



**DOC COMPETITIVE SOLICITATION  
# K13397  
REQUEST FOR PROPOSALS**

***Project Title:*** ***Correctional Information Management System (CIMS)***

***Estimated Contract  
Performance Period:***

Four years with an option to extend for five additional three-year periods.

***Response Due Date:***

All Responses **must be received in their entirety by 2:00 p.m.** Pacific Time on May 21, 2024, unless an Amendment is issued modifying the Solicitation Schedule set forth in Section C.1 of this Solicitation Document.

***Submit Response To:***

Responses must be submitted to:  
***Ryan Johnson, Solicitation Coordinator***  
Department of Corrections, Contracts and  
Legal Affairs, Email [ryan.johnson@doc1.wa.gov](mailto:ryan.johnson@doc1.wa.gov).

***Solicitation and Amendments  
Will Be Posted on:***

***WEBS Website:***

<https://pr-webs-vendor.des.wa.gov/>

***WEBS Website Help:***

(360) 902-7400 or [WEBSCustomerService@des.wa.gov](mailto:WEBSCustomerService@des.wa.gov).  
[WEBS FAQ](#)

**Applicable WEBS Commodity Codes:**

920-02	Access Services, Data
920-03	Application Service Provider (ASP) (Web Based Hosted)
920-05	Application, Infrastructure, Hosting and Cloud Computing Services

208-36

Data Processing Software,  
Microcomputer

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**Attachments:**

- Attachment A: Sample Contract
- Attachment B: Sample Bid Submission Letter
- Attachment C: Bidder Certifications and Assurances
- Attachment D: DOC CIMS Requirements
- Attachment E: Omitted Intentionally
- Attachment F: CIMS Sample Statement Of Work
- Attachment G: Sample Technology Agreement and Terms and Conditions
- Attachment H: CIMS Interfaces
- Attachment I: Data Profile for CIMS Data Migration
- Attachment J: OMNI Database profile

**Response Forms:**

- Response Form 3: Management Requirements Narrative Response Form
- Response Form 4: Technical Requirements Narrative Response Form

## **SECTION A CONTRACT REQUIREMENTS**

### **1. Introduction**

Washington State Department of Corrections (DOC) operates a comprehensive suite of systems for incarcerated individuals within the state of Washington. The DOC manages eleven (11) state-operated adult prisons with approximately 14,000 incarcerated individuals and supervises approximately 13,000 persons in the communities across the State of Washington. The Department also has ten (10) Reentry Centers that serve as a bridge between life in prison and life in the community and numerous field offices, Criminal Justice Centers, Community Oriented Policing Shops, and outstations, and other facilities across the state.

The Offender Management Network Information (OMNI) system was custom developed starting in 1998 and completed go live in 2008 for the DOC as the central system managing incarcerated individual's data. Today, OMNI does not fulfill all required business functions, and over the last decade other systems and several additional processes (spreadsheets, SharePoint lists, and MS Access databases) were created to compensate.

OMNI covers 13 of the 17 Corrections Technology Association (CTA) functional areas. DOC has a collection of additional systems that perform the other functions, which have electronic interfaces with OMNI to interoperate and share core offender data. These systems include Trust Accounting System (TAS), CePrison (Visitation), CeField (Field check-in), CIPS (Pharmacy), Community Restitution Service Hours (CRSH), Legal Financial Obligation (LFO), Callout (Scheduling), and more.

### **2. Purpose**

The DOC is initiating this Request for Proposal to solicit proposals from responsible, qualified organizations that offer offender management systems (OMS) compatible with the requirements identified by DOC in Attachment D, DOC CIMS Requirements.

OMNI and its adjacent systems provide critical business functions for the Department of Corrections, managing business processes for incarcerated individuals from sentencing, incarceration, community corrections, and release. In recent years, critical functions in OMNI have not delivered reliable results, software development initiatives for defects and enhancements inconsistently achieved business objectives, and users have lost faith in the environment. The result has been the creation of workaround options that includes additional software solutions, spreadsheets, SharePoint lists and Access databases to supplement where OMNI cannot offer the depth needed to support business functions. The State of Washington requires a reliable system environment for the management of incarcerated individual's data.

DOC's vision is to procure a new Correctional Information Management System (CIMS). The replacement system will be a Vendor-Off-the Shelf solution that is accurate, reliable, configurable, auditable, and scalable. Additionally, it will be adaptable to current and future state legislative and judicial requirements. The replacement system will include expanded services to meet current technology such as a single database technology (current systems use DB2, Oracle and SQL), broad user device / browser support (including mobile), and ARU, SOTAP, HIPAA and ADA compliance.

### **3. Background**

OMNI has reached end-of-life managing incarcerated individual's data. The collection of non-OMNI systems was introduced to supplement functionality that was lacking in OMNI and collectively there

is no singular source of truth that represents the life cycle of the incarcerated individual. OMNI and the non-OMNI systems present business risks to the core mission of DOC, which must meet the highest bar of precision and reliability to protect public safety as well as the safety of DOC staff and incarcerated individuals.

In 2020 DOC completed a [feasibility study](#) on risk areas and replacement alternatives. The most critical risk, the [sentencing calculation](#), called Time Computation Engine, functionality, will be completed in 2024.

#### **4. Goals and Objectives**

DOC's vision is to procure a new Correctional Information Management System (CIMS). The CIMS project is focused on replacing the aging OMNI (Java/DB2) system and other supporting systems on a modern platform with modern technologies. The replacement system will be a Vendor-Off-the-Shelf solution that is accurate, reliable, configurable, auditable, and scalable. Additionally, it will be adaptable to current and future state legislative and judicial requirements. The department is committed to using existing out-of-the-box functionality and as such the selected software will be configurable to meet CIMS requirements. However, specific external system interfaces, and functionality specific to Washington State law may be customized. The system should replace the outdated legacy systems, improve current business processes, and meet the following objectives.

DOC wishes to partner with a Vendor who can act in an advisory capacity to ensure ongoing compliance and scalability. DOC is looking for Vendors who have a demonstrable and verifiable history in providing solutions to the Correctional community as a trusted Vendor partner who can advise DOC in Corrections best practices, trends, and emerging programs and technologies. The Vendor supplied CIMS tools will support these business practices for all of the Vendors customers as standard product offering and not as single custom developed systems.

##### **1. The new CIMS system will replace functionality in OMNI and Adjacent systems for DOC operations supporting Incarcerated and Supervised individuals and activities.**

- Procure a modern system to replace OMNI and adjacent systems used to support the operations of Department of Corrections.
- Functionality required to support the business needs of the DOC.
- This system will include the management of adult and juvenile residents while in institutions, on community confinement, or under supervision in the community.
- Store data on a current data platform with modern redundancy and disaster recovery processes in place.
- Robust, richer user experience including support for mobile technologies.
- Facilitate reporting and analysis, much of which is state or federally mandated and frequently changes.
- Allow for tracking and analysis of parole, probation, recidivism, and other crucial information along with other State and County agencies; ensure improved integration with the DOC's new Sentencing Calculation Engine.
- Provide more reliable, accessible, and actionable data to users.
- Streamlining and automating workflow, improving usability and visibility of dashboards and task lists.

2. DOC needs a vendor partner with experience in Corrections Management
  - Provide a tool in alignment with corrections best practices and future standards.
  - Provide a tool in alignment with federal, state, and other external compliance entities with changing guidelines and data reporting requirements.
  - Partner who can act in an advisory capacity to ensure ongoing compliance and scalability.
  - Partner with a demonstrable and verifiable history in providing solutions to the Correctional community as a trusted Vendor partner who can advise DOC in Corrections best practices, trends, and emerging programs and technologies.
3. The new CIMS system vendor will convert legacy data.
  - Assist the DOC in determining data that is reasonable and eligible for automated data conversion.
  - Assist the DOC in data rationalization, data dictionary, and data architectural design.
  - Author all extract, validation, and data cleansing routines to convert historical data in OMNI and adjacent system data to the new database. Data may be entered as static/historical/read only, converted, or cleansed. Not all data will be treated the same during the migration.
4. The new CIMS system will redesign business process.
  - Improve business processes and oversight by ensuring best practices are supported by the Vendors CIMS system.
  - Selected Vendor to work collaboratively with DOC to redesign DOC business processes in a way that will be more efficient and make the best use of the new system.
5. The new CIMS will be hosted and maintained by the Vendor including support for emerging technologies.
  - Vendor maintained core system.
  - The system should have minimal customization.
  - The CIMS will allow the DOC to take advantage of current, emerging, and future technologies, with regular updates to both software and hardware capabilities.
6. CIMS will replace interfaces and extract routines.
  - Replace the DOC interfaces currently shared with other Washington State agencies (e.g. DSHS and HCA) for public benefit eligibility verification, child support enforcement, and other purposes.
  - Upgrade interface technology to support file extracts or services. Currently these interfaces are all built as unique services. In some cases, the interface partner will not be able to upgrade their solution to meet DOC changes so each will need to be negotiated and, in some cases, built for least impact on DOC's partners.
  - Will be in compliance with federal data reporting requirements and all federal standards (e.g. FedRAMP)

