

	<b>SCOPE OF WORK</b>  <b>PROSECUTOR</b> <b>CASE MANAGEMENT SYSTEM</b>	<b>PURCHASING DEPARTMENT</b> 619 Division St. MS-7 Port Orchard, WA 98366 Phone: (360) 337-4788
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**ARTICLE 1. DEFINITIONS AND ACRONYMS**

The following definitions shall apply to the RFP and resulting Contract. Unless otherwise noted, the terms below may be upper or lower case and will have the identified meaning. Acronyms will always be upper case.

Acceptance Date	Means the date on which the System is accepted by County, as indicated by execution of a Certificate of Completion. County will have a minimum of 90-days after the Go-Live date of each phase to test the system in full production use and to identify non-conforming elements to be corrected. The Certificate of Execution will be executed once all non-conforming elements have been corrected by Bidder Vendor, except for minor or inconsequential errors.
Acceptance Test	A test which must be passed before a system or system component is considered to meet specified requirements
Authorized User	Any internal or external personnel the County has granted access to the CMS or its data.
Bidder’s Software	Means the computer programs, in object code form, provided or to be provided by the Bidder pursuant to the Contract. Bidder’s Software includes any modifications, corrections, improvements, updates, releases, or other changes to the Bidder’s Software which are provided or to be provided as part of Bidder’s performance of Service obligations under the Contract.
Board	Shall refer to the County of Kitsap Board of Commissions
CMS	Case Management System
Certificate of Completion	Means a written certificate, signed by authorized representatives of County and Vendor, stating that 1) the CMS has been completely delivered, assembled, installed, and tested at the County work site in accordance with the requirements of this Contract; 2) as assembled and installed, the System satisfies the acceptance tests reasonably required by the County; and 3) the System conforms to the specifications required under this Contract.
Confidential Information	Means personal health information, personal identifying information, financial information, and other information submitted or made available to Contractor by, or on behalf of, the County or its agency partners, or acquired or developed by Contractor in the performance of the Contract (unless publicly available).
Contract	Means collectively the Case Management System Contract, the RFP 2022-114, instructions, addenda, appendices, and the Proposal as accepted by the County.
Contractor	Means the Bidder selected by Kitsap County to provide the System and services identified in the RFP and resulting Contract
County	Kitsap County, Washington
County IS	The Kitsap County Information Services Department
Data	Means all data, information, content, and other materials stored or transmitted by the County and any Authorized User on the System and on any Third-Party Application,

	excluding any Third-Party Data and any Contractor Data.
Defect	Means any failure of the System to operate in conformity with the specifications and other requirements set forth in the Contract.
Documentation	Means user guides, operating manuals, education materials, product descriptions and specifications, technical manuals, videos, supporting materials, emails clarifying functionality or technical specifications, and other information relating to the Equipment, the Software or the CMS or used in conjunction with the Services, whether distributed in print, magnetic, electronic, or video format.
Escrow Materials	Means the Bidder's Software and Materials, in both object code and Source Code form, together with all documentation thereto, which shall include all relevant commentary, including, but not limited to, explanation, flow charts, algorithm and subroutine descriptions, memory and overlap maps, designs, architecture and other similar materials, for the Bidder's Software and Materials.
Equipment	Means all network, infrastructure, telecommunications, and computing equipment procured or provided by Bidder as part of the System, including, but not limited to 1) server and distributed computing equipment and associated attachments, features, accessories, peripheral devices, and wiring, 2) personal computers, laptop computers and workstations and associated attachments, features, accessories, peripheral devices, and wiring and 3) telecommunications and network equipment and associated attachments, features, accessories, peripheral devices and wiring.
Initial Term	Means the initial five-year term of the Contract.
Law or Laws	Means all applicable federal, state and local laws including privacy and data protection laws, as well as any other applicable statutes, regulations, rules, executive orders, government directives, government circulars, policies or binding pronouncements of or by any government (including any department or agency thereof) having jurisdictional authority over a party.
Malicious Code	Means 1) any code, program, or sub-program whose knowing or intended purpose is to damage or interfere with the operation of the computer system containing the code, program or sub-program, or to halt, disable or interfere with the operation of the Software, code, program, or sub-program, itself, or 2) any code, program or sub-program that permits any unauthorized person to circumvent the normal security of the Software or the system containing the code. This could include, but is not limited to "viruses," "worms," "backdoor entries," "time bombs," "Trojan horses," "lockout devices," and other disruptive technologies.
PAO	Kitsap County Prosecuting Attorneys' Office
Performance Test	A test that demonstrates that the Bidder's system meets the speed, volume and stress requirements of the system during a specified period of time, often called a stress test.
Personnel	Means Contractor and Contractor's employees, volunteers, subcontractors, interns, agents, partners, and any other person or entity utilized by the Contractor directly or indirectly or through third parties to the perform any Services under the Contract.
Proposal	Means the Contractor's Proposal submitted in response to RFP 2022-114 and all supplements and clarifications, as accepted by the County.
Record	A generic term used to describe official documentation, either of an entire case or event or components thereof
Reliability Test	A test conducted after the system has been put into production mode which demonstrates that the system meets all functional requirements and performs according to standards specified in the contract without downtime or other internally caused disruption for a period of time specified in the contract. Successful completion of the reliability test is usually a requirement for final acceptance of the system.

RFP	This Request for Proposal No. 2022-114 for a public safety records and jail management system which includes the instructions, scope of work, the Contract, and all addendums, appendices, appendices, and attachments issued by the County in writing.
SaaS	Software-as-a-service solution.
Services	Means all services under this Contract, and includes, but is not limited to, installation, integration, integration, acceptance testing, support, maintenance, training, development, warranty, and time and materials services, provided or to be provided by the Contractor.
Software	Means the Bidder's Software and the Third-Party Software, and all Documentation, materials, all related media, and all updates made available by Contractor to the County and its agency partners under this Contract.
Source Code	Means a human-readable copy of the source code (the computer instructions in human readable computer language) to the Bidder's Software and Materials, plus any pertinent commentary or explanation that may be used by Bidder's programmers, although not necessarily those incorporating the program, and shall include Documentation, statements or principles of operation, and schematics, all as necessary or useful for the effective understanding, maintenance and use of the Source Code. To the extent that the development environment employed by Bidder for the development, maintenance, compilation, and implementation of the Source Code includes any device, programming, or Documentation not commercially available to County on reasonable terms through readily known sources other than Bidder, the Source Code shall include all such devices, programming, or Documentation. The foregoing reference to such development environment is intended to apply to any programs, including compilers, workbenches, tools, and high-level (or proprietary) languages, used by Bidder for the development, maintenance, and implementation of the Source Code.
Specifications	Means the functional, performance, operational, compatibility, and other specifications or characteristics of the System described in the Contract, the RFP, the Proposal, the applicable Documentation and other such specifications or characteristics of the System agreed upon in writing by the Parties.
Subcontract	Means any contract, express or implied, between the Contractor and another party or between a subcontractor and another party delegating or assigning, in whole or in part, the making or furnishing of any material or service for the performance of the Contract. All Subcontracts shall incorporate by reference the terms and conditions of this Contract.
System	Means collectively the Prosecuting Attorney's Case Management System as specified in the RFP 2022-114 including the Software, Equipment and associated attachments, features, accessories, peripherals and wiring, integrated with the Bidder's Software and Third-Party Software (and all additions, modifications, substitutions, upgrades or enhancements to such system) along with the Services, meeting the Specifications.

## ARTICLE 2. PROJECT OVERVIEW AND OBJECTIVES

### 2.1 General Information

The Kitsap County Prosecuting Attorney's Office (PAO) is seeking a case management solution for a team of 70 agency users for both its Criminal and Civil Divisions. The case management will also be accessed by approximately 15 law enforcement partners.

