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**STATE OF WASHINGTON**

**CRIMINAL JUSTICE TRAINING COMMISSION**

**REQUEST FOR PROPOSALS**

**RFP NO. 2023 Case Management**

**Certification Division**

|  |  |  |
| --- | --- | --- |
| **Procurement Schedule** | | |
|  | **Date** | **Time** |
| Issue Request for Proposals (WEBS Posting) | **Friday, May 12, 2023** |  |
| Pre-Bid Conference (optional) | **Wednesday, May 17, 2023, 2:00p.m.** | Microsoft Teams meeting  **Join on your computer, mobile app or room device**  [Click here to join the meeting](https://teams.microsoft.com/l/meetup-join/19%3aTu3zGKv31IMHL2Gyh51hLeppr5zTE1V2pvl9zw5ABcI1%40thread.tacv2/1683911178318?context=%7b%22Tid%22%3a%226290d554-3233-42ef-8f09-3ef48b360cf4%22%2c%22Oid%22%3a%225522c677-3e91-42f1-8eb7-d5c7b3af22d9%22%7d)  Meeting ID: 225 895 005 803  Passcode: FT9aLk  [Download Teams](https://www.microsoft.com/en-us/microsoft-teams/download-app) | [Join on the web](https://www.microsoft.com/microsoft-teams/join-a-meeting)  **Or call in (audio only)**  [+1 206-970-1782,,327743803#](tel:+12069701782,,327743803# )   United States, Seattle  Phone Conference ID: 327 743 803#  [Find a local number](https://dialin.teams.microsoft.com/4a7be093-9654-457c-a682-88774dc628fb?id=327743803) | [Reset PIN](https://dialin.teams.microsoft.com/usp/pstnconferencing)  [Learn More](https://aka.ms/JoinTeamsMeeting) | [Meeting options](https://teams.microsoft.com/meetingOptions/?organizerId=5522c677-3e91-42f1-8eb7-d5c7b3af22d9&tenantId=6290d554-3233-42ef-8f09-3ef48b360cf4&threadId=19_Tu3zGKv31IMHL2Gyh51hLeppr5zTE1V2pvl9zw5ABcI1@thread.tacv2&messageId=1683911178318&language=en-US) |
| Bidder questions and comments should be submitted via email to the RFP coordinator for this RFP | **Wednesday, May 24, 2023 (5 days after pre-bid conference)** | **By 4:00 PM PST** |
| Issue amendment to RFP (if applicable)  Answers posted on WEBS | **Thursday, May 25th, 2023** |  |
| Complaint (if any) due | **Friday, June 2, 2023** | **4:00 PM, PST** |
| Proposals due  Proposals may be transmitted using electronic media such as e-mail | **Friday, June 9, 2023** | **4:00 PM, PST** |
| Bid Evaluations | **Week of June 12-15, 2023** |  |
| Announce “Apparent Successful Bidder(s) (ASB) award date | **Once Evaluations are complete** |  |
| Protest Period Ends 5 days after last debrief | **Within 3 business days of ASB Announcement** | **4:00 PM, PST** |
| **WSCJTC reserves the right to revise the above schedule** | | |

|  |  |  |
| --- | --- | --- |
| **Contract Terms** | | |
| **Maximum Amount** | **$140,000 for the first year/ up to $110,000 for each additional year** |
| **Performance Period** | **One year from date of contract execution** |
| **Optional Extensions** | **at the discretion of WSCJTC** |
| **RFP Coordinator** | | |
| Ms. Holly White | Email Address: holly.white@cjtc.wa.gov |

**BIDDER ELIGIBILITY:** This procurement is open to those Bidders that satisfy the minimum qualifications stated herein and that are available for work in Washington State.

**WASHINGTON STATE**

**CRIMINAL JUSTICE TRAINING COMMISSION**

**Agency Contract request for proposal (RFP) No. 2023 Case Management**

**Introduction**

The Washington State Criminal Justice Training Commission ("WSCJTC” and/or the “Commission”) is issuing this Request for Proposal (RFP) pursuant to RCW 39.26 for the purpose of acquiring a license to use a ***Case Management Tool*** to support its business processes and needs as described in this RFP. The Vendor solution must be in current production mode. WSCJTC will not consider Vendor solutions that are in development or pre-production (beta).