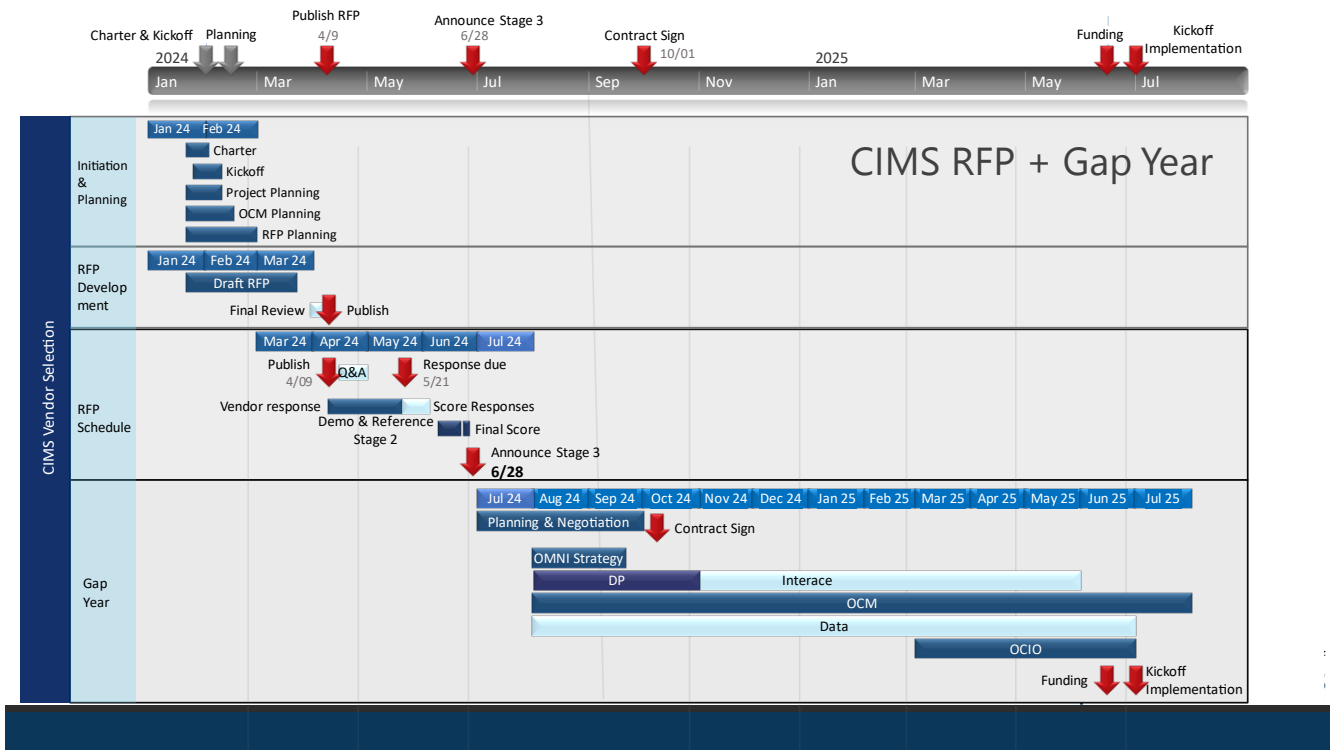
- Provide improved and more tightly integrated interfaces to and from police, courts, and sheriffs and county jails for incarcerate movement, incarceration, release, and court hearings as well as with state-wide and national judicial entities.
  - Use national standards to exchange data between justice partners and other federal, state, and local agencies.
7. Align with State of WA policies in identity requirements, security requirements, development practices, project management, and deliverable/payment requirements.
- Identity Management User Authentication Standards | WaTech
  - CodingStandards\_6.28.23.pdf (wa.gov)
  - Oversight and reporting standards
  - Gated Funding Implementation
  - Cybersecurity Risk Assessment
  - Cloud Hosting and Shared Services

## 5. Scope of Work

The general scope of the Project includes business process redesign, implementing a new CIMS, and providing the DOC with training to operate the new system. In addition, DOC is looking for a Vendor maintained cloud environment including sufficient system redundancy to meet availability requirements.

**DOC is completing this procurement in advance of approved funding. The Cost proposal presented by the Apparently Successful Bidder will be the basis for a legislative decision package for the 2025 legislative session. If approved the project will commence on July 1, 2025.**

In the year between the procurement completion and the beginning of the project implementation, DOC will focus on activities required for a successful project kickoff. These include all project planning, and necessary setup artifacts, Organizational Change Management to prepare staff for the move from a custom-built system to a vendor supplied business workflow, Data migration approach and cleanup activities, strategy for the eventual decommissioning of the current OMNI system, and organizational shifts needed to support the implementation project and ongoing support.



**Project Management SOW**

DOC will appoint a lead Project Manager and assigned project team. The selected Vendor will appoint a lead Project Manager and assigned project team. The vendor will also provide, based on their experience, the composition of the DOC project team to best facilitate this project.

The two teams will partner to jointly plan the project including joint project plans, resource plans, schedules and more. Many of these items will be completed as part of the contract Stage 3: Implementation Planning study and will be attached to the resulting fully executed contract. In addition, monthly status and replanning will be ongoing throughout the project.

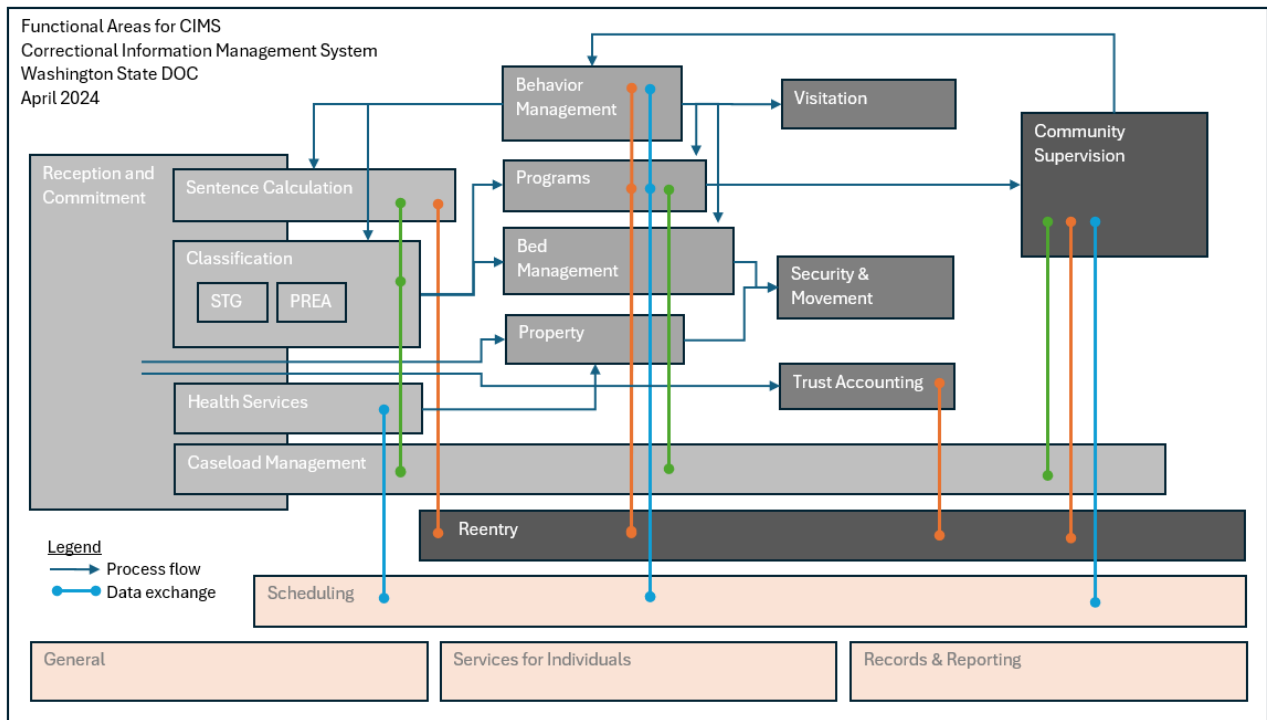
**OCM**

DOC will procure an OCM vendor for this project. The CIMS Vendor will participate in OCM planning and related OCM activities but will not be accountable for the OCM plan or running the OCM activities.

**Functional System SOW**

The DOC functional areas are detailed below. These substantively follow the guidance provided by the Corrections Technology Association (CTA), defined in section B.





Any custom development as negotiated in the final statement of work will follow State of WA guidance in agile development/delivery as detailed in Section 6: Deliverables.

Included in the required functionality are any interfaces needed (one way or multidirectional) to deliver data to other systems or DOC customers. A draft of the needed interfaces is listed in Attachment H, CIMS Interfaces.