#### A. Civil Division

The Civil Division of the Prosecuting Attorney's Office provides comprehensive legal services to the elected and appointed officials, departments, divisions, and affiliate agencies of Kitsap County, assisting them in making decisions in the best legal interests of the community. The Deputy Prosecutors in the Civil Division work closely with county clients on a wide range of legal issues covering virtually every aspect of civil law. Some of those legal topics, in which a robust case management system is necessary, include but not limited to:

- Contracts. Reviews contracts for purchase of equipment, goods and services, acquisition and disposition of real and personal property utilizing their experience in public procurement, bidding for projects, and contract negotiation, drafting, and interpretation.
- Human Services. Assists the Board of County Commissioners and Department of Human Services with legal issues associated with aging and long-term care, homeless and housing assistance, mental health and addiction, disability employment, and veteran's needs.
- Labor and Employment Law. Kitsap County is the one of the largest employers within the county. The Civil Division advises on issues such as labor relations, collective bargaining, wage and hour laws, medical leave and disability laws, and employee misconduct and discipline.
- Land Use. Advises on issues regarding commercial and residential development, transportation, capital facilities and utilities, road repair and construction, storm and wastewater, code violations and provide representation in law use matters on behalf of the County.
- Public Records. Responds to public records requests the PAO has received and advises clients to ensure compliance with the public disclosure laws.
- Tort Defense. Provides defense services for claims and lawsuits filed against county offices, departments, officers and employees.

In addition to the above, the Civil Division utilizes the case management system to track the number and type of files opened and closed and tracks billable hours and expenses. This is a unique feature of a public law firm but is a foundational statistical requirement to this division in terms of case management and staff resources, and is used extensively in the annual budget process.

In 2020, the Civil Division attorneys provided almost 17,000 hours of legal services working on 1,000 contracts, 368 litigation files, and 887 general work requests from the county clients.

#### B. Criminal Division

The Criminal Division is comprised of two divisions – Felony and District/Municipal.

1. Felony Division - The Felony Division is comprised of five units to include General Trial, Special Assault, Therapeutic Courts, Juvenile and Appellate.

- General Trial Unit (GTU) is tasked with prosecuting all felony crimes in Kitsap County that are not handled by our specialized Therapeutic Courts or Special Assault Units to include post-conviction motions and matters not related to appeals. The GTU is responsible for all cases on the trial track for almost every type of crime, including burglaries, robberies, thefts, assault, vehicular assaults, vehicular homicides and homicides. The GTU handles an average of 3,000 referrals per year with approximately 1,600 cases set for trial each year.
  - Special Assault Unit (SAU) is tasked with reviewing law enforcement referrals for charging and prosecuting all crimes of domestic violence, sexual assault, and crimes against children to include post-conviction motions and matters not related to appeals. This unit also includes our forensic child interviewers and houses our Child Advocacy Center which is co-located and coordinates a variety of investigative and social services for child victims of abuse and neglect. The SAU handles an average of 750 referrals per year with approximately 350 cases set for trial each year.
  - Therapeutic Court Unit (TCU) is responsible for the application processing, screening, and tracking for all five of the therapeutic courts in Kitsap County which include: Behavioral Health Court, Drug Court, Felony Diversion, THRIVE Court, and Veteran’s Court. The primary goal of the TCU is to reduce the number of people in Kitsap County who cycle through the criminal justice system. This unit works closely with the courts, the jail, local law enforcement, Department of Veteran’s Affairs, and various treatment providers in the community. Many of these organizations, including our TCU, rely on grant funding. The ability to extensively track complex data sets for grant reporting and program monitoring is required.
  - Juvenile Unit is responsible for review, screening, diversion, charging, processing, prosecution and disposition of all referrals related to criminal conduct committed in Kitsap County by anyone under the age of 18. This encompasses every offense from violent crimes to simple infractions. In addition, there are several therapeutic court programs at the juvenile level. The Juvenile Unit handles an average of 800 referrals each year.
  - Appellate Unit responds to all adult criminal appeals of criminal convictions from Kitsap County in either the Court of Appeals or the Washington State Supreme Court. They also supervise non-felony appeals, provide procedural and strategic advice to Civil and Juvenile prosecutors handling appeals, provides legal advice to trial prosecutors, assists in keeping forms up-to-date based on new case law and occasionally provides appellate services to outside counties resulting in revenue. The Appellate Unit handles approximately 70 new appeals each year.
2. District and Municipal Court Division – The District and Municipal Court Division prosecutes misdemeanor and gross misdemeanor crimes, which are defined by law as cases that are punishable by a year or less in custody. The division handles pre-charging review and follow-up, charging, trials, disposition, appeals for these crimes as well as appearing for contested infractions. The District Court’s jurisdiction includes all of Kitsap County and the division also prosecutes cases on behalf of the cities of Bainbridge Island and Port Orchard. The District/Municipal Division handles an average of 7,700 referrals per year.
  3. Legal Staff – Our criminal legal staff are interspersed within all units of the division to

provide support to the attorneys. Legal staff also provide victim services in conjunction with our community advocacy partners to include:

- Case management and tracking.
- Discovery management and issuance.
- Trial Preparation.
- Victim Assistance:
  - Compliance with victim’s rights and notification.
  - Accompany victims to court.
  - Assistance with Victim Impact Statements and Restitution.
  - Refer victims to necessary resources.

C. Administration

The Kitsap County Prosecuting Attorney’s Office has two managers that are responsible for overseeing numerous grants that require financial and statistical reporting on a regular basis, as well as general data collection for statistics, analysis and reporting for management and budget forecasting.

2.2 General Project Objectives

- A. The County is seeking a proposal to replace our current PAO DAMION case management system. The County prefers to purchase an existing system that is commercially available without major customizations, in use by other similar agencies in other jurisdictions of a similar size and complexity and proven to operate effectively over time. The System may either be locally hosted or web-based Software as a Service (SaaS) hosted and fully supported by the Contractor.
- B. The County will need assistance migrating data from its current DAMION case management system to the new CMS.
- C. Bidder should be prepared to fully train, assist, support, and trouble shoot any and all issues related to the System in accordance with the specifications contained herein.
- D. Proposals should include the following:
  - 1. Records Management Capabilities (i.e., Discovery Management, Records Indexing, Document Creation and Template Management to include Electronic Signatures, Database Inquiry, Redactions, Constraints);
  - 2. Case Management Capabilities (i.e., Case Initiation, Database Inquiry, Name Merging, Scheduling and Calendar, Time & Expense Tracking, Communication features and tasking, Workflow, and automation);
  - 3. Administration Capabilities (i.e. System Administration, Reporting Capabilities, Roles and Security);
  - 4. Interfaces to certain agency systems;
  - 5. Project Management;
  - 6. Training & Written Materials;
  - 7. Warranty and Maintenance services.
- E. Any case management system must adhere to Kitsap County’s IT architecture and maintain compatibility with the existing common computing environment at all architecture layers including data centers, network, operating systems, applications, and clients.