WSCJTC is a state-wide agency created in 1974 to establish standards and provide training to criminal justice professionals, including peace officers, local corrections officers and to certify, and when necessary de-certify, peace officers.  The WSCJTC Certification Division was formed in July 2021 to provide statewide certification oversight for approximately 13,000 certified peace and corrections officers pursuant to the agency’s expanded mandate under legislation passed in 2021. WSCJTC’s certification oversight includes, but is not limited to:

* Issuance and monitoring of peace and corrections officer certifications.
* Receipt and analysis of statutorily mandated Agency Reports of incidents and occurrences related to officer certification and alleged misconduct.
* Tracking outside agency internal affairs investigations.
* Intake and processing of complaints and agency reports of alleged misconduct.
* Intake and maintenance of third-party documents and materials.
* Independent investigation of complaints and agency reports of officer misconduct.
* Administrative prosecution of officer misconduct cases.
* Data analysis of reports related to officer certification, misconduct and alleged misconduct.

**Business Process**

Certification Operations

The Certification Operations Unit receives statutorily mandated reporting from law enforcement agencies (i) upon separation of peace officers or corrections officers from their employing agency for any reason, (ii) upon employing agencies learning of any death or serious injury caused by the use of force by an officer or any time an officer has been charged with a crime, and (iii) upon initial disciplinary decisions by employing agencies for alleged behavior or conduct by an officer that is noncriminal and may result in revocation of certification pursuant to RCW 43.101.105 (each an “Agency Report”). The Certification Operations Unit also oversees WSCJTC’s Agency Report audit and enforcement program, which is currently under development.

For the period from January 1 to December 31, 2022, WSCJTC received 1867 Agency Reports, of which 133 related to potential or alleged officer misconduct. Intake and review is performed on each Agency Report to include entry into WSCJTC systems and analysis of information reported. Agency Reports that contain indicia of officer misconduct are flagged, monitored for completion of employing agency internal affairs investigations, and forwarded to the WSCJTC Certification Division Investigations Unit for independent and thorough investigation.

The Certification Operations Unit also processes the outcomes of misconduct investigations and administrative hearings brought under RCW 43.101.105 for the decertification, suspension, and/or retraining of officers alleged to have committed misconduct.

Finally, a Certification Database is maintained by the Certification Operations Unit. The database “is publicly searchable, machine readable, and exportable… describing the names of officers and employing agencies, all conduct investigated, certifications denied, notices and accompanying information provided by law enforcement or correctional agencies, including the reasons for separation from the agency, decertification or suspension actions pursued, and final disposition and the reasons therefor for at least 30 years after final disposition of each incident.”

Certification Investigations Unit

The Certification Investigations Unit conducts intake, review, and independent investigation of citizen complaints concerning officer misconduct. For the period from January 1 to December 31, 2022, period WSCJTC received 166 citizen complaints of alleged officer misconduct. WSCJTC accepts citizen complaints in any form, however the majority of complaints received are submitted through WSCJTC’s web portal. Matters processed during intake, review, and/or investigation can include collection and management of documents, photographs, audio, and video recordings; creation of case logs; maintenance of transcripts, drafting of investigation reports; and management of administrative review processes.

Administrative Hearings

The WSCJTC Hearings Coordination Unit coordinates the administrative hearings process among WSCJTC as petitioner, respondent officers, the Washington Office of Administrative Hearings, and WSCJTC hearings panels. Where WSCJTC has cause to believe that an officer’s certification should be denied, revoked, or suspended, and it exercises its discretion to commence decertification proceedings, the Hearing Coordinator causes statements of charges to be served on respondent officers, schedules panel members to serve as decision makers in the administrative hearing process and acts as liaison for parties to the administrative hearing process.

Public Records

WSCJTC processes and responds to document requests made under Washington’s Public Records Act (Chapter 42.56 RCW). Certification specific records requests have increased year over year with 8 requests in 2021, 97 requests in 2022, and trending toward over 120 requests by year end. The handling of certification-related requests is time-intensive, labor-intensive, and requires special consideration related to the handling and disclosure of sensitive records including but not limited to police video and audio, and information concerning investigations that may be ongoing by WSCJTC and/or outside agencies.

**Scope of Work**

The Case Management Tool must support the business processes of WSCJTC’s Certification Division listed above to include:

1. Customizability and adaptability sufficient to meet the needs of current and future programs.
2. Option to migrate to vendor hosted cloud based solution platform.
3. Efficient management of workflow related to law enforcement misconduct investigations initiated through the public complaint portal, stakeholder notification, mandated reporting, and WSCJTC initiative. The Case Management Tool must manage this process from intake/initiation to the collection of documents through interviews, obtaining evidence, final review, recommendations, and decision making.
4. Permissions must support multiple participants in a single investigation yet maintain confidentiality and secure documents and reports from unauthorized viewing.
5. Accurate and efficient management of timelines and investigative deadlines. The Case Management Tool must be able to capture and maintain accurate data concerning the legally mandated reporting requirements related to Law Enforcement Use of Force and potential misconduct allegations.
6. Capability to receive and store large amounts of information and data, including but not limited to:
   1. Agency investigative case files.
   2. Body worn video and additional electronically captured data or evidence.
   3. Security camera video.
   4. Recorded and transcribed interviews.
   5. Additional investigation related documents.