The Vendor, with the DOC team, will work with associated agency partners to determine, define, and propose how to best approach changes in data exchange protocols. The vendor will prepare an artifact which demonstrates the recommended changes, the impact to agency partners, and define from the discovery process the how the proposed changes will impact each partner agencies and any mitigation strategy, if necessary, for each partner agency.

Lastly, data will populate the new system from DOC existing systems or as mutually agreed, will be keyed by DOC staff. Data is profiled in Attachment I, Data Profile for CIMS Data Migration and Attachment J, OMNI Database profile. Data for DOC is considered [Confidential](#) (Category 3 and Category 4) and as such there are policies defining its handling. The selected vendor will create all extract and transformation logic and complete the cycles of migration with reports back to the DOC for data reconciliation until an acceptable level of migration is reached for the eventual production migration. It is expected data will be completed in modules matching the functional areas.

### Infrastructure and Hosting SOW

DOC is looking for a vendor to provide hosting and infrastructure support in a shared cloud environment. The hosting may be maintained by the Vendor or by DOC staff (as negotiated). This infrastructure shall include the following environments:

- Test
- Data Migration environment
- Pre-production/training
- Production
- Data Analysis & Reporting
- Other environments as mutually agrees

The design of the hosting shall align with the State of Washington policy Identity Management User Authentication Standards, WaTech and Cloud Hosting and Shared Services standards, in addition to state cybersecurity guidelines. The accepted design will incorporate the appropriate level of redundancy and failover. See Attachment A: Sample contracts, Data Security Requirements.

Note that DOC has an isolated infrastructure for incarcerated internet needs. That environment is out of scope for this procurement.

#### Post Go Live Maintenance and Operations SOW

DOC desires a cloud environment that is maintained by the Vendor or as a shared service. DOC desires all custom code created in support of the functional requirements be maintained by the Vendor and ideally incorporated in the shared code base used by many customers. DOC desires a shared responsibility for maintaining interfaces.

#### Data Dictionary

DOC desires the Relational Data Model and Data Dictionary to support Data governance activities and to support agency reporting. The data model must represent the core software and include orientation to DOC staff in preparation for data mapping, interface design work sessions, and data analysis and reporting data warehouse activities.

#### Optional System Replacement

DOC uses internal and 3rd party systems that might be candidates for replacement depending on Vendor functionality. If the apparently successful bidder does not have replacement functionality for these systems, then an interface will be required to the current DOC solutions. If Vendor has replacement functionality, DOC requests cost estimates in Section 0. Optional Components Cost. These are not scored items.

Systems that are optionally replaced by the new CIMS system include:

- The Trust Accounting System (TAS): a commercial product from Syscon that includes one module of their Elite NextGen offender management suite that DOC uses to track monetary funds on behalf of incarcerated individuals in custody. TAS also provides commissary functionality via tablet or paper orders. Despite licensing only one module, TAS has Syscon's entire offender management Oracle database schema installed, which has more tables than OMNI's DB2 database in total.
- CePrison is a commercial product from AutoMon (acquired by Catalis) that features a hand-key biometric reader, two-way messaging, and information for incarcerated individuals. CePrison is a SQL Server-based system used to manage visitation at DOC prison facilities.
- CeField is a commercial product from AutoMon (acquired by Catalis) that features a hand-key biometric reader, two-way messaging, and information for formerly-incarcerated individuals. CeField is a SQL Server-based system used to manage reporting schedules,

interview questions, reports and itineraries, as well as review information captured at the kiosk when check-ins occur under community supervision.

- WOMS: System to issue photo ID cards for all DOC personnel and incarcerated individuals
- Scorecard: Captures data associated with targeted reentry efforts and calculates success factors such as:
  - Measures the expected results and outcomes of the reentry investments
  - Track identified data points and to populate a reentry scorecard of completion of agency case management activity
  - Reentry checklist of personal accomplishments and documentation intended to smooth the transition for the individual into the community and to mitigate barriers for employment, housing, transportation, communication, treatment, etc.
  - Medical, mental health, and other treatment and discharge summaries would be easily and quickly accessible to authorized staff to assist with transition to community-based providers who rely on them for continuity of care information, and a host of other assessments administered by DOC would be centralized into the case management/reentry plan for accessibility
  - This application will have real-time access of OMNI and OnBase data and will send scorecard messages to CeField and CePrison kiosks
- Health Records System: The OMNI system currently supports Health Services functionality that manages appointment requests, and generates and maintains encounters and health service reports, all of which must be replaced in the CIMS solution and will require data migration from OMNI.
  - DOC is interested in exploring an alternative system to maintain patient medical records, manage external referrals, and receive and store labs and tests. It is not a mandatory outcome of this procurement process. If a new patient record system does become available through this procurement these functions may either require data migration from OMNI or inputs from paper records.
  - Related to the Health Services functionality, DOC is interested in exploring an alternative pharmacy system to replace its Correctional Institution Pharmacy Software (CIPS) functionality, but it is not a mandatory outcome of this procurement process. If a new pharmacy solution does become available through this procurement, the CIPS data would need to be migrated. CIPS is a SQL Server-based pharmacy system from Kaylos that manages all pharmacy and medication administration functions.

## **6. Deliverables**

The successful bidder shall provide the following deliverables as referenced below, in Attachment F, CIMS Sample Statement of Work, and in Section 4. Consideration of Attachment A, Sample Contract

### **a. Project Setup Deliverables**

#### **Project Management**

- (Joint) Schedule
- (Joint) Integrated Project Management Plan
- (Joint) Resource Plan & RACI
- (Joint) Governance Model
- (Joint) Risk & Issue Management Plan
- (Joint) Deliverable Review & Approval Plan

- Transition to Maintenance and Operations Plan
- (Joint) Project Kickoff Presentation
- Risk Register
- Post Implementation Report (Overall end-of project)

**OCM** (DOC will have a separate OCM vendor. CIMS Vendor will participate in OCM planning and related OCM activities but will not lead the OCM effort)

- Training
  - Training Plan input
  - Admin & IT Knowledge Transfer
- Change Readiness
  - OCM Plan participation
  - Communications Strategy & Plan input (tools, messaging, cadence, etc.)
  - Readiness programs input to support staff transition

b. Performance Outcome Deliverables:

**System Implementation:**

- Discovery
  - Requirements Validation
- Overall Design
  - Implementation Plan and Approach
  - Configuration Plan
  - Custom Development Plan
  - Architectural and System Hosting Plan
  - Security Analysis & Design
  - Identity Specification and Design
  - Interface Design
  - Data Migration Plan and Approach
  - Test Plan
- Infrastructure Development
  - Hosting setup
  - Base Software installation
  - Base Security and testing
  - Identity setup
  - Disaster recovery/redundancy setup
  - Interface Software installation
  - Data Reporting installation
- Release Management (Community Corrections, Reentry, Prisons, Health Services, Sentencing, Records, Reporting, Warrants, etc.)
  - Release Management Plan
  - Backlog Prioritization
  - Agile Build Sprints Plan
    - Functional Configuration
    - Technical Development
    - Interfaces
    - Data Migration (cycles)
      - Approach/Design Document
      - ETL
      - Data Migration Report
  - Deployments
  - Testing
    - Unit Testing / Functional Testing
    - System Testing

- UAT
- Defect Triage
- Implementation Checklist
- Go/No Go Report
- Deployment to Production
- Release Closeout
  - Post Implementation report
  - Lessons Learned

c. Monthly Administrative Deliverables:

- Monthly Status Reports (including shared issues/risks etc.)
- Deliverables Report
- Payable invoices

d. The State of Washington has published standards for all projects that may result in additional deliverables.

- [Identity Management User Authentication Standards | WaTech](#)
- [Oversight and reporting standards](#)
- [Gated Funding Implementation](#)
- [Cybersecurity Risk Assessment](#)
- [Cloud Hosting and Shared Services](#)
- [CodingStandards\\_6.28.23.pdf \(wa.gov\)](#) and [Agile Methodology SB5950, Section 701, Part 8 \(g\) - 10 \(page 851-852\)](#)

33           (g) The agency and project must use an agile development model  
 34 holding live demonstrations of functioning software, developed using  
 35 incremental user research, held at the end of every two-week sprint,  
 36 except for:  
 37           (i) Hardware or infrastructure projects; and  
 38           (ii) Projects that have implemented all phases and are now in  
 39 maintenance and operations;

1 (h) The project solution must be capable of being continually  
2 updated, as necessary; and

3 (i) The agency and project must deploy usable functionality into  
4 production for users within 180 days from the date of an executed  
5 procurement contract in response to a competitive request for  
6 proposal.

7 (9) The office of the chief information officer must evaluate the  
8 project at each stage and certify whether the project is putting  
9 functioning software into production that addresses user needs, is  
10 projected to be completed within budget, is in compliance with the  
11 quality assurance plan, and meets a defined set of industry best  
12 practices for code quality, and whether the project is planned,  
13 managed, and meeting deliverable targets as defined in the project's  
14 approved technology budget and investment plan.