1. Data Centers: The County maintains a primary data center at a county-owned facility in Port Orchard, WA, and a secondary data center, backup and disaster recovery space in Microsoft's Azure Commercial Cloud. The primary data center maintains an average 70-degree temperature utilizing air-based cooling and heat-removal technologies.
2. Network: 10 Gbps network backbones exist in both data centers and the data centers are connected via an MPLS 10 Gbps fiber circuit. Employees stationed at fixed locations on the main campus have 1 Gbps shared-circuit connectivity to the data centers. The County has all remote offices connected via a Wide Area Network (WAN). Network connectivity to the various sites varies from standard T-1 (1.54mbps), high-speed broadband, to fiber connections (1 Gbps). Mobile employees have 4G wireless VPN access to the County's network. VPN access is also available for approved County employees for remote telework and vendors to perform system installation, configuration, and maintenance tasks.
3. Servers and Applications: Kitsap County utilizes virtualization where possible and is licensed for enterprise-wide usage of VMware ESX 7.2 and Hyper-V in the cloud. Microsoft Windows Server 2012R2/2016/2019 is the standard operating system for new server installations, and SQL Server 2014 is the standard enterprise database platform. The County maintains a SharePoint 2016 server farm in Office 365 (Azure) and an on-premises SharePoint 2013 farm for internal applications and externally-facing web sites. Office 365 is also Kitsap County's electronic mail system for all County employees and the standard authentication directory for all enterprise applications.
4. Clients: The standard employee workstation is a PC configured with Windows 10 Enterprise. Windows 11 is currently undergoing testing. PC configurations include a minimum of Intel Core i7-10700 8-Core 2.9 – 4.8 GHz Processors, and at least 16 GB of RAM. All new PCs are being delivered in the county's active directory. The standard office automation software suite is Microsoft Office 365, and clients are provided default installations of Microsoft Edge. Other internet browsers are available upon approval. Users have the option of using personal- or county-supplied mobile devices running iOS or Android.

It is critical to the success of this project that Bidder perform extensive business analysis and provide process improvement recommendations to take full advantage of the proposed solution's potential. Inflexible solutions that require complete changes to our existing processes are unlikely to be selected. A balanced approach allowing for configuration changes to adjust the software to meet our needs is the most likely to succeed.

The Proposal should provide all project elements, with minimal utilization of third-party interfaces. Bidders may partner with a third-party resource to provide the full scope of this RFP. The County prefers an integrated set of modules over interfaces.

- F. The System should be fully functional 24 hours/day, 365 days/year. To satisfy this operational requirement, the Bidder must provide toll-free telephone support for problem resolution during County business hours (8:00 am to 5:00 pm PST), 365 days/year. Telephone response time must not exceed one hour for critical problem calls (as prioritized by the County). Contractor will be responsible for supporting all components of the System, including, but not limited to, software and interfaces. Contractor will be responsible for maintaining all software-related

system components while the County will maintain all system hardware. Contractor will be the single point of contact for all problems relating to the System.

### 2.3 Objectives Of Deployment

- A. Implementation of a CMS with broad functionality allowing for multiple components.
- B. The County is seeking a CMS that is provided by an innovative vendor with the ability to add and improve functionality as technology progresses, comes highly recommended, and has other user groups in Washington State. The CMS should include:
  - 1. A fully integrated electronic discovery management system for multiple file types, storage, electronic forms processing, and workflow;
  - 2. Readily accessible and knowledgeable customer support;
  - 3. Comprehensive and highly effective reporting tools for statistical gathering and data analysis which is easily accessible, customizable and user friendly
  - 4. A high degree of configurable parameters and customization;
  - 5. Automatic integration functionality as opposed to requiring manual intervention;
  - 6. Capability of reducing/eliminating redundant data entry;
  - 7. A functional and robust interface with eCourt, GovQA, Odyssey, and local law enforcement software; and
  - 8. Ability to rapidly recover from a critical event;
- C. Proposals are to include the following project elements:
  - 1. Locally hosted Solution, Vendor Hosted, Software as a Service, or Hybrid, including business continuity capabilities;
  - 2. Business Process Engineering;
  - 3. Application Software, as described herein;
  - 4. Software implementation and data conversion/migration;
  - 5. Internal and External System Interfaces;
  - 6. Comprehensive System Training;
  - 7. Software Warranty, Maintenance, and Support;
  - 8. Pricing & timeline.
- D. Proposals should identify how the System will leverage the current infrastructure; identify the hardware and network requirements; and identify the services required to confirm that the hardware and current network utilized to comply with performance requirements specified in the RFP.

### 2.4 Proposed System Overview

- A. Proposals must provide a detailed overview of Bidder's proposed System and response to the following:
  - 1. Functional Overview. Provide a detailed summary of no more than five pages that: (1) describes the core features of your proposed software solution; (2) explains the key differences that differentiate your solution from those of your competitors; and (3) describes how your solution meets, or can be adapted to meet, the specific needs of the PAO.

2. Design
  - a. Describe how the system is designed. Identify if it is a distributed server architecture, a centrally managed server architecture, a hosted architecture, a cloud-based architecture or other design.
  - b. Describe the System's customization capabilities.
  - c. Describe the types of dashboards and data visuals available in the System. Are these built in or utilizing a third-party solution?
3. Security and Storage.
  - a. Describe your IT security process for the design identified above.
  - b. Describe the process for the agency administrators to establish and modify security privileges and permissions within the system.
4. Implementation
  - a. Describe your implementation processes and procedures.
  - b. Describe the roles and responsibilities the vendor and the customer would each have in the implementation process.
  - c. Provide a sample of the structured project implementation plan you would utilize.
  - d. Describe the number of customer resources necessary for ongoing maintenance of the system.
  - e. Describe the number of environments (test, production) supported in an implementation of your system and the cost of each.
  - f. Provide a detailed explanation of the estimated length of time necessary for project implementation, beginning with the signing of the contract through final "go live" of the system.
5. Data Exchange and Interfaces
  - a. Describe the process you would use in building interfaces linking these systems with your solution.
  - b. Identify any potential issues these systems, or the interfaces required to connect to them, might have that would serve to limit the functionality of your software solution.
  - c. Identify if all System modules query a single database. Describe the internal interface between proposed modules.
  - d. Describe the System's ability to share data with other local and state agencies.
  - e. Describe the System's ability to interface with local and state systems and reporting.
6. Maintenance and Support
  - a. Describe your technical support organization and structure.
  - b. What hours is your Technical Support department available?
  - c. Would a designated support representative be assigned to this project?
  - d. Do you provide means to check the status of issues on-line?
  - e. Describe how consistently new versions of the software are released.
  - f. Describe how software changes or enhancements are incorporated into a release.
  - g. Explain how long a release is maintained.
  - h. Detail any software license costs or upgrade costs that existing users have incurred in the past, or that would likely be imposed in the future with an upgrade to a new release.
7. Data Conversion
  - a. Describe your data conversion process.

- b. Describe the Bidder’s capabilities of data migration and process of data migration from DAMION to Bidder’s system.
  - c. Describe how many data load cycles are proposed. Will the data from the County’s current production systems be converted during each data load cycle without data scrambling or masking? Will each data load cycle convert data into each tenant provided?
8. Training
- a. Describe the training you would provide to County personnel, and whether that training would be conducted on site.
  - b. Describe any “train-the-trainer” technique you would provide to County personnel?
  - c. Do you provide web-enabled training courses and tutorials? If yes, are there any fees that would be associated with those courses?
9. Disaster Recovery Management
- a. Identify your business continuity and disaster recovery options, with their respective costs.
  - b. Identify how and where the disaster recovery data is stored.
  - c. Describe the replication and synchronization strategy for restoring the complete system (both data and application software) within the Vendors operating environment (e.g., intra and inter data center replication).
  - d. Identify the disaster recovery timeline.
  - e. Identify whether the synchronization of backup data is real-time.
  - f. Identify whether you will meet the following expectation or if you have an alternative approach: If the primary hosting environment is down, the County expects the Vendor will enable an active environment which is capable of sustaining County operations until primary hosting environment is functional and secure.
10. Pricing
- a. Provide a description of your pricing model. Does the pricing model and/or approach differ in implementation or data conversion? How is it billed (monthly, quarterly, annually)?
  - b. Describe your pricing model and approach in regard to your support plan.
11. Describe any additional features/innovations not contemplated in this RFP. In short, what don’t we know about your system capabilities?