1. Efficient upload and download of large amounts of documents to the Washington Attorney General’s Office and the Office of Administrative Hearings.
2. Ability to transfer existing data from WSCJTC law enforcement employment training records, certification records, and certification statuses. WSCJTC has extensive records migration and retention requirements which must be properly managed and stored to meet legal mandates.
3. Capacity to maintain and manage large volumes of data in compliance with applicable law.
4. Facilitate efficient and accurate reporting of case investigation progress, investigator caseload, case closure and outcomes.
5. Generate a comprehensive view of the path of complaints and investigations from intake to recommendations/findings which supports:
   1. Adherence to division policy and standards.
   2. The ability to correct roadblocks to transparency.
   3. Maintenance of investigative best practices.
   4. Legal and ethical standards of investigative and administrative processes.
6. Ease of use.
7. Facilitates appropriate and variable permission levels for the review, updating and auditing of investigations.
8. Allows management to review and track the history of assigned investigations and timelines by investigator.
9. Generates reports and statistics analysis of data inputs.
10. Unlimited use access for WSCJTC equipped computers and devices.
11. Vendor provided user and technical support.
12. Unlimited concurrent use by WSCJTC staff.
13. Vendor and WSCJTC staff shall meet and review the objectives and methodology to establish a clear project schedule, mutual responsibilities and identify resource requirements, unique respondent and plans to obtain all data. Vendor will be prepared to update WSCJTC as to the project, its methodology and deliverables.
14. Develop List of Tasks.
15. Vendor will identify resources needed and present to WSCJTC staff.
16. Conduct Analysis of Data received.
17. The Vendor shall conduct an analysis of the data and identify the core tasks that should be addressed.
18. Develop Distribution Plan to complete work identified in this RFP.
19. Prepare and Present Final Report and Plan Implementation to the WSCJTC staff.

**Qualifications and Experience:**

This Vendor shall be an individual, or organization that’s primary purpose is the provision of public safety and internal affairs management software. The Vendor shall have current and relevant experience providing these services and establish in the proposal that they are fully qualified to perform the work outlined in this RFP.

This Competitive Solicitation is divided into six (6) sections:

* [Section 1](#_Section_1_–) provides a summary table of relevant deadlines for responding to the Competitive Solicitation and identifies contact information for WSCJTC Procurement Coordinator.
* [Section 2](#Section_2) provides important information about the procurement that is designed to help interested bidders evaluate the potential opportunity, including the purpose of the procurement, the form of the resulting Contract, and potential contract sales.
* [Section 3](#_Section_3_–) identifies how WSCJTC will evaluate the proposals.
* [Section 4](#Section_3) identifies how to prepare and submit a proposal for this Competitive Solicitation, including detailed instructions regarding what to submit and how to submit your proposal.
* [Section 5](#_Section_5_–Complaint,) details the applicable requirements to file a complaint, request a debrief conference, or file a protest regarding this Competitive Solicitation.
* [Section 6](#_Section_6_–Doing) provides information pertaining to doing business with the State of Washington, including WSCJTC efforts to enable Washington’s small and diverse businesses to compete for and participate in state procurements for goods/services.

In addition, this Competitive Solicitation includes the following Exhibits:

* *Exhibit A – Required Bidder Information*: These exhibits identify information that bidders must provide to WSCJTC to constitute a responsive proposal. *See* Section 4, below.
  + Exhibit A-1 – Bidder’s Certification
  + Exhibit A-2 – Bidder’s Profile
* *Exhibit B – Proposal*: This exhibit provides the information that bidders will submit as part of their proposal, and the evaluation tool that WSCJTC will use to evaluate proposals.
* *Exhibit C – Contract*: This exhibit is a draft of the Contract that any successful bidder will execute with WSCJTC.

# Section 1 – Deadlines, Questions, Procurement Coordinator, and Modification

This section identifies important deadlines for this Competitive Solicitation, where to direct questions regarding the Competitive Solicitation, and the process for potential amendments or modifications to the Competitive Solicitation.

1. **Competitive Solicitation Questions**. Questions or concerns regarding this Competitive Solicitation must be directed to the following Procurement Coordinator:

|  |  |
| --- | --- |
| **Procurement Coordinator** | |
| Name: | Holly White |
| Email: | Holly.White@cjtc.wa.gov |

Questions raised during the pre-bid conference and during the Q&A period will be answered and responses posted to Washington’s Electronic Business Solution (WEBS).