15 (10) The office of the chief information officer may suspend or  
16 terminate a project at any time if it determines that the project is  
17 not meeting or not expected to meet anticipated performance and  
18 technology outcomes. Once suspension or termination occurs, the  
19 agency shall unallot any unused funding and shall not make any  
20 expenditure for the project without the approval of the office of  
21 financial management. The office of the chief information officer  
22 must report on December 1 each calendar year any suspension or  
23 termination of a project in the previous 12-month period to the  
24 legislative fiscal committees.

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## 7. Period of Contract Performance

DOC intends to award one (1) Contract for the Services described in this Competitive Solicitation. The period of performance under the Contract shall start on or after Date of execution expected on or around 10/1/2024 and run through 6/30/2029. The term of the contract may be extended for 5 - 3-year terms and at the sole discretion of DOC. Following the Initial Term (years 1-4 pricing), Contractors may adjust their Licensing/Subscription costs or Contractor hourly rate(s) based upon the U.S. Bureau of Labor Statistics published Consumer Price Index for any possible renewal to keep pricing competitive under this Agreement. Consumer Price Index information is available at: <https://www.bls.gov/data/>

Databases, Tables & Calculators by Subject and at the sole discretion of DOC. Additional services that are appropriate to the scope of this Solicitation, as determined by DOC, may be added to the Contract in a mutually agreeable amendment.

The term of the anticipated contract, resulting from the RFP, is defined as follows:

Period	Start Date	End Date
Initial Period of Performance	Date of execution	6/30/2029
Renewal Period #1	7/1/2029	06/30/2032

Renewal Period #2	7/1/2032	06/30/2035
Renewal Period #3	7/1/2035	06/30/2038
Renewal Period #4	7/1/2038	06/30/2041
Renewal Period #5	7/1/2041	06/30/2045

## 8. Funding

DOC is looking for competitive bids that demonstrate an ability to implement the activities outlined in the scope of work in a cost-efficient manner. DOC's ability to award this solicitation to a possible apparent successful bidder is subject to funding constraints as imposed by the Washington state legislature. If a bid exceeds a funding limit set by the Washington state legislature, DOC reserves the right to award to a second or third place apparent successful bidder whose bid does fall within legislative funding constraints.

**DOC has not secured funding for this contract as of this solicitation posting. DOC will request funding in the 2025 legislative session with available funds effective July 1, 2025. Any possible contract resulting from this procurement will be contingent upon a successful funding request.**

## 9. Compensation

As outlined in Consideration Section of Attachment A, Sample Contract which shall be reflective of any possible apparent successful bidders awarded bid.

DOC expects to pay on a deliverables basis as negotiated by the Vendor and DOC.

## 10. Bidder Minimum Qualifications

All Bidders must meet the following minimum qualifications:

- a. Be licensed to do business in the state of Washington (or willing to become licensed).
- b. Within the previous eight (8) years must have experience implementing two Offender Management Systems similar in scope and size to the Department of Corrections Correctional Information Management System (CIMS) Project. The Department has identified these minimum qualifications because expertise in the business of Correctional Incarcerate Management is critical to project success within the required timeframe.
- c. Must have a minimum of 2 state fully implemented and operational for a minimum of 2 years.
- d. Must have a solution that supports an incarcerated population of over 10,000 and a supervised population of over 15,000.
- e. Must not have a failed state implementation in the past 5 years.
- f. Proven experience acting in an advisory capacity to ensure ongoing compliance and scalability with national standards and industry best practices.

Bidders failing to demonstrate in their Bids that they meet these minimum qualifications may be considered non-responsive and will therefore be disqualified from further consideration.

## SECTION B DEFINITIONS

Additional definitions for Contract-specific terms are found in the Sample Contract set forth as Attachment A to this Solicitation and shall apply to those terms as they are used in this Solicitation. The following terms have the meanings set forth below:

Agency or DOC – The Washington State Department of Corrections.

Amendment – A unilateral change to the Solicitation that is issued by DOC at its sole discretion and posted on WEBS.

Apparent Successful Bidder (ASB) – A Bidder submitting a Response to this Solicitation that is evaluated and is identified and announced by DOC as providing the best value to the Agency. Upon execution of a Contract, the ASB is referred to as the successful bidder or the Contractor.

Authorized Representative – An individual designated by the Bidder to act on its behalf who has the authority to legally bind the Bidder concerning the terms and conditions set forth in this Solicitation and related documents.

Bid - An offer, proposal or quote for goods or services and all related materials prepared and submitted by a Bidder in response to this Solicitation. The terms Bid, Quotation, Response and Proposal are all intended to mean the same thing.

Bidder – An individual, organization, public or private agency or other entity submitting a bid, quotation, response or proposal in response to this Solicitation.

Contract – A written agreement entered into between a successful Bidder and DOC as a result of this Solicitation.

Complaint – A process that may be followed by a Bidder prior to the deadline for bid submission to alert DOC of certain types of asserted deficiencies in the Solicitation.

Coordinator or Solicitation Coordinator – An individual or designee who is employed by DOC within the DOC Contracts and Legal Affairs Office and who is responsible for conducting this Solicitation.

CTA-17 - The Corrections Industry standards for the core seventeen (17) functional areas that are common to offender management systems. The Integrated Justice Information Systems (IJIS) Institute and the Correctional Technology Association (CTA), authored “Common Business Functions for Correctional Management Systems,” a set of functional standards defined for the corrections industry based on a 2003 grant from the US Department of Justice and updated in 2015. The 17 functional areas are labeled as follows:

- Reception and Commitment
- Sentence Calculation
- Classification
- Caseload Management
- Security
- Discipline
- Housing and Bed Management



- Health Care
- Grievances
- Programs
- Scheduling
- Security Threat Group
- Property
- Trust Accounting
- Visitation
- Release and Discharge
- Community Supervision

Debriefing – a short meeting an Unsuccessful Bidder may request with the Coordinator following the announcement of the Apparent Successful Bidder for the purpose of receiving information regarding the review and evaluation of that Bidder's Response.

Office of Refugee and Immigrant Assistance or ORIA – is the office within the Department's Community Services Division responsible for administering programs and services to refugee and immigrant communities.

Procurement - The broad process of identifying goods and services for purchase or acquisition, of effecting the purchase or acquisition, and of managing the purchase or acquisition. This Solicitation is a part of an overall Procurement process. Despite the broader meaning attributed to "procurement", for purposes of this Solicitation, the terms Solicitation, RFP and Procurement are interchangeable.

Project - The undertaking or work for which contracted Services are being requested pursuant to this Solicitation.

Protest – A process that may be followed by a Bidder after the announcement of the Apparent Successful Bidder to alert DOC to certain types of alleged errors in the evaluation of the Solicitation.

RCW – The Revised Code of Washington. All references to RCW chapters or sections shall include any successor, amended, or replacement statute.

Responsible Bidder – An individual, organization, public or private agency, or other entity that has demonstrated the capability to meet all the requirements of the Solicitation and to meet the elements of responsibility. (See [RCW 39.26.160 \(2\)](#))

Responsive Bidder – An individual, organization, public or private agency, or other entity who has submitted a Bid that fully conforms in all material respects to the Solicitation and all its requirements, in both form and substance.

RFP or RFQQ – The request for proposals or request for quotes and qualifications as set forth in this Solicitation document.

Scope of Work – The Project or work scope set forth in this Solicitation Document that identifies DOC' contractual needs and requirements.

Services – Labor, work, analysis, or similar activities provided by a contractor to accomplish a specific scope of work.

Small Business - An in-state business, including a sole proprietorship, corporation, partnership, or other legal entity, that: (a) certifies, under penalty of perjury, that it is owned and operated independently from all other businesses and has either: (i) fifty or fewer employees; or (ii) a gross revenue of less than seven million dollars annually as reported on its federal income tax return, or its return filed with the department of revenue over the previous three consecutive years; or (b) Is certified with the office of women and minority business enterprises under chapter [39.19](#) RCW.

Solicitation or Competitive Solicitation – A formal process providing an equal and open opportunity for bidders culminating in a selection based upon predetermined criteria. A Competitive Solicitation requests the submission of bids, quotations or proposals for the consideration of DOC in contracting to meet its needs. This RFP is a Solicitation.

Solution – The full set of capabilities proposed by a bidder, inclusive of all elements within their bid price.

Solicitation Document – This RFP document including all attachments and all amendments that are issued by the Coordinator.

Statement of Work – The detailed description of services to be performed by the Contractor and set forth in the Contract.

Subcontractor – An individual or other entity contracted by Bidder to perform part of the services or to provide goods under the Contract resulting from this Solicitation. Subcontractors, if allowed, are subject to the advance approval of DOC.

WEBS – Washington’s Electronic Business Solution, the Bidder notification system found at <https://pr-webs-vendor.des.wa.gov/> and maintained by the Washington State Department of Enterprise Services.

