



THURSTON COUNTY
WASHINGTON

Pretrial Services Case Management System

REQUEST FOR PROPOSAL

THURSTON COUNTY
2000 LAKERIDGE DRIVE SW, OLYMPIA WA 98516

Application System Acquisition Request for Proposal

Thurston County
Central Services Information Technology

1. Purpose

The Thurston County Pretrial Services Department (hereafter referred to as “Pretrial Services” or “the County”) is seeking an information system to perform all the functions related to Pretrial Services business processes. The purpose of this RFP is to solicit proposals for the most appropriate Pretrial Services system from a qualified Vendor at a firm, fixed price, including implementation services. (For the purposes of this RFP, a “Vendor” is a company that can provide goods and/or services to Thurston County; a “Proposer” is a Vendor who has submitted a response to this RFP; and a “Contractor” is a Vendor with whom the County has contracted for goods and/or services.) 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 County prefers to purchase from a Vendor who has demonstrated long-term viability as a company and a long-term commitment to customers through regular product enhancements and on-going support.

The County is seeking a Vendor that provides a proven, effective, and carefully structured approach to implementation of the chosen system. In this context, implementation refers to all efforts required to provide a complete and functioning system and to prepare TCSO to use it effectively. This includes technology and implementation planning, detailed design, interfaces, software integration, designing minimal software modifications, testing, training, data conversion, end user and technical documentation, project management, implementation change management, and post-implementation warranty support as described in the Statement of Work (Section 5).

Although the County is requesting proposals for complete systems, including software, and services that include any, and all, third-party components, the County at its sole discretion may choose not to acquire all optional system components. The County may also exercise the option to procure third-party components directly, in addition to or in lieu of any identified in specific proposals.

The County expects to fully implement the selected Pretrial Services Case Management System by or before October 31, 2018.

The County intends to award to the highest ranked Vendor that will assume financial and legal responsibility for the contract. Proposals that include multiple vendors must clearly identify one Vendor as the “prime contractor” and all others as subcontractors.

The County reserves the right to reject any or all Vendors whose software and implementation proposals do not adequately meet the County's stated Mandatory Requirements (identified in the Requirements Matrix) or the price of which exceeds the amount that the County determines it is able to afford for this procurement.

2. Background

Thurston County Pretrial Services enhances public safety by providing accurate and timely information to the Court and counsel to make informed pretrial release decisions and supervises those on conditional release. Pretrial Services thrives as a proactive team that utilizes evidence based practices to provide effective services to its partners and the community. The Department consists of a Director and four Pretrial Service Officers, while serving a County population of over 250,000. Two separate units make up the Pretrial Services Department: the Screening Unit and the Supervision Unit.

The Screening Unit attempts to screen and verify information prior to the Preliminary Hearing for all defendants appearing in Superior Court. The screening and recommendation submitted to the Court includes a risk assessment score, criminal history, summary of attempted collateral contacts to verify residence, employment, probation compliance (if applicable), and a recommendation regarding pretrial release.

The Supervision Unit of Pretrial Services provides both in-person and telephonic services. The Pretrial Officers will discuss supervision obligations and schedule. Written court date reminders are provided at appointments. Urine analysis testing may be a part of supervision, if ordered by the court. If the court orders Pretrial Services Supervision as a condition of release, the individual must report to the Pretrial Services Office in person by the time specified on the court order (typically 3 p.m. the day following release from custody). Supervision will remain until the case is resolved or the Court removes the condition.

The Pretrial Services Department keeps jail resources dedicated to higher risk offenders ensures follow-up court appearances and preserves public safety. The Department also identifies potential inter-department efficiencies and strikes a balance among community safety, defendant well-being, return court appearance and cost-savings.

The Pretrial Services Department is seeking a case management system to automate all Pretrial Services business processes. Legacy case management data is currently stored in Microsoft Word and Excel files that are stored on a County SharePoint site. Specific requirements related to business processes may be found in the Requirements Matrix attached to this RFP.

3. Project Goal and Objectives

The county desires to acquire and deploy a case management system that will automate the business processes of the Thurston County Pretrial Services Department. The

replacement system must meet all of the County's mandatory system, functional, and security requirements, and a majority of preferred requirements, as identified in the attached requirements matrix.