1. **Complaints, Debriefs, & Protests**. The Competitive Solicitation (and award of any Contract) is subject to complaints, debriefs, and protests as explained in Section 5, which may impact the dates set forth above.
2. **Competitive Solicitation – Amendment & Modification**. WSCJTC reserves the right to amend and modify this Competitive Solicitation. **Only bidders who have properly registered and downloaded the original Competitive Solicitation directly via the Washington Electronic Business Solution WEBS will receive notifications of amendments and other correspondence pertinent to this Competitive Solicitation.** Bidders must be registered in WEBS to be awarded a Contract. Visit [WEBS](https://fortress.wa.gov/ga/webs) to register.

# Section 2 – Information About the Procurement

This section describes the purpose of the Competitive Solicitation and provides information about this procurement, including the potential scope of the opportunity.

1. **Purpose of the Procurement – Award a Contract**. The purpose of this Competitive Solicitation is to receive proposals to evaluate and, as appropriate, award a Contract for WSCJTC to procure services from an organization whose primary purpose is to provide a comprehensive software suite to track Washington State law enforcement officers statewide. The software shall include the tracking of, Notice of Separation, Notice of Hire, public portal complaints of misconduct, and legally mandated reporting requirements, to include use of force, discipline, criminal misconduct and suspension, and investigations of potential misconduct allegations.
2. Pursuant to Washington’s Procurement Code for Goods and Services, RCW chap. 39.26, state agency purchases of goods and services must be based on a competitive solicitation process in which the Contract is awarded to the responsive, responsible bidder. Pursuant to [DES Policy 090-060](https://www.des.wa.gov/sites/default/files/policy-documents/POL-DES-090-06SupplierDiversity.pdf) Supplier Diversity, WSCJTC intends to award the contract resulting from this competitive solicitation, estimated at less than $150,000, to the highest-ranked responsive and responsible Washington Small Business (as defined in RCW 39.26.010(22)) or Certified Washington Veteran-owned Business (as defined in RCW 43.60A.190), unless there is no responsive and responsible bid from a Small or Veteran-owned Business.
3. **Contract**. The form of the Contract that will be awarded as a result of this Competitive Solicitation is attached as ***Exhibit C – Sample Contract***.
4. **Contract Term**. As set forth in the attached Contract for this Competitive Solicitation, the initial contract term is 12 months and can be renewed for additional one-year terms at the discretion of WSCJTC. Bidders are to specify prices for the contract term. The Contract is subject to earlier termination.
5. **Contract Execution and Amendments.** This Contract shall be binding on WSCJTC only upon signature by the Executive Director of WSCJTC or designee. WSCJTC and the Contractor may mutually amend this Contract. Such amendments shall not be binding unless they are in writing and signed by personnel authorized to bind WSCJTC and the Contractor
6. **Estimated Contract Value**. The WSCJTC budget for this project is $140,000.00 for the initial 12-month contract. The maximum contract amount may be increased if the period of performance is extended and/or additional funding becomes available.
7. **Washington State Procurement Priorities & Preferences**. WSCJTC will apply the following Washington State procurement priorities and preferences to this Competitive Solicitation which, as set forth in Section 3.5, will impact the evaluation of proposals for this Competitive Solicitation:

* Washington Small Business
* Certified Veteran-Owned Business

# Section 3 – Bid Evaluation

This section identifies how WSCJTC will evaluate proposals for this Competitive Solicitation.

1. **Overview**. WSCJTC will evaluate proposals for this Competitive Solicitation as described below.

* Bidder responsiveness will be evaluated based on the process described herein.
* Any bidder whose proposal is determined to be non-responsive will be rejected and will be notified of the reasons for this rejection.
* WSCJTC reserves the right to: (1) Request clarification regarding any proposal; (2) Waive any informality; (3) Reject any or all proposals, or portions thereof; (4) Accept any portion of the proposal unless the bidder stipulates all or nothing in their bid; (5) Cancel the Competitive Solicitation and, if desired, re-solicit proposals and/or (6) Negotiate with the lowest responsive and responsible bidder(s) to determine if such proposal can be improved.
* WSCJTC will use the following process and evaluation criteria for an award of the Contract:

| Step | Item | | Possible Points | |
| --- | --- | --- | --- | --- |
| 1 | Bid Responsiveness | | Pass/fail | |
| 2 | Qualifications | | 60 | |
| 3 | Performance Requirements: Capacity, experience, efficiency, services, methods, skills to perform services | | 75 | |
| 5 | Cost of Proposal | | 15 | |
| Total: | | | 150 | |
| 6 | State Procurement Priorities | | | |
| Certified Washington Small Business | | 25 | |
| Certified Veteran-Owned Business | | 25 | |
|
| Total: | | | 200 | |
|  | Total points for proposal and State Procurement Priorities | |  | |
| **Top-Scored Bidder(s) advance to Step 5** | | | | | |
| Presentation Evaluation (if necessary) | | | | | |
| 7 | | Demonstration/Interview | | 25 | |