## SECTION C EXPLANATION OF SOLICITATION PROCESS

### 1. Solicitation Schedule

The Solicitation Schedule set forth below outlines the tentative schedule for important events relating to this Solicitation. Except as modified in an Amendment issued by the Coordinator, the dates and times listed through the date of Response Submission are mandatory deadlines. The remaining dates are estimates and may change without the posting of an Amendment. Failure to meet the Response deadline will result in Bidder disqualification.

Action	Date
<b>RFP Release Date</b>	April 09, 2024
Bidders conference (Not recorded and not mandatory)	April 26, 2024 @ 10 am PDT
Bidder Questions via email	April 09 – May 2, 2024
Agency Response to Questions – Amendment(s) posted (agency may post multiple amendments as responses are completed)	May 3, 2024
Complaints Due	May 14, 2024 (4:00 pm PDT)
<b>Proposals Due</b>	May 21, 2024 (2:00pm PDT)
Evaluation Period	May 22 – June 04, 2024
Select and Announce Bidders to move to Stage 2	June 5, 2024
Bidder Oral Presentation and product demonstrations (optional)	June 10 - 26, 2024
Reference checks (In writing and scored)	June 17 – 21, 2024
Stage 2 Evaluation Period	June 24 - 26, 2024
Select and Announce Bidder(s) to move to Stage 3	June 28, 2024
Complete Stage 3 Implementation Planning Study (IPS) and Contract Negotiations	July 1 – August 30, 2024
<b>Projected Announcement of Apparently Successful Bidder (ASB)</b>	September 6, 2024
Debriefing Request Deadline	September 13, 2024 (4:00pm PDT)
Debriefings (if requested)	September 20, 2024
Protest (if needed)	September 16 - 27, 2024

Contract	October 1, 2024
Procurement Complete	October 1, 2024

## **2. Posting of Solicitation Documents**

DOC shall post this Solicitation, and all amendments and announcements relating to this Solicitation, on WEBS. WEBS can be accessed at: <https://pr-webs-vendor.des.wa.gov/>.

All Bidders must register as a vendor on WEBS, using an appropriate commodities code listed on the front page of this Solicitation, and must download this Solicitation from WEBS. This should be done as soon as possible in order for Bidder to receive notifications automatically generated on WEBS, but no later than the date set forth in Section C.1., Solicitation Schedule for Announcement of the Apparent Successful Bidder(s).

## **3. Amendment, Cancellation/Rejection of Bids, Reissuance of Solicitation**

DOC may add to, retract from or cancel this Solicitation at any time, in whole or in part, and without penalty. DOC may reject all bids and cancel or rebid this Solicitation. All amendments and notifications of cancellation shall be posted on WEBS. In the event of a conflict between amendments or between an amendment and this Solicitation Document, the document issued latest shall control.

## **4. Communications regarding Solicitation**

Upon the posting of this Solicitation, all communications concerning this Solicitation must be directed to the Coordinator listed on the cover page of this Solicitation document. With the exception of the Response, which shall be submitted as provided in Section D, Instructions Regarding Content, Format and Submission of Written Responses, communications with the Coordinator should be sent via email. DOC may disqualify any Bidder who communicates with anyone in DOC other than the Coordinator regarding this Solicitation.

DOC considers all oral communications unofficial and non-binding on DOC. Bidders should rely only on written statements issued by the Coordinator. Email shall be considered an official method of communication unless otherwise specified in this document.

## **5. Questions and Answers**

Bidders may send written questions concerning this Solicitation to the Coordinator by the date and time set forth on the Solicitation Schedule in Section C.1. for submission of Questions. Questions should be sent via email and should include the number and title of this Solicitation in the subject line.

DOC may consolidate Bidder questions and shall respond by posting one or more Amendments on WEBS and on the DOC Procurement website on or around the date specified in the Solicitation Schedule. Only Bidders who have properly registered and downloaded the original Solicitation directly via the WEBS system: <https://pr-webs-vendor.des.wa.gov/> will receive notification of Amendments and other correspondence pertaining to this Solicitation.

## 6. Bidder's Conference

A Bidders Conference will be held at the time and date detailed in the RFP Section C.1 - Solicitation Schedule. Bidders Conference attendance is not mandatory. The conference will be via a TEAMS virtual meeting, details below:

### Microsoft Teams meeting

**Join on your computer, mobile app or room device**

[Click here to join the meeting](#)

Meeting ID: 214 913 799 862

Passcode: STopE9

[Download Teams](#) | [Join on the web](#)

**Or call in (audio only)**

[+1 564-999-2000,,57249697#](#) United States, Olympia

Phone Conference ID: 572 496 97#

[Find a local number](#) | [Reset PIN](#)

[Learn More](#) | [Meeting options](#)

## 7. Request for Change in Solicitation Requirements

If Bidder believes that this Solicitation contains requirements which would unreasonably prohibit or restrict Bidder's participation, or believes that different requirements would provide better value to the State, Bidder shall submit a written explanation of the issue together with proposed alternative requirements to the Coordinator no later than the deadline for Bidder Questions as stated in the Solicitation Schedule set forth in Section C.1. The Coordinator shall not be required to consider requests for changes after this date. If any changes are made to the Solicitation requirements, an Amendment setting forth those changes will be posted on WEBS.

## 8. Complaints

In the event a Bidder believes that this Solicitation either: (a) unnecessarily restricts competition; (b) contains an unfair or flawed evaluation or scoring process; or (c) contains inadequate or insufficient information to permit preparation of a Response, the Bidder shall submit a written complaint to the Coordinator. The Coordinator will forward the complaint to the DOC Chief of Central Contracts and Legal Services for review. The complaint shall include a proposed remedy and shall be submitted no later than five (5) business days prior to the date when Responses are due. DOC shall post its response to the Complaint on WEBS and on the DOC procurement web page.

Should a Bidder's complaint identify a change that would be in the best interest of DOC to make, DOC may issue an Amendment modifying this Solicitation. The DOC decision

regarding a complaint is final and no further administrative appeal is available. If no complaint is filed, a Bidder cannot later file a protest based on any of the above complaint criteria.

## **9. Minority & Women's Business Enterprises (MWBE) and Veteran-Owned Business Enterprises**

In accordance with the legislative findings and policies set forth in RCW 39.19, 43.60A.200, 39.26.240 and 39.26.245, the State of Washington encourages participation by veteran-owned business enterprises and Minority-Owned and Women-Owned Business Enterprises (MWBE), either self-identified or certified by, respectively, the Department of Veterans Affairs or the Office of Minority and Women's Business Enterprises (OMWBE). While the State does not give preferential treatment, it does seek equitable representation from the veterans, minority and women's business communities.

Participation by veteran-owned and MWBE contractors may be either on a direct basis in response to this Solicitation or as a subcontractor to a contractor. However, no preference will be given in the evaluation of Bids unless DOC provides points in Attachment D for a certified Veteran-owned business (Veteran-owned business means a business certified by the Washington state department of veteran affairs under RCW 43.60A.190), a Microbusiness (as defined in RCW 39.26.010 (16)), Minibusines (as defined in RCW 39.26.010 (17)), or Small Business (as defined in RCW 39.26.010, no minimum level of MWBE or veteran-owned business participation shall be required, and Bids will not be evaluated, rejected, or considered non-responsive on that basis.

Bidders may contact the Office of Minority and Women's Business Enterprises (OMWBE) at <http://omwbe.wa.gov/> and/or the Department of Veterans Affairs at <http://www.dva.wa.gov/program/veteran-owned-business-certification> to obtain information on certified firms for potential subcontracting arrangements or for information on how to become certified. Nothing in this section is intended to prevent or discourage participation from non-MWBE firms or non-veteran-owned businesses.

## **10. Accessibility**

The successful Contractor from this solicitation will be required to represent and warrant that it will exercise commercially reasonable efforts to comply with the Office of Chief Information Officer (OCIO) Standard 188.10 – Minimum Accessibility Standard located at <https://ocio.wa.gov/policy/minimum-accessibility-standard>. The Contractor shall regularly review its systems and at the commencement of this Contract, and annually thereafter, certify to Enterprise Services that Contractor's Services meet OCIO Standard 188.10.

## **11. Cost to Prepare Response**

DOC will not be liable for any costs incurred by the Bidder in preparing, conducting a site assessment, or submitting a Response to this Solicitation.

## **12. Acceptance of Solicitation Terms**

In submitting a Response, Bidder must include a signed Bid Submission Letter in the form set forth on Attachment B, as well as signed Bidder Certifications in the form set forth on Attachment C. Bidder must acknowledge that in submitting a Response, it accepts all terms of this Solicitation Document, including all of its Attachments, and that Bidder's

Response constitutes a binding offer. Bidders may not alter or redline the solicitation terms or requirements in their response. Submitting altered or redlined solicitation terms or requirements in the Bidder Response may result in bidder disqualification.