2.5 System Requirements

- A. Describe the System’s minimum networking requirements.
- B. Identify many servers will be required to operate the System? Describe the purpose of each proposed server.
- C. Using the table below, provide server hardware specifications. Repeat the table for each proposed server.

SERVER RECOMMENDATIONS	
Number of Concurrent Users	
System Information	
Operating System	
Database Requirements	

<b>SERVER RECOMMENDATIONS</b>	
Size, Type and Version of Database	
<b>Processors</b>	
Number of Processors @ Speed	
<b>Memory</b>	
Total Memory	
<b>Storage</b>	
Type	
Speed	
RAID levels supported	
Capacity	
<b>Network Adapters</b>	
Number of Ports	
Speed	

D. Using the table below, provide the recommended specifications for user workstations.

<b>WORKSTATIONS</b>	
Operating Systems	
Processor	
Memory	
Network card	
Screen resolution, pixels	
Hard disk space	
Monitor	
Additional Software Applications	

E. Using the table below, provide the recommended specifications for mobile laptops.

<b>MOBILE LAPTOPS</b>	
Operating Systems	
Processor	
Memory	
Wireless network	
Screen resolution, pixels	
Screen size	
Hard disk space	
Additional Software Applications	

## 2.6 Functional Specifications

The following table describes the response ratings used for each of the functional requirements listed in the tables below. Bidder is expected to rate each response using these ratings and to provide a detailed narrative description of how the requirements will be met. Requirements where there is no rating provided (where the rating field is blank) will be scored as “N” and considered as though Bidder cannot meet the specification.

Bidder is **required** to provide a narrative response specifically for any response that is not rated as a “Yes”, meaning the functionality cannot be met with the current system that is in production elsewhere. Bidder should refer to each requirement by number for easy reference. Additional pages may be added if necessary.

RATE	DESCRIPTION
<b>Y</b>	Yes, this requirement can be met with existing functionality. This means the capability exists, is being used in production elsewhere and can be demonstrated.
<b>N</b>	No, this requirement cannot be met.
<b>T</b>	Third-party vendor. This requirement can be met with a third-party system or interface the Bidder will provide.
<b>C</b>	Customization or Modification. This requirement can be met by making programmatic (software development) changes to existing software, developing new software and/or creating new interface with third-party software. Provide estimated costs and proposed delivery date.
<b>U</b>	Unknown. Bidder does not understand the requirement sufficiently to rate it and requires additional information before a rating can be applied.

2.7 General System Specifications

A. GENERAL SYSTEM SPECIFICATIONS			
Description		Rate	Explanation
1.	Does the System software use a Windows-based or Linux-based operating system?		
2.	Solution offers full support for Edge and Chrome browsers on windows platforms?		
3.	Does the system provide Application Programming Interfaces (APIs) for integrations?		
4.	Can users operate the System using function keys, a command line, and mouse point-and-click operations?		
5.	Can the System create electronic signatures for every user?		
6.	Can system administrator enable required fields?		
7.	Can users easily navigate and perform their primary job tasks with intuitive toolbars, tabs and easy access features?		
8.	Does the solution provide for creating our own data fields for organizing case types beyond Criminal and Civil?		

C. REPORTING			
Description		Rate	Explanation
1.	Can users schedule recurring reports to run at user-defined times and dates?		
2.	Can users output reports in various formats such as Excel, PDF and HTML?		

<b>C. REPORTING</b>		
Can reports utilize the following criteria?		
3.	-Less Than	
4.	-Less Than or Equal	
5.	-Not Equal	
6.	-Equal	
7.	-greater than	
8.	-Greater Than or Equal	
9.	-AND	
10.	-Begin With	
11.	-Between	
12.	-Null	
13.	-Like (utilizing a wildcard search)	
14.	-Does Not Begin With	
15.	-Not Like (utilizing a wildcard search)	
16.	-Not (is not Null)	
17.	-OR	
18.	Ability to create and produce reports based on available data as needed without vendor support?	

<b>D. SECURITY</b>		
Description	Rate	Explanation
1.	Can an agency define security on world, agency, group, and individual levels for all screens within the System?	
2.	Can user access be defined per screen, record, field, and function (view, add, modify, delete, etc.)?	
3.	Can users be assigned to one primary group and multiple secondary groups?	
4.	Can an agency track how users access tables, including which records have been printed, searched, viewed, added, and deleted?	

<b>E. INTERFACE</b>		
Description	Rate	Explanation
1.	List examples of current live interfaces with for other Washington State clients/agencies.	
2.	Does the system integrate with Outlook calendars? Explain the process and capabilities.	

2.8 Case Management

<b>A. GENERAL CASE MANAGEMENT</b>		
<b>Description</b>	<b>Rate</b>	<b>Explanation</b>
1. Ability to cross-reference multiple cases/files under a primary name/DOB, cause number, etc.?		
2. Provide for customize instructions to be displayed within the workflow, directing the end user on what functionality they can or should execute?		
Provide for ability to conditionally present a set of user tasks, based on role and step of the process to assist with processing decisions?		
3. Does your systems configuration and workflow design process currently have civil functionality as outlined in the Civil Division Project Overview?		
4. Allow for the automatic distribution and sorting of work based on load balancing rules. Rules should include role, availability, percentage, order of arrival, index values or the size of existing workloads, as well as, custom built work distribution rules? This should also allow for authorized users to rebalance work if inequity is discovered in the workflow process.		
5. Ability to set a priority level for a case or document type? If yes, can this be automated?		
6. Does the solution provide for tasking and subsequent notifications? If yes, do supervisors/admin have the ability to view pending for end-users?		
7. Please explain how the solution tracks appeals?		
8. Does the solution have a way to track asset forfeitures?		

<b>B. SYSTEM QUERIES</b>		
<b>Description</b>	<b>Rate</b>	<b>Explanation</b>
1. Can users search any field, on any screen, in any order?		
2. Can searches be performed directly within the data entry screens, without the need for a separate search application or window?		
3. Can users search any field with wildcard characters?		
4. Does the System allow search criteria to be non-case sensitive?		

	Can users search multiple criteria within the same table or search combined criteria across multiple tables?		
5.	Can the System display a list of all records matching the search criteria?		

<b>C. TIME – EXPENSE - BILLING</b>			
<b>Description</b>		<b>Rate</b>	<b>Explanation</b>
1.	Does the system support entering billable hours?		
2.	Does the system support entering billable hours by task type or by client?		
3.	Do we have the ability to set rates by system user?		
4.	Does the system support entering expenses?		

## 2.9 Records Management

<b>A. GENERAL SPECIFICATIONS</b>			
<b>Description</b>		<b>Rate</b>	<b>Explanation</b>
1.	Do case records automatically link to all associated records?		
2.	Can the System maintain specific defendant and/or client identification number and automatically add a sequential number in conjunction with the ID number for each new file added to the system?		
3.	Does the System support logic-driven data entry (e.g., data fields shown are based on previous entries such as offense type or report type)?		
4.	Can we configure specific information based on a particular reporting need? [e.g. grant information, statistics for elected officials.]		
5.	Can the System track the workflow and/or process and keep historical records?		
6.	Can the System alert supervisors when workflows and/or processes are past due?		
7.	Can an agency configure data entry to prevent submission if certain errors are present?		
8.	Can the system set different routing flows depending on process type to control and limit to whom tasks are routed?		
9.	Can the System notify an assigned attorney of new referrals involving the same suspect(s)?		
10.	Can the CMS notify deputy prosecutor of a new case assignment?		
11.	Can multiple deputy prosecutors be assigned to one case number?		