1. **Bid Responsiveness (Step 1)**. WSCJTC will review proposals – on a pass/fail basis – to determine whether the proposal is ‘responsive’ to this Competitive Solicitation. This means that WSCJTC will review each proposal to determine whether the proposal is complete – i.e., does the proposal include each of the required proposal submittals, are the submittals complete, signed, legible. WSCJTC reserves the right – in its sole discretion – to determine whether a proposal is responsive – i.e., to determine a bidder’s compliance with the requirements specified in this Competitive Solicitation and to waive informalities in a proposal. An informality is an immaterial variation from the exact requirements of the Competitive Solicitation, having no effect or merely a minor or negligible effect on quality, quantity, or delivery of the goods or performance of the services being procured, and the correction or waiver of which would not affect the relative standing of, or be otherwise prejudicial, to bidders. Responsive proposals will be evaluated as set forth herein.
2. **Proposal Evaluation (Step 2)**. WSCJTC will evaluate each bid to ensure that each bidder’s product(s) or service(s) meet the specifications and/or performance requirements to complete the project. WSCJTC reserves the right to request additional information or perform tests and measurements before selecting the Apparent Successful Bidder. A bidder’s failure to provide requested information to WSCJTC within ten (10) business days may result in disqualification.
3. **Washington State Procurement Priorities & Preferences (Step 3)**. WSCJTC will apply the following Washington State procurement priorities and preferences, as set forth below, to this Competitive Solicitation

* Washington Small Business
* Certified Veteran-Owned Business

1. **Bidder Responsibility Analysis (Step 4)**. For responsive proposals, WSCJTC must determine whether the bidder is a ‘responsible bidder.’ Accordingly, WSCJTC will make reasonable inquiry to determine bidder responsibility on a pass/fail basis. In determining bidder responsibility, WSCJTC will consider the following statutory elements:
   * The bidder’s ability, capacity, and skill to perform the contract or provide the service required.
   * The bidder’s character, integrity, reputation, judgment, experience, and efficiency.
   * Whether the bidder can perform the contract within the time specified.
   * The bidder’s performance quality pertaining to previous contracts or services.
   * The bidder’s compliance with laws relating to the contract or services.
   * Whether, within the three-year period immediately preceding the date of the Competitive Solicitation, the bidder has been determined by a final and binding citation and notice of assessment issued by the Washington State Department of Labor and Industries or through a civil judgment entered by a court of limited or general jurisdiction to have willfully violated, as defined in RCW 49.48.082, any provision of chapter 49.46, 49.48, or 49.52 RCW; and
   * Such other information as may be secured having a bearing on the decision to award the Contract.

*See* RCW 39.26.160(2)(a)-(g). In addition, WSCJTC may consider the following:

* Financial Information: WSCJTC may request financial statements, credit ratings, references, record of past performance, clarification of bidder’s offer, on-site inspection of bidder's or subcontractor's facilities, or other information as necessary to determine bidder’s capacity to perform and the enforceability of bidder’s contractual commitments. Failure to respond to these requests may result in a bid being rejected as non-responsive.
* References: WSCJTC reserves the right to use references to confirm satisfactory customer service, performance, satisfaction with service/product, knowledge of products/service/industry and timeliness. Any negative or unsatisfactory reference can be reason for rejecting a bidder as non-responsible.

1. **Presentation Evaluation (Step 5)**. WSCJTC may invite the bidder(s) with the top-scored proposals to demonstrate/interview with the evaluation committee. All key personnel will be required to participate in the demonstration/interview process. WSCJTC will contact the bidder(s) to schedule a date and time for demonstration/interview. Bidder is encouraged to secure the date(s) indicated in Competitive Solicitation Section 1.1. WSCJTC will provide further instruction at the time of scheduling demonstrations/interviews. Prior points are not accumulative and will be reset to zero. There will be a maximum of 25 points awarded based on bidder’s demonstration/interview.
2. **Contract Negotiations (Step 5)**. WSCJTC may negotiate with the highest scored responsive, responsible bidder to finalize the Contract and to determine if the proposal may be improved. If, after a reasonable period of time, WSCJTC, in its sole judgement, cannot reach agreement on acceptable Contract terms with such bidder, WSCJTC may suspend negotiations and undertake negotiations with the next highest scored responsive, responsible bidder as determined by the evaluations.
3. **Announcement of Apparent Successful Bidder**. WSCJTC will determine the Apparent Successful Bidder (“ASB”). The ASB will be the responsive and responsible bidder(s) that best meet(s) the Competitive Solicitation requirements and presents the best total value, as calculated consistent with the instructions set forth in ***Exhibit B – Proposal***, and other factors as set forth in this Competitive Solicitation including any applicable state procurement priority or preference.