### **13. Joint Proposals**

If Bidders submit a joint Response with one or more other persons or entities, these persons or entities must designate a prime Bidder. The prime Bidder will be DOC sole point of contact through the Procurement process. If selected as the Apparent Successful Bidder, the prime Bidder shall sign the contract and any amendments and will be liable and responsible to DOC for all performance under the contract.

### **14. Withdrawal of Responses**

After a Response has been submitted, Bidders may withdraw their Response at any time up to the Response due date and time as specified in Section C.1, Solicitation Schedule. A written request to withdraw the Response must be submitted to the Coordinator. After withdrawing a Response, the Bidder may submit another Response at any time up to the Response submission date and time.

### **15. Ownership of Responses**

All materials submitted in response to this Solicitation become the property of DOC, unless received after the deadline in which case the Response shall be returned to the sender. DOC shall have the right to use any of the ideas presented as part of the process in any manner as it deems appropriate or beneficial, regardless of whether it is contained in a Response that results in selection for a Contract.

### **16. DOC Award Options; Improvement of Bid Offers**

After Responses are received and written evaluations are completed, DOC may (but shall not be required to) request best and final offers from one or more Responsible and Responsive Bidders. The written Responses of Bidders invited to provide a best and final offer may be re-evaluated and the point values may be adjusted based upon changes to pricing or proposed services, deliverables or methodologies that are included in a best and final offer, prior to DOC' determination of the Apparent Successful Bidder.

Alternatively, after reviewing all Responses, DOC may enter into negotiations with the highest ranked Responsive and Responsible Bidder in order to determine if the Bid may be improved before identification of the Apparent Successful Bidder.

DOC shall not be required to request best and final offers or to enter into negotiations and reserves the right to make a Contract award without further discussion of the Response. Therefore, the Response should be submitted on the most favorable terms that Bidder intends to offer.

### **17. Announcement of Successful Bidder(s)**

DOC shall announce the Apparent Successful Bidder(s) on WEBS or by an e-mail from the Solicitation Coordinator to all responsive bidders on the date indicated in Section C.1., Solicitation Schedule. All announcements of Apparent Successful Bidders are subject to



the negotiation of a Contract satisfactory to DOC.

Bidders who are not announced as an Apparent Successful Bidder may request a debriefing conference with the Coordinator concerning the evaluation of their bid and may, under certain circumstances, file a formal protest requesting that DOC provide an identified remedy if Bidder believes certain types of errors occurred. A more detailed description of these processes is set forth in Section F, Debriefing and Protest Procedure.

#### **18. Ethics, Policies and Law**

This Solicitation, the evaluation of Responses, and any resulting contract will be made in conformance with applicable Washington State laws and Policies.

Specific restrictions apply to contracting with current or former state employees pursuant to RCW 42.52. Bidders should familiarize themselves with the requirements prior to submitting a Response. Bidders must include, in their Letter of Submittal, information regarding any current or former state employees who are employed by, or subcontracted with, Bidder.

## **SECTION D INSTRUCTIONS REGARDING CONTENT, FORMAT AND SUBMISSION OF WRITTEN RESPONSES**

Bidders shall submit their Responses utilizing the forms set forth on Attachments B, C, D to this Competitive Solicitation. Each Attachment represents a separate section of the Response. Failure to complete and submit all required Attachments, and to sign them, if applicable, may result in Bidder disqualification. Responses should be neatly typed in readable font, using proper grammar, spelling and punctuation and should be submitted in the following order with each section of the Response clearly labeled.

### **1. Attachment B: Bid Submission Letter (Required, not scored)**

All Bidders must submit a completed bid submission letter in the form and with the minimum contents set forth on Attachment B, which must include all of the required acknowledgments and information. The Bid Submission Letter must be signed by an individual authorized to bind the Bidder contractually. Bidders completed and signed Attachments B and C, together with any documents that are required to be attached, and Bidder's answers to administrative questions set forth on Attachment D, Bidder Response Form, comprise the Administrative component of the Response.

### **2. Attachment C: Bidder Certifications and Assurances (Required, not scored)**

All Bidders must submit the Bidder certifications and assurances form set forth on Attachment C, signed by an individual authorized to bind the Bidder contractually. Bidders may not alter or redline the Bidder Certifications and Assurances form in their response. Submitting altered or redlined solicitation terms or requirements in the Bidder Response may result in Bidder disqualification.

### **3. Attachment D: Bidder Response Form (Required, Portions Scored)**

Using Attachment D, Bidders must provide answers to the questions set forth on the Bidder Response Form to demonstrate satisfaction of administrative requirements and, as applicable to this Solicitation, their qualifications, approach and proposed pricing to provide the services as outlined in this Competitive Solicitation, including the Sample Contract set forth on Attachment A. The number of points allocated to each answer is indicated next to the question.

The Bidder Response Form is posted separately from this Solicitation document in Microsoft Word format. Except for limits that are noted on the Bidder Response Form, Bidders may utilize as much space as is reasonably required to respond to each question, provided all questions are repeated and remain numbered and ordered as set forth in Attachment D. If additional pages are needed, they should be attached to the page containing the initial portion of the response to a question and should be marked clearly to indicate that they provide a continuation of Bidder's answer to a specific numbered question. Bidders should not submit product brochures, white papers, customer testimonials, cut sheets, or other pre-prepared materials in response to any of the questions.

Bidders must submit complete, well-organized explanatory answers that address all of the specific questions asked in the Bidder Response Form. Bidders should not assume that evaluators will be familiar with their businesses before conducting the evaluation.

Use of Attachment D assures that Bidder responds to specific questions in space immediately below those questions and helps to avoid confusion among evaluators about the question that is being responded to. In awarding points, evaluators shall not be obligated to search through the Bidder's answers to questions other than the one being reviewed in order to locate text that is responsive to the question being reviewed. Failure to use the form set forth on Attachment D (with the applicable questions set forth immediately above Bidder's answers), failure to respond to all questions and/or failure to submit any documents requested in the Bidder Response Form may result in Bidder disqualification.

If Bidder is awarded a Contract, DOC may require that Bidder's Response to the Bidder Response Form be incorporated, in whole or in part, into the Contract.

#### **4. Proprietary Information/Public Disclosure**

Materials submitted in response to this Solicitation shall be deemed public records as defined by RCW 42.56. All Responses and accompanying documentation shall become the property of DOC upon receipt and will not be returned.

The Bidder's Response must include, on Attachment D, a statement identifying the pages of its Response, if any, which contain information the Bidder considers proprietary (for the purposes of public disclosure). Each page claimed to be proprietary must be clearly marked by stating the word "Proprietary" on the lower right-hand corner. Bidders must be reasonable in designating information as proprietary or confidential. **Bidders may not mark their entire Response proprietary. Doing so will not be honored and will disqualify your Response from further consideration.**

If DOC receives a request to view or copy a Bidder's Response, DOC will respond according to applicable law and DOC's policy governing public disclosure. DOC will not disclose any information marked "Proprietary" in a Response without giving the Bidder ten (10) days' notice to seek relief in superior court per RCW 42.56.540.

**Bidders may not include any DOC client or incarcerated individual personal information in their Responses. Doing so will result in disqualification of the Response from further consideration.** If you wish to include examples of any forms or processes, use a blank form or ensure that all client information is completely redacted.

#### **5. Submission of Responses**

Bid Responses must be stored in an acceptable electronic format and, if applicable, hard copy format, as set forth in Section 7, below. Bid Responses must be emailed directly to the Coordinator at the email address provided on the cover sheet of this Solicitation Document. Bid Responses must be received by the Coordinator in their entirety on or before the due date and time set forth in Section C.1., Solicitation Schedule, unless a posted Amendment to this Competitive Solicitation changes this due date and time. Bidder's completed version of each of the Attachments B, C, and D to this Competitive Solicitation shall be included as a separate attachment to the Bidder's email(s).

Bidders assume all risks for the timely submission of the Response. Bidders are responsible for allowing sufficient time to ensure timely electronic receipt of their Response by the Coordinator and, in Solicitations that also require that hard copies of the Response be submitted, to ensure timely receipt via other delivery methods. DOC does not assume responsibility for problems with the Bidder's email, network or problems with the mail, parking, traffic or the services of any third-party courier. However, if DOC email is not working properly, appropriate allowances will be made.

DOC will not accept late Responses, nor grant time extensions for individual Bidders. DOC will disqualify any Response and withdraw it from consideration if it is received after the Response submission due date and time.

## **6. Acceptable Electronic Formats for Submission of Responses**

Attachment D, Bidder Response Form, should be submitted in Microsoft Word format. Other Response documents must be formatted in Portable Document Format (Adobe Acrobat PDF) or Microsoft Word, Excel, or PowerPoint. Spreadsheet documents must be submitted in Microsoft Excel and in a live, unprotected file that includes all formulas, macros, and computations that are relied on or used to calculate any rates or values presented therein. When scanning documents to be submitted in PDF format, scanner resolution should be set to at least 200 dots per inch.