4. Scope

The full scope of the Pretrial Services Case Management System project will include:

- the deployment of a new case management application for use by the Thurston County Pretrial Services Department for performing all pretrial services processes
- integrating the new Pretrial Services Case Management System with the existing County jail management system (ATIMS)
- migrating data from existing Microsoft Excel spreadsheets and Word documents into the new case management system
- training Pretrial Services staff on using the new case management system
- providing on-going maintenance activities required by the system
- the acquisition of mobile client computing capabilities required to use the deployed case management system from multiple County locations (main campus)

The scope of the Pretrial Services Case Management System project does not include:

- examining, enhancing, or migrating case management systems used by County personnel outside the Pretrial Services Department in order to conform or comply with the interfacing needs of the new Pretrial Services case management system

5. County Information Technology Architecture and Standards

Any case management system must adhere to Thurston 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.

Data centers: The County maintains a primary data center at a county-owned facility in Olympia, WA, and a backup data center for disaster recovery in Tumwater, WA. Both data centers maintain an average 60-degree temperature utilizing air-based cooling and heat-removal technologies.

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 vendors to

perform system installation, configuration, and maintenance tasks.

Servers and applications: Thurston County utilizes virtualization where possible and is licensed for enterprise-wide usage of VMware ESXi 6. Microsoft Windows Server 2012 R2 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 the Thurston County’s electronic mail system for all County employees and the standard authentication directory for all enterprise applications.

Clients:

The standard employee workstation is a PC configured with Windows 7 Pro or Enterprise 64-bit or Windows 10 Pro or Enterprise 64-bit. PC configurations include a minimum of Intel Core i5 3.5 GHz, and at least 8 GB of RAM. All new PCs are being delivered in the county’s active directory. The standard office automation software suite is Microsoft Office 2013 or higher, and clients are provided default installations of Internet Explorer 11 and Google Chrome 59 browsers for web application usage. Users have the option of using personal- or county-supplied mobile devices running iOS or Android.

6. Statement of Work

Thurston County expects the selected Vendor (“Contractor”) to take the lead in the implementation of the software. Specifically, Thurston County expects Contractor’s staff to supply the majority of the implementation labor to install and configure the software as well as to provide project leadership, best practices, and tools to guide and effectively collaborate with Thurston County staff to design, implement, test, train, deploy, and stabilize a complete operational, integrated pretrial case management system according to the requirements and functionality prescribed within this RFP.

The role of Thurston County staff is to provide subject matter expertise and participate in the project throughout the implementation process, relying on the Contractor’s extensive experience and resources in implementing this system in similar settings.

The following list of objectives details Thurston County’s desired services and associated deliverables. Contractors may offer additional services and deliverables which they believe would be beneficial to Thurston County, but must explain the purpose and content of any such additional offerings.

Objective 1: Provide project management and coordination	
Deliverable 1.1	Baseline Detailed Project Work Plan
Purpose	To establish a mutually agreed-upon project baseline before significant work occurs and to identify the specific tasks and resource levels necessary to timely deliver the elements in the Work Statement.
Content	A hierarchical work breakdown structure, including task dependencies, schedules, deliverables, and the Contractor and Thurston County resource assignments broken down to a sufficient level of detail to allow effective project control. The

	project work plan shall also include a detailed analysis of key project performance indicators and the critical path.
Deliverable 1.2	Project Status Reports
Purpose	To provide clear ongoing communications to stakeholders concerning the status of the project.
Content	<p>A biweekly report containing sufficiently detailed information to enable Thurston County to determine the status of the project and any variance from the detailed project plan, schedule, or budget. The status report will include, at a minimum:</p> <ul style="list-style-type: none"> • Technical status of the project including Deliverable status, configuration status, and forecasted Deliverable status for the next reporting period • Resource status for the project including staff utilization • Schedule status for the project including task status, milestones completed, phases completed, schedule trends, and schedule summary • Comparison of actual percent complete versus scheduled for the work breakdown structure • Issues, risks, and resource constraints which are effecting or could affect progress including the proposed or actual resolution • Proposed changes to the project work plan, reasons for the changes, and approval/disapproval determination for any proposed changes • Updated detailed project work plan with approved changes highlighted

Objective 2: Perform initial installation	
Deliverable 2.1	Hardware Specifications
Purpose	To provide Thurston County with all necessary hardware specifications to enable preparation of the Thurston County data center for installation of the Licensed Software at least 45 days prior to the scheduled installation, if applicable. Hardware specifications must include database, application, internet, and other servers and associated data storage devices to meet all of the technical requirements specified in this RFP and in the accompanying Requirements Matrix.
Content	Detailed specifications of the Hardware and associated environmental requirements for the proposed system.
Deliverable 2.2	Installation Certification Document
Purpose	To certify the successful installation of the Licensed Software in the Thurston County data center or Virtual Private Cloud, and that the test, development, and production environments are functioning as necessary to support the implementation effort.
Content	A signed document warranting and certifying that the Licensed Software has been installed in Thurston County's test, development, and production environments, that the Licensed Software works as intended, that the installation has not degraded use of other Thurston County computer systems, that user authentication information is correctly shared with Thurston County's network user authentication application, and that the Licensed Software can be accessed via the network and can communicate with other Thurston County network resources necessary for the full functioning of the Licensed Software. The document will also summarize the components installed and describe the means used to verify the installation. If the chosen solution will exist at a cloud service provider (CSP), then the Installation Certification Document should verify that all applicable requirements and benchmarks specified in the requirements matrix,