* Designation as an ASB does not imply that WSCJTC will issue an award for a Contract to your firm. Rather, this designation allows WSCJTC to perform further analysis and ask for additional documentation. The bidder must not construe this as an award, impending award, attempt to negotiate, etc. If a bidder acts or fails to act as a result of this notification, it does so at its own risk and expense.
* Upon announcement of the ASB, bidders may request a debrief conference as specified in Section 5.

1. **Award of Contract**. Subject to protests, if any, WSCJTC and the ASB will enter into a Contract as set forth in ***Exhibit C – Contract***. A contract award is made, and a contract formed by signature of WSCJTC and awarded bidder on the Contract. WSCJTC reserves the right to award on an all-or-nothing consolidated basis. Following the award of the Contract, all bidders registered in WEBS will receive a Notice of Award delivered to the bidder’s email address provided in the bidder’s profile in WEBS.
2. **Bid Information Availability**. Upon WSCJTC announcement of ASB, all Proposal submissions and all proposal evaluations are subject to public disclosure pursuant to Washington’s Public Records Act. *See* RCW 39.26.030(2). Upon WSCJTC announcement of ASB, WSCJTC will post all proposal evaluations to WSCJTC website. In addition, WSCJTC intends to post all winning proposal submissions to its contract portal webpage after the Contract is awarded.
3. **Additional Awards**. WSCJTC reserves the right, during the resulting Contract term, to make additional Contract awards to responsive, responsible bidders who provided a proposal but who were not awarded a Contract. Such awards would be on the same or substantially similar terms and conditions and would be designed to address a Contractor vacancy (e.g., a contractor is terminated or goes out of business) or be in the best interest of the State of Washington.

# Section 4 – How to Prepare and Submit a proposal for this Competitive Solicitation

This section identifies how to prepare and submit your proposal to WSCJTC for this Competitive Solicitation. In addition, bidders will need to review and follow the Competitive Solicitation requirements including those set forth in the exhibits, which identifies the information that bidders must provide to WSCJTC to constitute a responsive proposal. By responding to this Competitive Solicitation and submitting a proposal, bidders acknowledge having read and understood the entire Competitive Solicitation and accept all information contained within this Competitive Solicitation.

1. **Pre-Bid Conference**. WSCJTC will host a Competitive Solicitation pre-bid conference at the time set forth in Section 1.1 of this Competitive Solicitation. Attendance is not mandatory. Bidders, however, are encouraged to attend and participate. The purpose of the pre-bid conference is to clarify the Competitive Solicitation as needed and raise any issues or concerns that bidders may have. If changes to the Competitive Solicitation are required as a result of the pre-bid conference, the Procurement Coordinator will post an amendment to this Competitive Solicitation to WEBS. Assistance for disabled, blind, or hearing-impaired persons who wish to attend the pre-bid conference is available with prior arrangement by contacting the Procurement Coordinator
2. **Bidder Communications Regarding this Competitive Solicitation**. During the Competitive Solicitation process, all bidder communications regarding this Competitive Solicitation must be directed by email to the Procurement Coordinator for this Competitive Solicitation. *See* Section 1.2 of this Competitive Solicitation. Bidders should rely only on this Competitive Solicitation and written amendments to the Competitive Solicitation issued by the Procurement Coordinator. In no event will oral communications regarding the Competitive Solicitation be binding.

* Bidders are encouraged to make any inquiry regarding the Competitive Solicitation as early in the process as possible to allow WSCJTC to consider and, if warranted, respond to the inquiry. If a bidder does not notify WSCJTC of an issue, exception, addition, or omission, WSCJTC may consider the matter waived by the bidder for protest purposes.
* If bidder inquiries result in changes to the Competitive Solicitation, written amendments will be issued and posted on WEBS.
* Unauthorized bidder contact regarding this Competitive Solicitation with other state employees involved with the Competitive Solicitation may result in bidder disqualification.

1. **Proposal Components**. Proposals must include all components needed for the goods and/or services as described in this Competitive Solicitation. *See* ***Exhibit B – Proposal***. A bidder’s failure to identify all components in a manner consistent with the instructions in this Competitive Solicitation is sufficient grounds for disqualification.

