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| **Response Form 3:** **Management Requirements Narrative Questions** |

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

**RFP K13397**

**Total Page Limit: 30 pages**

1. Provide a detailed statement identifying two recent project implementations that are most comparable to the DOC’s requirements in this Solicitation, and provide a project profile for each, including: scope of functional areas; project duration; any unique requirements or circumstances that were a part of, or came up during, the project; the legacy system converted from; etc.  Describe your role, the role of your customer, and the role of any other parties. Based on your written working assumptions, please include how you correlate the experience of these implementations to the needs of WA DOC.
2. Based on your previous experience with other state government corrections entities or organizations with needs similar to those of WA DOC:
	1. Describe the most significant risks, issues, or delays to this project for both the Vendor and DOC and the mitigation plan for each.
	2. Describe critical success factors for this project.
3. What sets your firm’s proposed Solution apart? Why should DOC select your firm to partner with?
4. For DOC, scope of functionality and usability are high priorities.  Please provide a two- to five-minute demonstration of each of the following functions of your solution with an emphasis on scope of functionality and usability. Demonstrations can be submitted through a secure video sharing site (e.g, Youtube, Vimeo, Bidder’s website, etc.). Please clearly indicate if any of the included content is confidential.
	1. Day in the life of a Community Corrections officer: Review caseload, schedule for the day, document a supervision check-in (home, work, etc.), report an infraction or violation, schedule a follow-up, receive and send a communication.
	2. Classification: Show how an officer would walk through the classification process during reception, from entering results of assessments to determining custody level.  Include overriding of custody levels and details of screenings (job classification, STG, PREA).
	3. Prison security search:  Start with a system-generated search request, provide a report of property for the area to be searched, document the results of the search including unapproved property, and provide a report to leadership about the outcomes of all searches completed during a specified window of time.
	4. Discipline and hearings:  Initiate an incident, generate and show notifications, schedule hearings, capture evidence, and record an outcome.
	5. Configuration:  Configure acceptable values for a field entry, including adding values to an already defined set of acceptable values.  Provide an example of a search using drop-down selection and filters as well as one using a query language.
5. In the State of Washington, records management and public disclosure of records are important responsibilities for agencies.  Please describe your solution’s capabilities with respect to records management.  Please describe your solution’s capabilities with respect to searching and disclosing of records as well as producing standard reports for legislative, investigations, and oversight audiences.
6. DOC is responsible for responding to legislative mandates and agency policies as listed here [Policies | Washington State Department of Corrections](https://doc.wa.gov/information/policies/default.aspx).  Some of these legislative and policy updates require system changes within 90 days, and sometimes multiple high-priority changes are required simultaneously.  Please describe in detail a legislative or policy change experienced by one of your customers.  What was the required change?  What was the impact of the change on the system?  How did you support your customer in responding?  What were the key timelines and what was the outcome?
7. As DOC looks to the future, being able to define, support, and measure Programs are important to achieving our mission.  Please describe a program that one of your customers has implemented using your solution. Show how the program is defined, how individuals are assigned to and participate in the program, and how reporting is captured – both in terms of engagement and effectiveness (outcomes).
8. Provide a 5-year product roadmap for the proposed solution. Describe your product direction, including anticipated new functionality and capabilities, product improvements, software management, and a projected implementation timeline for the new functions. Also, describe planned enhancements or changes to systems architecture, operating systems, database, or client forms (including mobile devices) as part of the product’s evolution.
9. Describe the Bidder’s approach to the following aspects of project management and reference any project documents that are recommended to ensure success of that specific project management area:
	1. Scope Management, including Bidder’s proposed process and tools to manage and approve changes to scope to ensure project success.
	2. Schedule Management, including how Bidder will work collaboratively (with DOC’s CIMS PM) to create and maintain a detailed schedule and ensure the project is on target for timely completion.
	3. Budget Management, including Bidder’s process for estimating, budgeting, managing and controlling costs.
	4. Quality Management & Business Outcomes, including Bidder’s approach to defining project quality measures and continuously optimizing project processes. Additionally, Bidder should describe to the tools (e.g. traceability matrices) or processes Bidder will use to ensure all system functionality and deliverables have received appropriate quality reviews before being submitted to DOC.
	5. Team Management, including Bidder’s staffing and management of the appropriate resources to ensure success of the project.
	6. Communication & Stakeholder Management, including Bidder’s approach to identifying and engaging impacted stakeholders, and providing timely, appropriate and accessible communication throughout the project. Please provide a sample communication plan matrix to illustrate this capability.
	7. Governance, Escalation & Decision Making, including Bidder's approach and supporting tools to establish and maintain project governance, support issue escalation, and enforce timely decision making from project leadership.
	8. Risk, Issue, Action Items and Decisions, including Bidder’s process and tools for identifying, analyzing and controlling project risks and issues, and the process for managing action items and communicating decisions.
	9. Procurement & Vendor Management, including Bidder’s approach to managing products, services or results needed from outside of the project team.
	10. Business Readiness, including Bidder’s approach for managing organization, user and stakeholder readiness to ensure strong adoption and realization of Solution benefits.

