

	EXHIBIT H	PURCHASING DEPARTMENT 619 DIVISION ST. MS-7 PORT ORCHARD, WA 98366 PHONE: (360) 337-4788
	PROPOSAL FORMAT AND EVALUATION CRITERIA	

The Proposal shall be in the format below and contain all the information requested to be considered.

SECTION 1. COMPLETENESS AND QUALITY OF PROPOSAL

- A. Bidders are to provide all information requested in the Solicitation, including the scope of work. Proposals should be consecutively numbered and organized as identified below and include all Exhibits, attachments, and addenda are to be appropriately signed, tabbed, and labeled. Responses to sections and subsections shall begin with the clear identification of the section or subsection for which the response is provided. Bidder shall fully respond to each section, and not refer to another part of the response. Information or data pertaining to a section included elsewhere, shall not be considered part of the response, and shall not be considered part of any contract awarded.
- B. Table of Contents, Exhibits. The Proposal shall have a table of contents and include the scope of work, all Exhibits and addenda completed and signed as required.

SECTION 2. SPECIFIC QUALIFICATIONS

- A. All Proposals must be accompanied by a cover letter which introduces the Bidder, an executive summary that should highlight their experience in relation to the correctional services requested and provide an overview of the Bidder’s experience and proven capabilities to manage a contract the size and complexity of this Jail, to include but not limited to the following:
 - 1. Provide references from all current clients in surrounding counties.
 - 2. Provide an overview regarding the history and accomplishments of the Bidder in providing commissary and trust fund accounting system, responsible staff, job descriptions, and written work plan that demonstrates the ability of the Bidder to fulfill the requirements of this RFP.
 - 3. Identify the name and address of the facility where commissary orders will be packaged.
- B. Provide protocols, guidelines and procedures for inmate/customer complaint resolution.
- C. Identify security procedures for the commissary and inmate banking.
- D. Provide an organizational chart of staff that will be working on this project identifying each by name and title, qualifications and how they relate to one-another organizationally and to the County, to include the transition team.
- E. Provide at least five (5) references for government entities for which the Bidder has provided or is providing the same or similar services for other jails. Use the Contractor References form,

which may be copied if needed.

- F. Prior contract performance. Bidder must provide the following information for the past seven (7) years:
1. Whether Bidder has had a contract terminated for default or cause. If so, the Bidder must submit full details, including the other party's name, address, and telephone number.
 2. Whether the Bidder has been assessed any penalties in excess of \$10,000.00 including any liquidated damages, under any of its existing or past contracts with any organization (including any government entity). If yes, for each incident provide the name of the other organization, the reason for the penalty, the penalty amount for each incident, and liquidated damages.
 3. Whether the Bidder was the subject of any governmental action limiting the right of the Bidder to do business with that entity or any other governmental entity.
 4. Whether trading in the stock of the company has ever been suspended with the date(s) and explanation(s).
 5. Whether the Bidder, any officer of the Bidder, or any owner of a 20% interest or greater in the Bidder has filed for bankruptcy, reorganization, a debt arrangement, moratorium, or any proceeding under any bankruptcy or insolvency law, or any dissolution or liquidation proceeding.
 6. Whether the Bidder, any officer of the Bidder, or any owner with a 20% interest or greater in the Bidder has been convicted of a felony or has a pending felony charge.
 7. If the answer to any item in (1) through (6) is affirmative, Bidder must provide complete details about the matter. While an affirmative answer to any of these items will not automatically disqualify an offeror from consideration, at the sole discretion of the County, such an answer and a review of the background details may result in a rejection of the Bidder's Proposal. The County will make this decision based on its determination of the seriousness of the matter, the matter's possible impact on the offeror's performance of the Work, and the best interests of the County.

SECTION 3. SOFTWARE COMPLIANCE

- A. Bidder must be able to comply with the software requirements of the scope of work.
- B. Proposal must describe its capability, capacity, and plans for developing the deliverables, as well as describe contingency plans if the primary plan is not able to meet the project's needs.
- C. The software should be written in a relational data base. Access to the data base should be limited to Bidder's support personnel to protect the integrity of the data structure and accounting principles using a WEB based Intranet application.
- D. Bidder must provide a statement indicating they employ all programming and technical support staff to support the services. Bidder will include the number of years providing inmate banking software and the number of current clients with the software installed.
- E. Bidder will address the following items in their Proposal:

1. Software Development History
2. Conversion and Implementation plans
3. Data Backup procedures and related security issues. The Bidder must provide the information on how this is handled by the Bidder and cannot use a third party service to ensure complete control of the inmate's sensitive financial information.
4. Since debit and credit card information will be processed, the Bidder must provide adequate documentation as to which institution will be processing the card information.
5. Documentation of Payment Card Industry Data Security Standards (PCI DSS) compliance is required.
6. Bidder must demonstrate a commitment to technology upgrades, including consistent new technology deployment over the last five years or more.