* Inclusive Proposals: Bidders must identify and include all elements in their proposal. Except as provided in the Contract, there shall be no additional costs of any kind.

1. **proposal Submittal Checklist – Required proposal Submittals**. This section identifies the proposal submittals that must be provided to WSCJTC to constitute a responsive proposal. The submittals must be delivered as set forth below. Proposals that do not include the submittals identified below may be rejected as nonresponsive. In addition, a bidder’s failure to complete any submittal as instructed may result in the proposal being rejected. Bidders may not provide unsolicited materials. For any supplemental materials expressly required by WSCJTC in writing, bidders must identify such supplemental materials with the bidder’s name.

* Exhibit A-1 – Bidder’s Certification  
  This document is the Bidder’s Certification.  
  Complete the certification, attach it to the proposal along with any exceptions or required explanations, and submit it to WSCJTC.  
  Note: the Certification must be complete. Where there are choices, bidder must check a box. The certification must be signed and submitted by a duly authorized representative for the bidder.
* Exhibit A-2 – Bidder’s Profile  
  This document is required bidder information for WSCJTC contract administration purposes.  
  Complete as instructed and submit with the proposal to WSCJTC.
* **Exhibit B – proposal**Bidder will need to complete the proposal worksheet templates as instructed in ***Exhibit B – Proposal***.
* **Exhibit D – Contract Issues List**

This document is only a required submittal IF bidder has business issues with the Contract attached as ***Exhibit C – Contract***.  If so, bidder must complete and submit to WSCJTC.  Note, however, that WSCJTC reserves the right not to modify the Contract and to award the Contract on the basis of a bidder’s willingness to agree to the Contract.

1. **PROPOSAL Format**. Proposals must be complete, legible, signed, and follow all instructions stated in the Competitive Solicitation (including the exhibits). Unless otherwise specified in writing by WSCJTC, documents included with an electronic bid must be prepared in MS Word, MS Excel, or Adobe PDF. Where required to do so, bidders may sign using either a physical or electronic signature.
2. **Submitting proposals**. Your proposals must be emailed to the Procurement Coordinator at holly.white@cjtc.wa.gov. WSCJTC email boxes only can accept emails that total less than 30MB in size. Bidders are cautioned to keep email sizes to less than 25MB to ease delivery. Zipped files cannot be accepted.

# Section 5 – Complaint, Debrief, & Protest Requirements

This section details the applicable requirements for complaints, debriefs, and protests.