Bidder will partner with DOC’s CIMS PM in maintenance of the project Sharepoint or Teams site in DOCs project server. All project artifacts will be accessible by DOC staff and other participating parties as needed.

1. Provide a proposed joint resource plan which covers the life of the project, describing the roles, responsibilities, number of staff, and estimated hours to be provided by both the Bidder’s team and DOC. Please include the following:
	1. Project org chart
	2. Proposed Bidder staff, function, with estimated dedicated time by project phase, as defined by the Bidder.  Your organization must provide a full-time project manager for the life of the project. The Bidder’s Project Manager will be expected to work collaboratively with DOC’s CIMS Project Manager to coordinate and oversee daily project activities.
	3. Requirements for DOC staff, function, with estimated dedicated time by project phase, as defined by the Bidder.
2. Describe the proposed implementation approach for providing the services described in the RFP:
	1. Include a comprehensive description of the proposed implementation methodology for the project. The description should include how the Bidder has developed this methodology to both incorporate lessons learned from experiences as well as to meet the needs described in the RFP.
	2. The DOC preference is to roll-out functionality in a phased approach. Please address this in your response and provide a recommendation suitable given the needs described in the Solicitation, including [ESSB 5187](https://lawfilesext.leg.wa.gov/biennium/2023-24/Pdf/Bills/Senate%20Bills/5187-S.E.pdf), Section 701 (as referenced in the RFP body) which requires usable functionality to be deployed within 180 days from the date of the executed procurement contract.
	3. Define your organization’s use of ITIL in the management and release of promotion cycles and your expectations of DOC should ITIL be a core methodology used in this project.
	4. Provide a preliminary Project Schedule.
3. Provide an Education and Training Plan for both business and IT users. The plan must include:
	1. The approach to training.
	2. Delivery methods that will be used.
	3. Knowledge transfer approach.
	4. Work products and services that will be employed to enable users to successfully learn the new system.
	5. High-level training milestones for the life of the project.
	6. The entity that will provide the training.
	7. Sample of training materials.
4. Please describe what you will provide for pre-go-live support, go-live readiness assessment, and go-live support. Include a detailed description of the go-live responsibilities for DOC and Bidder staff. Please describe your on-site and remote implementation support plan that includes implementation analysts and supporting staff.
5. Please describe your proposed plans for post-implementation support:
	1. What is your approach during the stabilization period? Include details around the duration of support and resources you will provide prior to handing off to your maintenance and support (ongoing operational support) team.
	2. What is your proposed transition plan during the maintenance and support period? Include details around the resources that are a part of your operational support team, their support model, and the level of expected DOC IT participation required.