**NOTE: DOC cannot receive emails that are larger than 30MB. To keep file sizes to a minimum, Bidders are cautioned not to use unnecessary graphics in their Responses. If your Response approaches or exceeds 30MB, you must break it up and send it by more than one email so that no single email exceeds 30MB.**

## **7. Alternative Submission Methods**

Bidders wishing to request an alternative method for submitting their Response must contact the Coordinator at least ten (10) days before the Response Submission Date. No alternative submission method will be accepted unless agreed to by the Coordinator in writing prior to the Response deadline.

## **SECTION E EVALUATION OF RESPONSES**

### **1. Bid Responsiveness; Administrative Review**

All Responses will be reviewed by the Coordinator to determine compliance with administrative and minimum qualification requirements and instructions specified in this Solicitation. DOC may reject a Response as nonresponsive at any time for any of the following reasons:

- Incomplete Response
- Submission of a Response that proposes services that deviate from the scope and technical requirements set forth in this document and Attachment A, Sample Contract, except as permitted in an Amendment to this Solicitation
- Failure to meet the minimum Bidder qualifications or to comply with any requirement set forth in this Solicitation Document, including Attachments
- Submission of incorrect, misleading, or false information
- History of prior unsatisfactory contractual performance

The Coordinator may contact any Bidder for clarification of the Response. If a Response is deemed non-responsive, it shall be removed from further consideration. DOC shall notify non-responsive Bidder(s) of this determination and the supporting reasons. Bidders whose Responses are found to be non-responsive shall be disqualified from further evaluation and shall be notified in writing.

If a Response meets all administrative and Bidder qualification requirements and submittal instructions, DOC shall continue with the Written Evaluation.

### **2. Errors in Bidder Response**

Bidders are responsible for all errors or omissions contained in their Responses. Bidders will not be allowed to alter Response documents after the deadline for Response submissions.

DOC reserves the right to contact any Bidder for clarification of Response contents. In those cases where it is unclear to what extent a requirement has been addressed, the evaluation panel may, in their discretion and acting through the Coordinator, contact a Bidder to clarify specific matters in the submitted Response.

DOC reserves the right to waive minor administrative irregularities contained in any Bidder Response.

### 3. Evaluation Criteria and Scoring of Responses

Following the administrative review, Responses shall be evaluated, and points shall be awarded for the non-administrative components of the Response, as applicable, based upon Bidder’s responses to the questions set forth in Attachment D, Bidder Response Form. Additional evaluation points may be awarded for specific criteria not included in Attachment D, Bidder Response Form only if set forth in this Section.

The maximum number of points available for each Bidder is 13,000 points. The maximum number of points that may be assigned with respect to specific questions is set forth on Attachment D, Bidder Response form. The overall breakdown for assignment of points in evaluating Responses to this Solicitation is as follows:

		% of Stage 1	% of Stage 1 + Stage 2
<b>Stage 1:</b>			
Cost Proposal	2,000 maximum points	20%	15%
Management Requirements <i>Attachment D, Tab 4</i>	2,000 maximum points	20%	15%
Technical Requirements <i>Attachment D, Tab 5 and Tab 24</i>	2,000 maximum points	20%	15%
Business Requirements**	3,500 maximum points	35%	26%
EO 18-03	500 maximum points	5%	4%
Total Stage 1 points	10,000 points		
<b>Stage 2</b>			
Oral Evaluations, Vendor Demonstrations, Reference Checks	3,250 maximum points		25%
Total Stage 1 plus Stage 2 points	13,250 maximum points		
<b>Stage 3</b>			
Implementation Planning Study	Pass/Fail		

### 4. Stage 1: Written Bid Evaluation Process

DOC shall designate an evaluation team of at least three (3) evaluators to review, evaluate, and score the written question responses. These evaluators will be selected based on their qualifications, experience, capability and background.

Evaluators shall assign scores up to the maximum points available. Individual evaluator points will be totaled and the average points for each Bidder will be calculated. The Bidder’s average points earned for each question will be added together to determine the Bidder’s total written evaluation points.

Evaluators tend to score based upon the following chart, guided by their own personal opinion and subject matter expertise:

Score	Description	Discussion
80-100% of points	Exceptional	Feature or capability is clearly superior to that which is average.
60-80% of points	Above Average	Feature or capability is better than that which is average.
40-60% of points	Average	This is the baseline score for each item with adjustments based upon the evaluator's interpretation of the Bidder's response.
20-40% of points	Below Average	Feature or capability is substandard to that which is average.
0-20% of points	Failing	Feature or capability is non-responsive or clearly inadequate to that which is average.
0	No Experience	Response shows no experience in this skill or capability.

**5. Stage 1: Evaluation for Executive Order 18-03 (Firms without Mandatory Individual Arbitration for Employees)**

Pursuant to RCW 39.26.160(3) (best value criteria) and consistent with [Executive Order 18-03 – Supporting Workers’ Rights to Effectively Address Workplace Violations](#) (dated June 12, 2018), DOC will evaluate bids for best value and provide a bid preference in the amount set forth in Attachment D, Bidder Response Form, to any bidder who certifies that their firm does NOT require its employees, as a condition of employment, to sign or agree to mandatory individual arbitration clauses or class or collective action waivers.

Successful bidders who certify that their employees are NOT required to sign these clauses and waivers as a condition of employment will have an EO 18-03 section added to their contract incorporating this response and requiring notification to DOC if they later require their employees to agree to these clauses or waivers during the term of the contract.

**6. Stage 1: Cost Evaluation.**

Please identify all allocated costs, together with the total charges Bidder is willing to accept in consideration of the full performance of the Contract. Complete for each Cost Item across four (4) years. Please specify the basis of each cost component below the table or attach a spreadsheet. As described in the RFP (E.4.), the Bidder who offers the lowest cost for the 1-4 year period under the Total Cost column of the Cost Proposal shall receive the maximum number of available Cost Proposal points. Bidders offering higher costs will receive proportionately fewer Cost Proposal points based on the lowest cost as follows:

low bid / higher bid = % of available points awarded \* available points = total cost points

Below is an example of cost calculation. Please complete cost response as request on Attachment D/Bidder Response 2.

	<u>Bidder A</u>	<u>Bidder B</u>
% of available points awarded	100%	89%
Cost points (____ available)	1,500	1,335

**7. Stage 1: Non-Cost Evaluation.**

**Executive Order Scoring**

Bidders will be scored for Attachment D Section 2 EO 1, EO 2. depending on their responses to the executive order-based questions within.

**8. Stage 2: Bidder’s References**

Once the written evaluations are completed, DOC may contact any references provided by the top-ranked Bidder(s) in order to investigate past performance and validate information in Bidder Responses. In submitting a Response, Bidder agrees that it shall hold harmless DOC and any individuals identified as references from and against liability resulting from the provision of information or the receipt and use of that information in evaluating Bidder’s Response.

While additional points may be awarded for superior performance and reliability as demonstrated through references (see Section E.3. above), references are generally evaluated on a pass/fail basis. DOC may reject a bid if a reference provides negative information about a Bidder’s past performance.

DOC may, at any time, require additional or substitute references to determine the Bidder’s experience and level of responsibility. If the reference check process reveals information that should properly be considered in evaluating Bidder’s responses, DOC may, in its sole discretion, reconvene the evaluation panel to reconsider the evaluation scoring in light of the information obtained.

**9. Stage 2: Oral Interview/Evaluation and Product Demonstrations**

In addition to evaluating the written response, DOC may invite one or more of the highest scoring Bidders to make an oral presentation and demonstrate their product(s).



Categories judged will be developed and shared with Bidder prior to the start of Stage 2.

**10. Stage 3: Implementation Planning Study**

The DOC will lead the Implementation Planning Study (IPS) workshops as part of Stage 3. The goal of the workshops is to finalize and clarify key project documents, including CIMS Statement of Work, Joint Resource Plan, Implementation Approach, Project Schedule, Payment Schedule, and supporting schedules and attachments. Further detail on the deliverables that may be generated from the IPS workshops is provided below. The Bidder submitted Issues list will be used to discuss many of the items to be refined as part of this Phase. This work will be completed prior to contract execution as part of negotiation, the deliverables may be attached to the contract, and this effort will not be compensated. See Attachment F, Phase 0, for details on items that may be included in the Implementation Planning Study.

The project documents that will be refined or developed during the IPS, include:

- Negotiation of the Requirements Gap Analysis, and resulting Customization List
- Project Work Breakdown Structure and Project Schedule (using the draft provided by the Bidder as part of the Proposal but based substantially on the Statement of Work).
- Statement of Work using the form Statement of Work provided by the Department to Bidder, see Attachment F.
- Joint Resource Plan (using the draft provided by the Bidder as part of the Proposal)
- Project Management Plan – Deliverables, Change Management, Communications, Knowledge Transfer Plan, Joint Governance Model, Risk & Issue Management Plan, Deliverable Review & Approval Plan, and any other joint deliverables of the PMP.
- Implementation Plan
- Training Plan
- Data Conversion Management Plan
- Test Management Plan
- Technical Architecture and System Hosting Plan (Technical Architecture)
- Additional joint planning as defined by the Bidder and DOC teams

**Implementation Plan Evaluation**

The final evaluation of the Bidders will be based on the team’s analysis of the Strengths, Weakness Opportunities and Risks of the project based on the results of the Implementation Planning Study Workshops. This stage 3 is evaluated on a pass/fail basis. DOC reserves the right to move to the second highest scoring bidder if a bidder fails this stage 3 evaluation. The chart below will be used for that analysis. A Fail in this Stage could be based on evidence where weaknesses and risk outweigh the Strengths and Opportunities.