A. GENERAL SPECIFICATIONS		
Description	Rate	Explanation
12.	Can users generate a list of pending cases?	
13.	Can supervisors monitor case workloads and reassign or assign cases as needed?	
14.	Please explain what utility you use for creating labels for physical files?	

B. NAMES		
Description	Rate	Explanation
1.	Can users view any records linked to a name?	
Can users enter or search the following information regarding an individual in the name record?		
2.	name or partial name	
3.	address	
4.	Does the System verify addresses? Describe	
5.	home and work phones	
6.	date of birth	
7.	date of death	
8.	race	
9.	sex	
10.	height	
11.	weight	
12.	hair color	
13.	eye color	
14.	social security number	
15.	driver license	
16.	relationships	
17.	state ID number	
18.	FBI ID number	
19.	user-defined ID numbers	
20.	Does the system maintain a history of all past addresses, telephone numbers, email addresses and name changes?	
21.	Can users enter and view alert codes for any name in the System (brady, interpreter needed, deceased, address confidentiality, confidential informant, etc.) If yes, can there be more than one alert.	
22.	Can a name record be associated with an unlimited number of aliases, with a physical description and numerical identifiers (i.e. SSN, DOL) for each alias?	
23.	Can the System limit users from entering duplicate names or identifiers?	
24.	Can the user attach documents to the name?	

**C. PUBLIC RECORDS, REDACTION, RETENTION, SEALING, AND PURGING**

Description		Rate	Explanation
1.	Can the user electronically redact records in the System for public dissemination?		
2.	Does the redaction tool have a text replacement function?		
3.	Can the System track metadata for all redactions, to include the user who redacted and time redacted?		
4.	Can the System preserve the redacted and unredacted versions of the record? Describe		
5.	Can the redaction occur without impacting the permanent record (e.g. the master name index)?		
6.	Can the System seal or purge a record permanently?		
7.	Can the System seal or purge a portion of a record or select information within a record (e.g. a person) without destroying the report?		
8.	Can the System create a log of all historical record changes?		
9.	Are retention schedules customizable? Explain.		
10.	Can designated roles (e.g., manager, public records officer) receive notifications of cases, or documents that need to be reviewed per the retention schedules?		

**D. DOCUMENT AND IMAGE MANAGEMENT**

Description		Rate	Explanation
1.	Does your solution allow for the use of cabinet/folders as a way of organizing documents/attachments? If yes, are there limits on file size or how many folder structures are supported?		
2.	Can the system dynamically create folders and hierarchies based on document type?		
3.	Allows for documents/media to be added to the system in their native format via Drag and drop?		
4.	Allow drag-and-drop import of messages into the CMS using email client folders in order to automate the classification and indexing of emails and attachments?		
5.	Ability to connect related documents to each other by name, case number, etc.?		
6.	Ability to control and track the modification of documents through multiple revisions, allowing users to view prior revisions in which it is clearly		

<b>D. DOCUMENT AND IMAGE MANAGEMENT</b>			
<b>Description</b>		<b>Rate</b>	<b>Explanation</b>
	displayed the number of revisions and allows for comments on the revisions?		
7.	Provide electronic discovery (eDiscovery) via a secure portal with tracking reports including dates/times sent, received, opened, downloaded, etc.?		
8.	Ability to File Stamp an electronic document with a current date at a specific point in the process?		

2.10 Requirements For System Hardware And Other Infrastructure

A. System Architecture and Infrastructure

1. Bidder should provide the County with a detailed and succinct narrative response explaining how Bidder’s technical solution design will ensure that the System functions properly in the expected environment and under the expected demands of the County and its agency partners.
2. Bidder is to provide a commercially available solution that addresses the functional requirements described in the RFP with minimal or no custom software development.
3. Bidder should describe how the proposed System is able to meet the County’s functional requirements with minimal custom software development and explain conditions where custom development may be or is typically required. Bidder should generally describe the configuration process and how configuration can be used to accommodate operational changes that may occur over time and describe the types of system configurations typically handled by the client and what, if any, are typically or can only be handled by Bidder.
4. Bidder is to utilize a modern and fully supported software environment designed for the expected function, size and scale required by the RFP.
5. Bidder should provide an overview of all of the proposed system software components. Where applicable, Bidder should provide a diagram or other graphic that clearly shows the relationships between each of the software components. Bidder should include the vendor name, product name, release or version numbers and description/purpose of each distinct software component, such as: operating system, database, application servers, administrative tools or utilities and both server and client software (desktop, mobile devices, etc.).
6. Bidder should clearly identify software that is developed and provided by Bidder and/or its sub-contractors and software that is commercially available and licensed by other third-party vendors as part of Bidder’s overall proposed solution. Bidder should describe any special relationships or other partnerships that Bidder may have with vendors that are significant to Bidder’s ability to utilize and/or develop in this particular environment. Bidder should describe how long this particular system software platform has been in production.

B. Case Management System

1. Bidder is to utilize a modern and fully supported hardware and infrastructure platform that has been designed for the expected size and scale demands of the RFP.
2. Bidder should describe the key software technologies being used and its benefits, including how they are specifically well suited for the demands of a mission-critical environment. Bidder should explain the current product life cycle and development strategy for the next five (5) years, including any planned upgrade, re-writes, or major enhancements.
3. Bidder should describe the recommended system hardware platform including the recommended server size and technical specifications that would be required to fully support a System that accommodates all of the potential users and utilizes all functions proposed (e.g. the most likely end-state configuration). Bidder should explain why the recommended platform architecture and specific configuration is particularly well suited for the expected demands of the PAO. Bidder should describe how the recommended platform architecture is well suited to adapt and scale over time as the System demands change and/or increase over time.
4. Bidder is to provide a System that is capable of storing historical data in the live, production system so that these records are immediately and fully available to system users. Bidder should describe the recommended system storage platform including the recommended storage technology specifications and storage size based on the anticipated number of records in the fully implemented Records Management System end-state. Bidder should describe how storage estimates are made and the specific assumptions used to produce storage calculations. Bidder should describe any special storage needs or considerations that the proposed solution may require, such as any dependencies on third-party or external storage services and/or solutions.
5. Bidder should describe the minimum and recommended requirements for the end-user desktop device needed to support full access to the proposed solution. Bidder should describe any variances to a standard configuration that may be required for users depending on type or specific function.
6. Bidder should describe minimum network bandwidth requirements for the standard desktop computer configuration needed to support the proposed System functions. Bidder should confirm that the proposed System could operate on the current standard desktop computers.

C. Workplace Technology and/or Required System Upgrades. Bidder is to provide the recommended specifications for each type of desktop device that would be required to implement the System and all features. It is expected that the System will be accessible using handheld or other mobile devices. Bidder should describe the minimum technical requirements for each type of recommended handheld device (e.g., smartphone or tablet) and the minimum technical requirements (e.g., operating system, memory, storage, etc.) for each proposed device type. Bidder should describe the minimum network bandwidth requirements for each type of mobile device proposed.

D. System Scalability and Growth. Bidder is to provide a System that can scale and grow, as the needs of PAO change over time. The System's performance and capacity must be

maintained and able to adapt to changing system use and needs over time without requiring full-scale replacement of all underlying technology hardware or software platform. Bidder should describe how the System is specifically designed to accommodate growth, especially as new users and capabilities are added incrementally over time. Bidder should describe how its system hardware and infrastructure needs can change over time and how those changes are accommodated.