	which are verifiable upon software installation, have been met.
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Objective 3: Assist with Business Process Design, Address Gaps, and Configure Software	
Deliverable 3.1	System Configuration Documentation
Purpose	To document how the system was configured and the business process decisions behind the configuration. To identify gaps where the software cannot be configured to meet desired business processes and identify resolutions for those gaps, as well as to clearly communicate the system configuration.
Content	A document that effectively describes the entire system configuration, including decisions made and the logic behind those decisions. The document will identify specific business activities that cannot be automated with the Licensed Software, describe alternative solutions, identify related cost, schedule, and design impacts, recommend solutions and document decisions. Thurston County will work in parallel to document their business processes to work with the proposed software configuration. Gaps identified in the existing system will be addressed and best practices considered in the design of the business process.
Deliverable 3.2	Configured Software Ready for Test
Purpose	To deliver a functioning set of the Licensed Software to Thurston County configured for test in accord with the System Configuration Reports. To certify that all test and production Computer System environments are functioning as necessary to support the implementation effort.
Content	The configured Licensed Software, installed on Thurston County's Computer System, including all workflows necessary to support Thurston County business operations and certification that the Licensed Software works as intended and is ready for user testing.
Deliverable 3.3	Application Architecture Documentation
Purpose	To concisely document the Licensed Software's architecture and interfaces in a manner understandable to all project participants.
Content	A document that details: <ul style="list-style-type: none"> • The major modules of the software and the interfaces between them • For each software module, the major data inputs, functions to be performed, and major data outputs • All external interfaces, including a description of the information sent and received, and the method and timing of the interface • Data structure definitions • A security plan for user access rights and a template to guide Thurston County's development of a comprehensive security plan

Objective 4: Migrate Historical Data	
Deliverable 4.1	Data Conversion Plan
Purpose	To define the approach and schedule for converting historical data to the new Licensed Software and for populating data fields that must be completed prior to Productive Use.
Content	A document that:

	<ul style="list-style-type: none"> Identifies the data to be converted, including a map that cites specific data sources and destinations for each field Defines necessary conversion algorithms Defines roles and responsibilities associated with data conversion and field population Identifies all data elements in the Licensed Software that must be populated prior to Productive Use, including those with no source data in Thurston County's legacy systems Provides a plan for ensuring that the Licensed Software is appropriately populated with all necessary data prior to Productive Use Provides a plan for testing the converted and populated data in the Licensed Software for accuracy and consistency
Deliverable 4.2	Migrated Data
Purpose	To convert historical data and migrate it to the new Licensed Software in accord with the Data Conversion Plan.
Content	Data converted and loaded onto the test system, verified, and migrated to the production system and certified as ready for use.

Objective 5: Develop Interfaces	
Deliverable 5.1	Interface Specifications
Purpose	To document the specifications for system interfaces defined in the RFP and by mutual agreement between Thurston County and the Contractor.
Content	A document that defines the specifications for necessary interfaces at a sufficient level of detail to support development of interfaces.
Deliverable 5.2	Tested Interfaces
Purpose	To deliver the real-time or near-real-time functionality that effectively connects the Licensed Software to the required interface programs.
Content	Software code and/or configuration parameters to make the interfaces specified in the Interface Specifications operational. Certification that the interfaces are working in accord with the associated specifications.