Categories judged will be developed and shared with Bidder prior to the start of Stage 3.

Internal	
Strengths	Weaknesses
1.	1.

External	
Opportunities	Risk
1.	1.

SWOR Analysis Summary

**10. Selection of Apparent Successful Bidder**

The Bidder that receives the highest total number of possible points will be presented to DOC management for consideration as a finalist for the Apparent Successful Bidder. In the event multiple Contracts will be awarded, the applicable number of top-scoring Bidders will be considered.

The selection process shall determine which Bidder provides the best value in meeting the needs of DOC. Selection of the Apparent Successful Bidder(s) depends upon DOC' assessment of multiple factors, including Bidders' qualifications, capabilities, efficiency, experience, reliability, responsibility, integrity, quality of proposed services and deliverables, timeliness, cost and potential impact on DOC' needs. DOC may consider whether the Response encourages diverse contractor participation; whether the Bid provides competitive pricing, economies and efficiencies; whether the Bidder considers human health and environmental impacts; whether the Response appropriately weighs cost and non-cost considerations; and life cycle cost, as applicable. DOC may also consider a Bidder's performance on prior State or other contracts and may reject Responses of any Bidder who has failed to perform satisfactorily under any previous contract with the state or another party. DOC reserves the right to select a Bidder whose Response is deemed to offer the best overall value and that is in the best interests of DOC and the State of Washington.

DOC management shall make the final determination as to which Bidder(s), initially designated as finalist(s), shall be officially selected and announced on WEBS as the Apparent Successful Bidder(s) on or about the date and time set forth in Section C.1., Solicitation Schedule. DOC may also notify the Apparent Successful Bidder(s) and the unsuccessful Bidder(s) of its determination via email on or about the date and time specified in Section C.1., Solicitation Schedule.

DOC' decision will be subject to the execution of a Contract satisfactory to DOC within a reasonable period of time following the announcement of the Apparent Successful Bidder on WEBS. In the event the parties are unable to reach agreement on the final details of a Contract, consistent with Attachment A, Sample Contract, DOC shall have the option of negotiating with the next highest ranked Bidder and of revising the announcement of the Apparent Successful Bidder.

**SECTION F  
BIDDER DEBRIEFING  
AND PROTEST PROCEDURE**

**1. Debriefing Conferences**

No later than 5:00 p.m. on the third business day following the posted announcement of Successful Bidder(s) on WEBS, Bidders who are not selected as a Successful Bidder may send an email to the Coordinator requesting a Debriefing Conference. Since debriefing conferences pertain to the formal evaluation process, Bidders who were disqualified as nonresponsive and therefore did not go through the formal evaluation process are not entitled to request a Debriefing Conference. Unless a different date is agreed upon by the Coordinator, the Debriefing Conference will be held on a date designated in Section C.1., Solicitation Schedule. Discussion at the debriefing conference will be limited to the following:

- Evaluation and scoring of the Bidder's Response
- Critique of the Response based on the evaluation
- Review of Bidder's final score in comparison with the other final scores

No comparisons between Bids will be allowed during the Debriefing Conference, which shall be conducted by telephone, unless the Coordinator agrees to an in-person meeting, and shall last for a maximum period of thirty (30) minutes.

**2. Grounds and Filing of Protests**

A Bidder who has participated in a Debriefing Conference may file a formal Protest if the Bidder asserts that there are facts that indicate error in the evaluation of Bids on one or more of the following grounds:

- Bias, discrimination or conflict of interest on the part of the evaluator or in the process
- Mathematical errors in computing the score
- Non-compliance with procedures described in the Solicitation document or in DES policy

Protests must be emailed to the Solicitation Coordinator and must be received no later than 5:00 p.m. (Pacific Time) on the fifth (5th) business day following the day of the Bidder's Debriefing Conference. The Protest must adhere to the requirements set forth in this Section or it will not be considered. This Protest procedure constitutes the sole administrative remedy available to Bidders from DOC under this Solicitation.

Protests must include the protestor's mailing address and phone number and the name of the individual responsible for filing the Protest. The Protest must state the Solicitation number and title, the grounds for the Protest, specific facts to support these grounds, and a description of the relief or corrective action being requested.

Protests not based on one of the grounds set forth in this Section will be rejected. It is not grounds for a protest to question an evaluator's professional judgment on the quality of a Response or DOC' assessment of its own needs or requirements.

### **3. DOC Protest Review Process**

The Coordinator will immediately forward any Protest to the Chief of Central Contracts and Legal Services to assign to a Protest Coordinator for review. The Protest Coordinator, an individual who was not involved in the Solicitation, will consider the record and all available facts and will endeavor to issue a decision within ten (10) business days following receipt of the Protest. If additional time is required, the protesting party will be notified of the delay.

In the event a Protest may involve the conduct of, or information submitted by another Bidder that also submitted a Response, such Bidder will be given an opportunity to submit its views and any relevant information on the issue(s) raised by the protest to the Solicitation Coordinator.

### **4. Determination of Protests**

The Protest Coordinator shall issue a written determination regarding the Protest. This written determination shall include one or more of the following determinations:

- Upholding DOC determination of the Apparent Successful Bidder(s) on the basis that there are insufficient facts to establish the alleged error; or
- Upholding DOC' determination of the Apparent Successful Bidder(s) on the basis that there are only technical or harmless errors in DOC' evaluation process; or
- Finding errors and identifying actions which may be taken by DOC, such as:
  - i. Correction of errors and reevaluation of all bids,
  - ii. Cancellation and reissuance of the Solicitation (in which case all the Bidders will be notified), or
  - iii. Other corrective actions as may be appropriate

There is no further administrative process or remedy available within DOC to appeal the determination that resulted in a Protest. If the protesting party does not accept DOC' determination, the protesting party can seek relief from Superior Court in Thurston County, WA.

## **SECTION G CONTRACTING PROCEDURES**

### **1. Contract Execution**

The Apparent Successful Bidder(s) is expected to sign a contract with DOC that is substantially the same as Attachment A, Sample Contract, included with this Solicitation, and to enter into any subsequent Contract amendments that may be required to address specific work or services.

DOC reserves the right to require that some or all of Bidder's Response be incorporated into the Contract, and to negotiate the specific wording of the Statement of Work, based on the requirements of this Solicitation and the terms of the Response submitted by the Apparent Successful Bidder. If changes are requested as part of the Bid Response, DOC may consider, but shall be under no obligation to agree to, modifications to the General Terms and Conditions of Attachment A, Sample Contract.

If the Apparent Successful Bidder fails or refuses to sign a Contract within ten (10) business days of delivery by DOC, DOC may elect to designate the next highest-ranked finalist as the Apparent Successful Bidder.

### **2. Insurance**

The Apparent Successful Bidder shall provide evidence of its compliance with the insurance requirements included in Attachment A, Sample Contract.

### **3. Non-Endorsement**

The award of a Contract is not an endorsement by the State or DOC of the Bidder or Bidder's Services and shall not be represented as such by Bidder in any advertising or other publicity materials.

By submitting a Response to this Solicitation, the Bidder agrees to make no reference to DOC in any literature, promotional materials, brochures, sales presentations or the like without the prior written consent of DOC.

### **4. Background Checks**

Individuals who will be performing the Contract on behalf of the Apparent Successful Bidder may be required to undergo background checks. Individuals who have disqualifying results (showing crimes and/or negative actions) may not be permitted to provide Services under the Contract.

### **5. Electronic Payment**

The State prefers to utilize electronic payment in its transactions. The successful Bidder will be required to register in the Statewide Vendor Payment system, <https://ofm.wa.gov/it-systems/statewide-vendorpayee-services>, prior to submitting a request for payment under their Contract. No payment shall be made until the registration is completed.

## Proposal Checklist

This checklist is for your convenience and should not be included with your proposal.

### Required Forms

- Attachment B – Sample Bid Submission Letter
- Attachment C – Certifications and Assurances
- Attachment D – Bidder Response Form
- Response Form 3: Management Requirements Narrative Response Form
- Response Form 4: Technical Requirements Narrative Response Form

### Other Requirements

- Register as a vendor on WEBS, using at least one of the commodities codes listed on the front page of this Solicitation, and download this Solicitation from WEBS. <https://pr-webs-vendor.des.wa.gov/>

**Proposals must be received by DOC before the Response Due Date listed on the first page of this solicitation or as amended in any solicitation amendment.**