- E. System Performance. A slow or otherwise unavailable System will not be acceptable and will have a profoundly negative effect on safety and efficiency. Bidder is to provide a System design that accounts for no single-point-of-failure and provides System resiliency sufficient to maintain the required System response time and uptime regardless of cause of the failure. The System must be able to detect and recover from failures with minimal to no human intervention. Bidder should describe the following:
- How the system has been designed for resiliency, specifically how failure detection and recovery is achieved;
  - Any special system software features or capabilities that are specifically in place to enhance resiliency and reduce susceptibility to system or component failures;
  - System recovery times, and how system recovery times are maintained and measured;
  - How roles and responsibilities for system recovery are defined and managed between Bidder and the County;
  - How system response times are achieved and maintained during normal and peak use operation;
  - How system performance is measured and accounted for in maintenance agreements;
  - The process by which system performance testing/load testing is accomplished both pre and post implementation;
  - The tools, process, environments, etc. used to conduct system load testing and the level of confidence that the proposed load testing will adequately simulate expected production environment usage;
  - How performance test results are reported to and verified by the County; and
  - The tools and processes used to proactively alert and/or provide early warning of system anomalies and potential performance issues.
- F. Data Protection and Recovery from Failure. Bidder is to provide a System design that protects against data loss and/or corruption due to unforeseen system and/or component failures. Bidder should describe the following:
- How protection against data loss and/or corruption is achieved in the event of unforeseen system and/or component failures;
  - Any storage and/or backup design that protects against data loss, prevents data corruption and provides a mechanism for the recovery of lost or corrupted data in the event of a System failure. The System design should ensure that an unforeseen system outage does not result in data loss beyond what may have been ‘in-transit’ or not yet committed at the time of the outage; and
  - How data protection and recovery is designed to ensure against data loss due to unforeseen failures and the specific mechanisms in place for data recovery.
- G. System Environments. Bidder is to support the ability to conduct system maintenance, training, development, configuration and testing without interruption to the production systems. Bidder should describe how separate environments are provided to conduct system development/configuration, maintenance, testing and training without interruption to the live, production system and the specific hardware and software requirements for each environment.

#### H. Release Management and Version Control

1. Bidder is to provide a mechanism for predictably managing releases, enhancements and/or customizations including updates, patches and upgrades in a manner that is not disruptive to operations. Bidder should describe the following:
  - How the software is maintained and updated including bug fixes, minor/major patch and release management;
  - How releases are validated and tested and how they are moved between environments until they are released into production;
  - How the release management process protects against unforeseen changes to the production environment; and
  - How County specific configurations or changes are maintained during software version upgrades.
2. Bidder is to keep the System software, including third-party software, up-to-date with any required release patches or updates and major releases within one version of the fully supported current version. All proposed software versions must be generally available and operational in a comparable production environment on or before the proposal deadline. Bidder should describe the following:
  - Process used to ensure system compatibility with updates and new releases of any required underlying system software such as operating systems, database, and application servers;
  - How updates to system software are documented, tested and implemented in a way that does not disrupt the production environment; and
  - Any maintenance or upgrades that would require periods of planned system downtime or otherwise make the system unavailable to users.

#### I. Data Retention and Archiving

1. The County currently maintains complex data retention policies that are largely driven by departmental policy and local, state, and federal law. Data retention policies vary by record type and data within record type and may have differing retention policies ranging from several years to indefinite periods. In a separate, but related effort, the County plans to create a consolidated data archival capability that consolidates data from several different system-of-record sources, such as CMS, into a single data storage repository that will be used for historical archival, enterprise reporting and analytics. As this other effort progresses, the County expects that the CMS will participate by providing data to this central repository and that the CMS may use this central repository for archiving purposes.
2. Bidder is to provide the capability to maintain various data retention policies for different record and data types under different conditions that may change over time. Bidder should describe the following:
  - How data retention policies are established and modified;
  - Typical data retention policy scenarios and how the system is designed to accommodate them;
  - How data retention policies affect storage planning and/or system performance and if/when archiving may be required to maintain system performance; and
  - If/how archived records can remain indefinitely.
3. Bidder is to provide the capability to permanently ‘purge’ records in a manner that complies with Departmental, local, state and federal guidelines. Bidder should describe

how the system provides for the capability to permanently remove records when authorized to do so. Bidder should describe how these records are removed and what trace information, if any, may remain on the system.

J. Data Conversion. Bidder is required to provide a mechanism for converting data from existing legacy systems that contain vital historical information and making that information available to System users. Bidder is required to provide expert technical resources that can assist in the identification and analysis of existing information sources and provide recommendations for its conversion and/or other means of accessing. Bidder may also be required to provide the resources to implement the recommendations depending on the solution. The legacy data may be in a variety of formats such as relational database, flat file, image files, pdf documents, and have attachments. The Bidder should describe their approach to data conversion from existing systems including attachments, data mapping and cleansing of legacy data and include the following:

- Describe what the County can expect in terms of data conversion and examples of how the Bidder has successfully addressed similar data conversion issues in other similar systems.
- Describe the most common types of data converted to the CMS and the alternatives for accessing legacy data that may not be converted into the new CMS. Describe the process by which the data conversion will be designed, documents, executed, and tested. Include the role of the County, and what resources it should expect to provide in order to support the conversion. This should include all County current interfaces previously identified.
- Describe how Bidder will convert records containing partial data (i.e. partial names, partial phone numbers, unknown persons with physical descriptors) to ensure that they will be returned in search queries?
- Describe the process for cleaning data during the data conversion process to eliminate duplicate and/or unnecessary information contained in names, addresses, vehicles, property, reports, and the like.
- The County expects that legacy data will continue to be available to authorized users of the new System, describe Bidder's expertise and insight as to how best to manage, convert and/or otherwise access the legacy information through the new System.

## 2.17 Training

- A. The County recognizes that the involvement, understanding and commitment of its employees is critical to the successful implementation of the System. County employees will assist in all key process design and configuration issues. Contractor will prepare test equipment, training scenarios, training data files, manuals, visual aids, handouts, quick reference guides, and other materials required for the training programs. Training will be provided during hours which accommodate County employees.
- B. Contractor should provide a training program for the proposed System. The program must include user group levels, course duration, course description, any course prerequisites, and classroom technical needs. The program should include the following:

1. Training for the County’s core project implementation team to include the training necessary to understand the overall system architecture, interface configurations, data import/export capabilities, workflow configuration options, and the like;
2. Training for application administrators to include the training necessary to configure, tailor, monitor, and administer the technical and functional aspects of system;
3. Incorporates a “train-the-trainer” approach for System trainers;
4. A post-implementation training for on-going end-user training of the initial System, as well as for future version releases;
5. An on-site refresher training for system administrators, application administrators, and end-user trainers;
6. Written training manuals for each individual who is to be trained; and
7. An online educational database.

2.18 Documentation – As-Builts. Contractor shall provide as-built system documentation that reflects any tailoring or configuring changes made for the County and its agency partners, and included the following at a minimum:

- User documentation for all applications
- System documentation including administration
- Database setup and maintenance
- Configuration documentation
- Interface documentation
- Data dictionaries
- Entity relationship diagrams
- Data flow diagrams
- Report creation and maintenance
- System topology

2.19 Implementation (Incremental Phases) And Support

- A. Overview. Bidder shall, with appropriate involvement from the County employees, perform all tasks required to implement the System through incremental phases, including all phases from analysis design, configuration, data migration, construction of interfaces where required, implementation, testing/verification, training, and maintenance. Some of the key tasks are as identified in this section.
- B. Update Implementation Plan. Bidder will revise the Implementation Plan (including a revised schedule and detailed task plan) in conjunction with the County’s project team.
- C. Refine Database(s) Configuration. Bidder shall work in conjunction with the County’s project team to refine the database(s) configuration (e.g., code tables, workflow).
- D. Install Client Software. Bidder will install, configure, test, and validate all applicable database and application software on user all workstations.
- E. Prepare Operations Manual. Bidder will load the manuals appropriately for on-line reference by System users and will document the process for the County, so the County personnel can load manuals for on-line reference on an ongoing basis.