Objective 6: Perform testing	
Deliverable 6.1	Test Plan and Scripts
Purpose	To define the approach for testing of the Licensed Software.
Content	<p>A document that:</p> <ul style="list-style-type: none"> Defines the overall testing process, including unit, system, acceptance, field, and performance testing Includes all necessary test scripts – these will be developed by the Contractor and must adhere to Thurston County quality standards Defines a mechanism for tracking test performance and completion Defines procedures for managing the test environment, including change control Defines procedures for assigning severity to problems encountered Defines entrance and exit criteria for each round of testing

Deliverable 6.2	Tested Software
Purpose	To ensure the software as configured is ready for business use. Thurston County will conduct user acceptance testing.
Content	Software certified as ready for use/user-acceptance testing.
Deliverable 6.3	Volume/Stress Testing Report
Purpose	To conduct volume/stress testing and document the results of performance testing.
Content	Completed volume/stress testing and a document that: <ul style="list-style-type: none"> • Describes the overall volume/stress testing process • Documents the volume/stress testing results and provides recommendations for improving system performance • Documents improvements made to tune the system for optimal performance

Objective 7: Conduct training	
Deliverable 7.1	Training Plan
Purpose	To define the approach and schedule for end-user and technical systems operation/configuration training.
Content	A document that: <ul style="list-style-type: none"> • Outlines the necessary classes and curriculum for each class • Provides a content outline to guide development of classroom materials • Identifies Thurston County attendees and instructors • Provides a training schedule • Provides a mechanism for tracking completion of training
Deliverable 7.2	Training Materials
Purpose	To provide Thurston County with materials for each training session.
Content	Content and materials for each class, tailored to Thurston County's configuration.
Deliverable 7.3	Training
Purpose	To train Thurston County "trainers" on system use and train technical staff on system administration and configuration of the Licensed Software.
Content	The delivery of user and technical systems operation training in accord with the Training Plan.

Objective 8: Provide go-live support and stabilization services	
Deliverable 8.1	Go-Live and Stabilization Plan
Purpose	To define the steps necessary for a successful Go-Live and subsequent stabilization of the Licensed Software.
Content	A detailed task plan, including a readiness checklist and resource assignments, to support moving the Licensed Software into Productive Use. It will include a data load and conversion plan and a contingency plan in the event that the Go-Live fails. The Plan should anticipate a minimum of two dry runs and include a back-out strategy and clearly defined go/no-go decision points. It will also include a stabilization plan that details the Contractor's commitments to stabilization and the transition to full support by Thurston County staff.
Deliverable 8.2	Technical Operations Manual

Purpose	To guide Thurston County IT staff in the technical operation and maintenance of Licensed Software after implementation, including site-specific customizations and operational considerations.
Content	An online Technical Operations Manual that describes the procedures necessary to operate and maintain the Licensed Software after implementation, customized to Thurston County's configuration.
Deliverable 8.3	Business User Manual
Purpose	To guide Thurston County business staff with the use and ongoing configuration of the Licensed Software.
Content	Online documentation that supports Thurston County -specific business use of the software and provides guidance to end users in correct execution of user-performed application maintenance and configuration activities. Includes site-specific customizations and usage considerations.
Deliverable 8.4	Configured Licensed Software in Productive Use
Purpose	To provide Thurston County with functioning Licensed Software configured to meet Thurston County's business needs, loaded with Thurston County's data per the Conversion Plan, and interfaced with other Thurston County systems per the Interface Plan.
Content	Implemented Licensed Software in Productive Use.
Deliverable 8.5	Stabilization Services
Purpose	To provide Thurston County with support services for a defined period of time subsequent to Go-Live, including the identification and resolution of malfunctions and operational issues.
Content	Stabilization services, commencing at Go-Live and terminating at Services Final Acceptance.

7. Selection Process

Proposals will be reviewed by a team of County staff based on the criteria detailed in Section 6 of this Request For Proposal and the accompanying Requirements Matrix. Finalists may be selected for interview as a part of the selection.

8. Evaluation Criteria

In determining the most responsive proposal, the following elements will be given consideration:

- Technical and functional approach to providing the most complete solution and level of service, based on the ability to meet the requirements of the solution and the verification of the proposer's response to those requirements. (65%)
- Total cost of the proposed solution. (15%)
- Qualifications and experience of the proposer. (20%) This includes:
 - Length, scope and depth of past experience delivering similar solutions for similar customers
 - Financial capability (Financial Statement Analysis, Dun & Bradstreet Reports, Credit Reports, 10K Report Review, etc.)
 - Licenses and certifications of the company and key personnel (CMMI,

ISO, PMI, ITIL, Six Sigma, etc.)

9. Information Requested

Please include the following information in your response:

- A. A description of the firm's background and qualifications to include a brief statement of interest, stating why your firm should be considered for this project. This section should be no longer than four pages.
- B. Resumes of project manager and all other personnel who would work directly on the project. Include previous projects for which those personnel were responsible and indicate their roles and approximate percentage of time each would be involved in this project.
- C. Proposed project plan, including time lines.
- D. A complete and itemized cost estimate for the proposed work including: acquisition and implementation costs, professional services hours for system administration training, training costs for 10 users, travel and per diem costs, maintenance costs for 1-3 year support options, and non-fixed costs such as data storage or bandwidth costs for cloud-based solutions.
- E. Three references for past projects, similar in size and customer base, worked on by your firm. Please include:
 - Organization Name
 - Reference name and telephone number
 - Brief description of project, final product and cost of project
- F. Requirements matrix identifying the proposer's ability to support all mandatory and preferred requirements.

