information System
LLEA	Local Law Enforcement Agency
Lowest Responsive and Responsible Bidder	The Bidder whose Proposal is responsive to all requirements of the RFP, meets the minimum qualifications to bid, and weighing all cost and non-cost factors, appears to offer the best value among the Proposals submitted to WSP (Washington State RCW 39.26.160).
MIDU	Mobile Impaired Driving Unit
MS	Mandatory Scored – The requirement is mandatory and scored.
MS SQL	Microsoft Structured Query Language Database
MSDE	Microsoft Developer Enterprise (Licensing agreement with Microsoft to provide an Integrated Development Environment.
NHTSA	National Highway Traffic Safety Administration
NIEM	National Information Exchange Model
Non-Business Hours	Typically holidays, weekends, and night time frames.
NPV	Net Present Value
Observed Holidays	New Year's Day Martin Luther King Jr. Day Presidents' Day Memorial Day Independence Day Labor Day Veterans Day

Term or Acronym	Definition
	Thanksgiving Day and the following day Christmas Day
OCIO	Office of the Chief Information Officer. This is the Washington State office responsible for state technology policy. See <a href="https://ocio.wa.gov/">https://ocio.wa.gov/</a>
OMBE	Office of Minority Business Enterprise
OMWBE	Office of Minority and Women’s Business Enterprises
PMBOK	Project Management Body of Knowledge. A general methodology and set of practices for project management promulgated by PMI.
PMI	Project Management Institute
RCW	Revised Code of Washington. The RCW is the compilation of all permanent laws now in force in Washington State.
RFP	Request for Proposal
RFP Coordinator	The sole point of contact in WSP for the W2 Replacement Procurement
RMS	Law Enforcement Records Management Systems. This is generally a local case management system.
SAN	Storage Area Network
SCCM	System Center Configuration Manager. Manages updates to servers and related system components.
SCOM	System Center Operations Manager
SECTOR	
SFST	Standardized Field Sobriety Tests
SGN	State Governmental Network. Olympia Capital network connecting state agency systems using a fiber optic based network. The SGN is managed by CTS.
SME	Subject Matter Expert
Software Component	A software component is a unit of application software that can be deployed independently and fulfills a defined business function.
SOP	Standard Operating Procedure
SOW	Statement of Work
SQL	Structured Query Language. A programming language used to access data in a relational database.
State	State of Washington
Subcontractor	A person or entity contracting to perform part of another’s contract, upon department approval.
Target Zero	Traffic Safety Community program to reduce DUIs and related collisions
TLD	Toxicology Lab Division
TRC	Traffic Records Committee
UBI	Uniform Business Identification Number
URL	Uniform Resource Locator also known as internet web address
VIN	Vehicle Identification Number



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<b>Term or Acronym</b>	<b>Definition</b>
VM	Virtual Machine. Refers to computer servers that can operate independently as a server, but within a partition of a larger computing complex.
WAT	Walk and Turn
WaTech	Washington Technology Services. An agency of the State of Washington organized under RCW 43.105.006 which acts as a centralized provider of information technology services as an agency to support the needs of state agencies.
WBS	Work Breakdown Structure
WebDMS	Web Based Discovery Tools
WEBS	Washington Electronic Business Solution <a href="https://fortress.wa.gov/ga/webs/">https://fortress.wa.gov/ga/webs/</a>
WIN	Western Identification Network
WSDOT	Washington State Department of Transportation
WSP	Washington State Patrol
WSPNet	WSP Managed Telecommunication Network
WSUS	Windows Server Update Service. Provides a central management point for Microsoft Update.
WTSC	Washington Traffic Safety Commission
XML	Extensible Markup Language. Defines a set of rules for encoding documents in a format that is both human-readable and machine-readable.

## Appendix F: Sample Forms

Washington State Patrol RFP for eDUI Integration Application  
 Issued by the State of Washington – WSP-RFP-DUI-001

Form	Document Title
1	DOL Recommendation for Driver Reexamination
5	Report of Investigation – Assisting Officers Narrative
2	Washington State Drug Influence Evaluation
3	Search Warrant
4	Arresting Agency Affidavit – Relevant to Probable Cause of Arrest
6	DUI Arrest Report
7	Report of Investigation – Additional Persons and/or Vehicles
8	Request for Laboratory Examination
9	DUI Arrest Report <ul style="list-style-type: none"> <li>• Report of Breath/Blood test for Alcohol and/or THC or Refusal to Submit to Breath Test For Alcohol.</li> <li>• Constitutional Rights</li> <li>• Implied Consequence Warning for Breath</li> <li>• DUI Interview</li> <li>• Sobriety Test</li> <li>• Narrative</li> <li>• Blood Drawn Pursuant to Search Warrant or Exigent Circumstances</li> <li>• Voluntary Blood Draw Consent Form</li> <li>• Request for DUI Hearing</li> </ul>
10	Property Evidence Report
11	Waiver of Vehicle Impound
12	Collision Investigation Witness/Suspect Statement
13	Investigative Witness/Suspect Statement
14	Motor Vehicle Collision Report
15	Driving Under the Influence/ DRE – Request for Analysis
16	Recorded Victim’s Statement
17	Collision Investigation – Automobile Analysis
18	Collision Investigation – Truck Analysis
19	Collision Investigation – Motorcycle Analysis
20	Report of Investigation – Certified Technical Specialist Narrative



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21	Authorization of Release Medical Information
22	Receipt for Property Form
22	DUI Cost Recovery Form
23	Firearms Seizure Form

The Actual Forms are in the PDF document Entitled Appendix F – Sample Forms.





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## **Appendix G: Data Mapping**

Washington State Patrol RFP for eDUI Integration Application  
Issued by the State of Washington – WSP-RFP-DUI-001