2.20 Project Management

- A. Bidder will be responsible for applying project management methodologies for project planning, resource management, project monitoring, production control, configuration management, quality assurance, test plan, conversion plan, training, implementation methodology, post-implementation support, and documentation (e.g., work plan, configuration

management, requirements, fit gap analysis, general and detailed system design, test plan, training plan, system and application manuals). Bidder is to provide a project manager who, along with the County's project manager, will be responsible for coordinating (a) project plan development and implementation, project status reporting and any sub-contractor work; (b) System changes and modifications requested to the project plan; and (c) all technical, educational, documentation and support services.

- B. During the project, until final system acceptance, Bidder's project manager will be required to work cooperatively with the County's project manager and to participate in weekly project status conference calls, monthly status meetings and submit monthly status reports, which include progress updates, milestones attained, resources expended, problems encountered, and corrective action taken.

## 2.21 System And Data Security

- A. Bidder represents and warrants that Bidder will provide and maintain during the Contract term System security and access controls sufficient to comply with all Laws and the current FBI Criminal Justice Information Services Security Policy (CJIS). Bidder and its Personnel further represent and warrant that it's collection, access, use, storage, disposal, and disclosure of Data and Confidential Information does and will comply with all applicable Laws during the Contract term. Bidder and its Personnel shall not mine or otherwise process Data for any purpose not explicitly authorized in the Contract. Bidder may process or analyze data as necessary for ongoing and routine performance monitoring to ensure continuity of service and/or to project future dynamic provisioning requirements. Bidder further represents and warrants that it conducts regular audits of the CMS and associated systems to monitor for unauthorized access and access attempts, conducts regularly scheduled penetration tests, maintains a sufficient firewall to prevent unauthorized access to the CMS and associated systems.
- B. Bidder shall maintain the integrity of Data through physical or logical separation between the storage and services provided to the County, and storage and services provided to other persons or entities that are not explicitly authorized to share County Data or the data of agency partners as provided in the Contract. County Data and the data of the agency partners may not be commingled with non-County Data in servers utilized for the System or modified in any way that compromises the integrity of the data, unless other provided in the Contract.
- C. The Contractor must maintain records of access to Data sufficient to allow the County to establish a clear and precise chain of custody for all Data. Bidder shall notify the County if and when it changes the physical location in which Data is stored.
- D. Describe the System's logging and audit functions, specifically how they are used to maintain system integrity and security compliance. Describe how chain-of-custody records are maintained, particularly with respect to digital assets (e.g. changing file format from one to another). Describe how historical information about changes made to a record are collected, maintained, searched, and reported.
- E. Without limiting Contractor's obligations in this Contract, Contractor shall implement administrative, physical, and technical safeguards to the data of the County and its agency partners that are no less rigorous than legal and regulatory requirements, including CJIS, and accepted industry practices, such as Advanced Authentication practices for two factor

authentication, and/or other applicable industry standards for information security. Contractor shall ensure that all such safeguards, including the manner in which Data and Personal Information is collected, accessed, used, stored, processed, disposed of and disclosed, comply with applicable data protection and privacy laws, as well as the terms and conditions of this Contract.

- F. Bidder shall provide a Certificate of Proof of Cybersecurity issued or approved by a duly authorized organization with appropriate credentials to verify the technical and operational capabilities and practices of Bidder.
- G. Describe all security standards and/or certifications Bidder and system maintains. Include each specific security standard and level of each, if applicable, that the System and associated data storage systems and services are in compliance with. Describe how Bidder achieves and maintains compliance with the security standards on an ongoing basis. Describe your encryption, login, auditing, and penetration testing and security features and standards. Additionally:
  - 1. Provide a copy of Bidder's disaster response/business continuity plans and timelines for restoration and recovery;
  - 2. Identify who is responsible for identifying and addressing vulnerabilities in the network and system components; and
  - 3. Identify the access Bidder's personnel have to the System's sensitive data.
  - 4. Describe Bidder's approach in securing data from unintentional deletion and to accomplish intentional purging of data meeting retention requirements.

## 2.22 Support And Ongoing Maintenance

- A. The Bidder is required to provide a support model that clearly delineates the specific roles and responsibilities of the Bidder and the County, and include the following:
  - 1. Describe the trouble identification support and reporting process and how issues are tracked from report to resolution, including clear severity level definitions; guaranteed response times for each severity level; clear contact and escalation procedures; reporting requirements, procedures and the role of the County and associated costs.
  - 2. Response should include Bidder's average time to resolve issues and first-call resolution percentage.
  - 3. Describe the specific roles, responsibilities and skills required of the County and the expected level of interaction between the County and the Bidder for support issues. Bidder should describe its proposed Service Level Agreement (SLA) metrics and how SLA's are measured and reported. Bidder should describe how problem resolution and root cause are documented by Bidder and validated by the County.
  - 4. Bidder is required to provide a support model that includes a mechanism for planning for and controlling costs related to necessary future system enhancements, upgrades, bug fixes or changes that may be required due to changing operational conditions and associated

costs, warranties, and other requirements of the County. This should include a plan for changes to the system that may be required after implementation. Bidder should describe how new system capabilities or enhancements can be provided as part of the support agreement.

5. In the event of enhancements or upgrades, describe Bidder's commitment to continuing to provide maintenance to the County should the County elect to retain a previous release. How long will Bidder continue to provide maintenance for prior a release? Does Bidder preserve agency customizations to the System during the enhancement process free of charge? Describe the process for customers to influence product enhancements.

#### 2.23. Source Code

- A. The County's ability to adequately utilize Bidder's Software will be materially jeopardized if Bidder fails to maintain or support such Bidder's software unless complete Source Code for the Software and related Documentation is made available to County for County's use in satisfying County's maintenance and support requirements. Therefore, Bidder agrees that if an "Event of Default" occurs, then Bidder shall promptly provide to County one copy of the most current version of the Source Code for the affected Software and associated Documentation in accordance with the following: (1) An Event of Default shall be deemed to have occurred if Bidder: a) ceases to market or make available maintenance or support Services for the Software during a period in which County is entitled to receive or to purchase, or is receiving or purchasing, such maintenance and support and Bidder has not promptly cured such failure despite County's demand that Bidder make available or perform such maintenance and support; b) becomes insolvent, executes an assignment for the benefit of creditors, or becomes subject to bankruptcy or receivership proceedings; c) ceases business operations generally or d) has transferred all or substantially all of its assets or obligations set forth in the Contract to a third party which has not assumed all of the obligations of Bidder set forth in the Contract.
- B. Bidder will promptly and continuously update and supplement the Source Code as necessary with all Corrections, Improvements, Updates, releases, or other changes developed for the Bidder Software and Documentation. Such Source Code shall be in a form suitable for reproduction, and use by computer and photocopy equipment, and shall consist of a full source language statement of the program or programs comprising the Bidder Software and complete program maintenance documentation which comprise the pre-coding detail design specifications, and all other material necessary to allow a reasonably skilled programmer or analyst to maintain and enhance the Bidder Software without the assistance of Bidder or reference to any other materials.
- C. The governing License for the Bidder Software shall include the right to use Source Code received under this Section as necessary to modify, maintain, and update the Bidder Software.
- D. Upon request by County, Bidder will deposit in escrow with an escrow agent acceptable to County and pursuant to a mutually acceptable escrow agreement supplemental to the Contract, a copy of the Escrow Materials which corresponds to the most current version of the Bidder Software in use by County. Bidder shall pay all fees of the escrow agent for services provided. If Bidder currently maintains or enters into an escrow agreement for the Source Code for the Bidder Software for the benefit of other customers of Bidder, then Bidder shall provide to County a current copy of such escrow agreement within ten (10) days of County's request and if such existing escrow agreement is acceptable to County, Bidder shall include County as a

third-party beneficiary of such escrow agreement at no charge to County. In such case, the existing escrow agreement shall be considered a supplemental agreement to the Contract. If such existing escrow agreement is not acceptable to County, and County and Bidder elect not to enter into a separate escrow agreement, County and Bidder shall enter into an amendment to such existing escrow agreement which provides mutually acceptable terms and conditions; at a minimum, such terms and conditions shall allow County to conduct an audit of, or shall require that the escrow agent conduct an audit of, the copy of Escrow Materials in escrow to ensure that such copy meets the requirements established in this Section. Bidder's entry into, or failure to enter into, an agreement with an escrow agent or to deposit the described materials in escrow shall not relieve Bidder of its obligations to County described in this Section.