SECTION 4. TECHNICAL APPROACH, WORK PLAN, COUNTY SUPPORT

- A. Describe the procedures and methods to be used to meet the objectives and specifications identified in the Solicitation.
- B. Identify all Bidder and County responsibilities, including equipment required.
- C. Staffing Plan. The Bidder will provide a staffing plan that identifies all personnel required to do the Project. The plan must have the following information:
 1. A matrix matching each team member to the skill set requirements detailed in this RFP.
 2. A contingency plan that shows the ability to add more staff if needed to meet the Project's due date(s).
 3. A discussion of the Bidder's ability to provide qualified replacement personnel.
- E. Work Plan. The Bidder must fully describe its approach, methods, and specific work steps for doing the work on this project. Bidders are required to create a work plan to demonstrate the level of understanding of the type of project, and scope of work. This description must be sufficiently detailed to describe to the County the Bidder's knowledge and understanding of the project. The Bidder must make the work plan as complete and detailed as possible by including at least the following:
 1. Assumptions used in determining time frames for project steps;
 2. Potential problem areas and recommended solutions;
 3. Assumptions used in developing solutions.
- F. The work plan must also contain the following additional information describing in detail the Bidders proposed approach to:
 1. Conversion
 2. System Testing
 3. All Training Tasks
 4. Maintenance and Support
 5. Software Problem Reporting and Resolution
 6. System Transition

- G. Subcontractors. If the Bidder chooses to use any subcontractors, this part of the Bidder's Proposal must describe its approach to effectively managing its subcontractors.
- H. County Support Requirements. The Bidder must describe the support it wants from the County. Specifically, the Bidder should address the following:
 - 1. Nature and extent of County support required;
 - 2. Assistance from County staff and the experience/qualification level required; and
 - 3. Other support requirements.

The County may not be able or willing to provide the additional support the Bidder lists in this part of its Proposal. The Bidder must therefore indicate whether its request for additional support is a requirement for its performance. If any part of the list is a requirement, the County may reject the Bidder's Proposal if the County is unwilling or unable to meet the requirements.

SECTION 5. COMMISSARY LIST, COMMISSARY AND BANKING FEES

- A. Bidder shall provide proposed Commissary List with pricing. List should also include brands and quality selections.
- B. Demonstrated ability to meet the 98% order fill rate requirement of this RFP.
- C. Bidder shall identify all Commissary and Banking fees.

SECTION 6. PROJECT SCHEDULE, TRANSITION PLAN

- A. Project Schedule. The Bidder will provide a detailed Project schedule for project milestones and deliverables. The schedule should be delivered as a Gantt chart, showing all major project tasks on a week-by-week schedule to serve as the basis for managing the project. The schedule should clearly demonstrate how the project will become fully operational by December 31, 2022. The Bidder must give dates for when the deliverable(s) will be completed. The Bidder will also identify and describe all risk factors associated with the forecasted milestone schedule.
- B. Describe project transition and a project transition schedule by task, including project organization, management, training, and quality control procedures.
- C. Provide a detailed implementation plan and a project schedule for all equipment/systems and services, including specific dates, times and access requirements for installation and include the time necessary to complete the plan review once the contract is awarded.

EVALUATION CRITERIA

An evaluation committee will evaluate and numerically score each section and weight assigned to each. The committee may also have the Proposals or portions thereof reviewed and evaluated by independent third parties or various County personnel with experience that relates to the services or criteria in the evaluation process. The committee may also seek reviews of end users of the services or advice or evaluations of subject matter experts.

SCORING

Section 1. Completeness and quality of proposal	Pass/ Fail
Section 2. Specific qualifications	40
Section 3. Software compliance	55
Section 4. Technical approach, work plan, County support, scope of work response, exceptions and deviations	65
Section 5. Commissary and banking fees	40
Section 6. Project schedule, transition plan	50
TOTAL POINTS	250