10. Submission of Qualifications

- A. By no later than 4:00 p.m. PDT on March 30, 2018, submit the information requested in Section 9 of this Request For Proposal by electronic mail to:

pretrialbid@co.thurston.wa.us

All information requested may be submitted as email file attachments (individually or zipped) in the following formats: Portable Document Format (PDF), Microsoft Word (.docx), Microsoft Excel (.xlsx), Microsoft Powerpoint (.pptx)

- B. No information other than that set forth in this document and its attachments will be available prior to submitting responses.

C. Responses received after the deadline will not be considered for contract award.

11. Approximate Schedule

Process	Target Date(s)
Advertisement of RFP	March 1, 2018
Proposals received no later than 4:00 p.m. PDT	March 30, 2018
Team Review of All Proposals	April 2-13, 2018
Selection of Finalist	April 20, 2018
Execute Contract	April 27, 2018
Period of Performance (PoP) Begin Date	May 1, 2018
**Period of Performance (PoP) End Date	October 31, 2018

*** PoP end date may vary depending on the Project Plan of the contracted proposer*

12. Cost of Qualifications Presentation

Cost incurred in preparing and presenting the qualifications or included in any other manner by the proposer in responding to this RFP may not be charged to Thurston County.

13. Fee, Contract and Negotiation

Thurston County intends to negotiate a fee for the provision of consulting services with the firm selected. It is Thurston County’s intent to establish a fixed limit for the cost of services on this project.

Thurston County will require the selected proposer to sign a Professional Services Contract (sample attached to this RFP) for services rendered under this project. Incorporated by reference into the contract will be; (a) all of the information presented in or with the RFP, and the proposer’s response, and; (b) all written communication between the County and the selected proposer.

Negotiation will begin with the proposer scoring the highest combination total based on the criteria detailed in Section 8 of the RFP. If a contract is not successfully negotiated within ten (10) days following notification, the County shall proceed to negotiate with the proposer scoring the second highest combined total.

14. Nondiscrimination

Thurston County hereby notifies all proposers that it will affirmatively ensure that all will be afforded full opportunity to submit qualification proposals in response to this Request for Proposal and will not be discriminated against because of race, color, creed, ethnicity, religion, national origin, age, sex, marital status, veteran or military status, sexual orientation or the presence of any disability. Implementation of this policy shall be consistent with RCW 49.60.400.

15. Release Authorization for Reference Check

Submit the “Release Authorization for Reference Check” with your Proposal, signed by an Authorized Organization Representative (AOR) of the proposer.

16. Procedures When Only One Proposal Is Received

In the event only a single responsive proposal is received, the County reserves the right to conduct an analysis of all evaluation criteria submitted in such proposal. The sole Proposer shall provide such information, data and other documentation as deemed necessary for such analysis. The County reserves the right to reject such proposal.

17. Cancellation or Rejection of Proposals

The Board of County Commissioners retains the right to reject any or all proposals for good cause and, in particular, to reject a proposal not accompanied by any data required by this Request for Proposal or a proposal in any way materially incomplete or irregular. In the event of a cancellation of a competitive solicitation or if all proposals are rejected, all Consultants will be notified by the County via mail, facsimile or electronic means.

18. Withdrawal or Modification

The Consultant has no right to withdraw or modify the proposal for any reason whatsoever after the time set for the opening thereof, unless the award of the Contract is delayed for a period exceeding forty-five (45) calendar days from the time set for opening of the proposals.

19. Award

A contract will be awarded to the responsive and responsible proposer whose proposal is the most advantageous to the County, taking into consideration the listed criteria. It is the sole responsibility of the County to award or not to award a contract. All proposals and accompanying material will become the property of Thurston County and may be subject to public records requests.

RELEASE AUTHORIZATION FOR REFERENCE CHECK

By signing below, the Firm responding to this Request For Proposal authorizes past or present clients to provide information requested by Thurston County regarding work that is within the scope of this Request For Proposal. The Firm authorizes Thurston County to photocopy this signed release to be used in lieu of the original.

Firm Name: _____

Signature of Authorized Organization Representative: _____

Typed name and title: _____