- E. If, as a result of an Event of Default, Bidder fails to provide required support Services, then any periodic license fee which County is required to pay under the Contract for Bidder Software shall be reduced to reflect such lack of support Services. At such time as Bidder commences offering the support Services described in the Contract for Bidder Software, County may obtain such support Services as provided for elsewhere in the Contract.

#### 2.24. Account Manager/Support Staff

- A. Bidder will provide a dedicated competent account manager who shall be responsible for the County account/contract. The account manager shall receive all orders from the County and shall be the primary contact for all issues regarding Bidder's response to this RFP and any contract which may arise pursuant to this RFP and resulting Contract. The account manager should be familiar with County requirements and standards and work with the County to ensure compliance.
- B. Bidder will provide adequate, competent support staff that shall be able to service the County during normal working hours, Monday through Friday. The account manager should be knowledgeable about the contract, products offered and able to identify and resolve quickly any issues including but not limited to order and invoicing problems.

#### 2.25 General Staff Requirements

- A. Bidder must submit the names, dates of birth, and fingerprints of any persons assigned to the County's engagement so that PAO may conduct a background check prior to any onsite visits and/or access to County databases or interfaces
- B. While at County facilities, Bidder's personnel shall conduct themselves in a businesslike professional manner, treat employees courteously, and comply with reasonably safety practices, adhere to no-smoking ordinances, and the County's drug-free workplace policy. The County has the right to request the removal of any Contractor employee or subcontractor who does not properly conduct himself/herself/itself or perform quality work.
- C. If during the Contract term, the County determines in good faith that the continued assignment to the Contract of any Contractor's personnel (including Contractor's key personnel) is not in the best interests of the County, the parties will attempt to resolve the County's concerns on a mutually agreeable basis. If the parties are unable to resolve the County's concerns within ten (10) business days, the Contractor will remove that person from the position and shall timely propose to the County the assignment of another individual of suitable ability and qualifications.

- D. With respect to all other Contractor's Personnel, Contractor will use its diligent efforts to ensure the continuity of its assigned suitable and qualified personnel performing services under the Contract. The Contractor shall not transfer, reassign, or remove key personnel (except as a result of voluntary resignation, involuntary termination for cause, illness, disability, or death) during the specified period in the Scope of Work without the County's prior approval, which it may withhold in its sole discretion.
- E. OSHA/WISHA. The Contractor actor shall comply with the conditions of the Federal Occupational Safety and Health Act of 1970 (OSHA), the Washington Industrial Safety and Health act of 1973 (WISHA), and the standards and regulations issued thereunder and certifies that all items furnished or purchased under the Contract will conform to and comply with said standards and regulations. The Contractor further agrees to indemnify and hold harmless the County from all damages assessed against the County as a result of the Contractor's failure to comply with these acts and the standards issued thereunder and for the failure of the items furnished under the Contract to so comply.

## 2.26 System Use And Licensing

- A. Bidder is to provide a licensing model that is predictable, understandable, and easy to manage as user adoption increases over time. Bidder should describe the licensing model/structure and how the System is licensed taking into consideration all users. Bidder should clearly identify for every component/module in the System, the license type (user, concurrent, view only users, etc.), and describe how license counts are determined and managed.
- B. Bidder is to provide a licensing model that allows for incremental use and growth in the number of users and System capabilities over time.
- C. For the purpose of initial pricing, Bidder is required to provide licensing cost estimates for the fully implemented System as described in Bidder's Proposal.
- D. Describe view only licenses. Is a license required? What is the cost? Can view only privileged be provided to outside departments such as the prosecutor's office? Can documents be printed from a view only license? What are the limitations, if any?

## 2.27 Cost Proposal

- A. Fixed Price. Bidder shall provide a firm fixed price for all of the System components as requested in the RFP including the hardware, software, data conversion, maintenance, and all professional services. The price(s) quoted in the cost proposal shall be the total cost the County will pay for the entire System, functionality, and all Services as identified in the RFP including all charges in U.S. dollars. When applicable, the tax rate and amount shall be identified. Bidders shall include a quote of time and materials and schedule of fees for additional work outside the scope of work requested. All pricing as quoted will remain firm for the initial term of any Contract awarded as a result of this RFP.
- B. Line Items. All costs must be listed separately, clearly identified and un-bundled. Identify all modules included in the base price. Proposals that do not detail the composition of specific costs or that summarize costs without sufficient detail may be considered unresponsive. Bidder may attach additional pages to the Proposal if necessary.

- C. No Hidden Costs. Bidder's costs must include all costs required to deliver the entire System and functionality requested in the RFP. All options must be clearly identified as options and priced separately. The Proposal must identify that all costs related to the delivery of the entire System, functionality, and all Services to be provided in compliance with the requirements of this RFP have been included and are clearly disclosed and that no additional fees or charges will be incurred by the County other than those described in the Proposal submitted. All prices are to be F.O.B. destination. Any freight/delivery charges are to be included.
- D. Price Increase/Decrease. Unless otherwise stated, Bidder agrees that in the event of a price decline, the benefit of such lower price shall be extended to the County and its agency partners. Any price increases or decreases for subsequent contract terms may be negotiated between Contractor and County only after completion of the initial term.
- E. Errors or Omissions. Bidder is responsible for any errors or omissions from the cost Proposal. Should the Contractor fail to include in the cost or to deliver to the County and its agency partners any component necessary to complete the entire System as proposed, the Contractor is required to provide same at Contractor's own expense at no additional cost to the County and its agency partners.
- F. Incentives. The Cost proposal shall include any and all payment incentives available to the County.
- G. Cost Proposal – Software. Bidder will provide line-item detail for all software items required including all costs for customization, interfaces, or any other custom development that is required to meet the requirements of the RFP. This section must fully represent total cost of ownership, including one-time acquisition cost plus ongoing annual maintenance or service cost, per year, for a minimum of five (5) years.
- H. Bidder will provide line-item detail for all required System application software for which the Contractor is the primary developer and/or licensor. This includes both server and end-user device software (e.g. workstation, mobile computer, handheld, smartphone.)
- I. Bidder will provide line-item detail for all required third-party software for which another company, other than the Bidder, is the primary developer and/or licensor, but which the Bidder provides and relies upon for its proposed solution. This includes server operating system, database, application servers, data or reporting tools and any other required software components.
- J. Identify if Bidder can limit, use, and/or add modules specific to the individual needs of the County and its agency partners and all associated costs.
- K. Identify all hourly rates and associated costs in the event of an increase in production costs due to later add-ons and post-implementation customization.

END OF SCOPE OF WORK