1. **Complaints**. This Competitive Solicitation offers a complaint period for bidders wishing to voice objections to this solicitation. The complaint period ends five (5) business days before the proposal due date. The complaint period is an opportunity to voice objections, raise concerns, or suggest changes that were not addressed during the Question & Answer Period or, if applicable, at the Pre-Bid Conference. Failure by the bidder to raise a complaint at this stage may waive its right for later consideration. WSCJTC will consider all complaints but is not required to modify or cancel the Competitive Solicitation. If bidder complaints result in changes to the Competitive Solicitation, written amendments to the Competitive Solicitation will be issued and posted on WEBS.
   1. Criteria for Complaint. A formal complaint may be based only on one or more of the following grounds: (a) The solicitation unnecessarily restricts competition; (b) The solicitation evaluation or scoring process is unfair or flawed; or (c) The solicitation requirements are inadequate or insufficient to prepare a response.
   2. Initiating A Complaint. A complaint must: (a) Be submitted to and received by the Procurement Coordinator no less than five (5) business days prior to the deadline for bid submittal; and (b) Be in writing (see Form and Substance, and Other below). A complaint should clearly articulate the basis of the complaint and include a proposed remedy.
   3. Response. When a complaint is received, the Procurement Coordinator (or designee) will consider all the facts available and respond in writing prior to the deadline for proposal submittals, unless more time is needed. WSCJTC is required to promptly post the response to a complaint on WEBS.
   4. Response is Final. The Procurement Coordinator’s response to the complaint is final and not subject to administrative appeal. Issues raised in a complaint may not be raised again during the protest period. Furthermore, any issue, exception, addition, or omission not brought to the attention of the Procurement Coordinator prior to proposal submittal may be deemed waived for protest purposes.
2. **Debrief Conferences**. A Debrief Conference is an opportunity for a bidder and WSCJTC, through its Procurement Coordinator, to meet and discuss the bidder’s proposal (and, as further explained below, is a necessary prerequisite to filing a protest). Following the evaluation of the proposal, WSCJTC will issue an announcement of the ASB. That announcement may be made by any means, but WSCJTC likely will use email to the bidder’s email address provided in the Bidder’s Profile. Bidders will have three (3) business days to request a Debrief Conference. Once a Debrief Conference is requested, WSCJTC will offer the requesting bidder one meeting opportunity and notify the bidder of the Debrief Conference place, date, and time. Please note, because the debrief process must occur before making an award, WSCJTC likely will schedule the Debrief Conference shortly after the announcement of the ASB and the bidder’s request for a Debrief Conference. WSCJTC will not allow the debrief process to delay the award. Therefore, bidders should plan for contingencies and alternate representatives. **Bidders who wish to protest must first participate in a debrief conference. Bidders who are unwilling or unable to attend the Debrief Conference will lose the opportunity to protest. A debrief is a required prerequisite for a bidder wishing to file a protest**.
   1. Timing. A Debrief Conference may be requested by a bidder following announcement of the Apparent Successful Bidder (ASB).
   2. Purpose of Debrief Conference. Any bidder who has submitted a timely proposal response may request a Debrief Conference (see Form and Substance, and Other below). A Debrief Conference provides an opportunity for the bidder to meet with WSCJTC to discuss bidder’s proposal and evaluation. It does not provide an opportunity to discuss other proposals and evaluations.
   3. Requesting a Debrief Conference. The request for a Debrief Conference must be made in writing via email to the Procurement Coordinator and received within three (3) business days after the announcement of the Apparent Successful Bidder. Debrief conferences may be conducted either in person at the WSCJTC offices in Burien, Washington, or virtually (e.g., by telephone or web-based virtual meeting such as Zoom, Skype, MS Teams), as determined by WSCJTC, and may be limited by WSCJTC to a specified period of time. The failure of a bidder to request a debrief within the specified time and attend a debrief conference constitutes a waiver of the right to submit a protest. Any issue, exception, addition, or omission not brought to the attention of the procurement coordinator before or during the debrief conference may be deemed waived for protest purposes.
3. **Protests**. Following a Debrief Conference, a bidder may protest the award of a Contract.
   1. Criteria for a Protest. A protest may be based only on one or more of the following: (a) Bias, discrimination, or conflict of interest on the part of an evaluator; (b) Error in computing evaluation scores; or (c) Non-compliance with any procedures described in the Competitive Solicitation.
   2. Initiating a Protest. Any bidder may protest an award to the ASB. A protest must: (a) Be submitted to and received by the Protest Officer specified below, within five (5) business days after the protesting bidder’s Debriefing Conference (see Form and Substance, and Other below); (b) Be in writing; (c) Include a specific and complete statement of facts forming the basis of the protest; and (d) Include a description of the relief or corrective action requested.
   3. Protest Response. After reviewing the protest and available facts, WSCJTC will issue a written response within ten (10) business days from receipt of the protest, unless additional time is needed.
   4. Decision is Final. The protest decision is final and not subject to administrative appeal. If the protesting bidder does not accept WSCJTC protest response, the bidder may seek relief in King County Superior Court.
4. **Communication During Complaints, Debriefs, and Protests**. With the exception of protests, all communications about this Competitive Solicitation, including complaints and debriefs, must be addressed to the Procurement Coordinator unless otherwise directed. Protests must be addressed to the Protest Officer.
   1. Form, Substance, & Other. All complaints, requests for debrief, and protests must:
      1. Be in writing;
      2. Be signed by the complaining or protesting bidder or an authorized agent, unless sent by email;
      3. Be delivered within the time frame(s) outlined herein;
      4. Identify the Competitive solicitation number;
      5. Conspicuously state “Complaint,” “Debrief,” or “Protest” in any subject line of any correspondence or email; and
      6. Be sent to the address identified below.
   2. Complaints & Protests. All complaints and protests must (a) State all facts and arguments on which the complaining or protesting bidder is relying as the basis for its action; and (b) Include any relevant documentation or other supporting evidence.
5. **How to Contact Criminal Justice Training Commission**.
   1. To Submit a Complaint. Send an email message to the Procurement Coordinator listed in this Competitive Solicitation. The email message must include “Complaint” in the subject line of the email message. Alternatively, mail the complaint to the Procurement Coordinator listed in this Competitive Solicitation at the following address:

Attn: Procurement Coordinator – Complaint  
Washington State Criminal Justice Training Commission  
19010 1st Ave South  
Burien, WA 98148

* 1. To Request a Debrief Conference. Send an email message to the Procurement Coordinator listed in this Competitive Solicitation. The email message must include “Debrief” in the subject line of the email message.
  2. To Submit A Protest. Send an email message to the Protest Officer at the following email address: [holly.white@cjtc.wa.gov](mailto:holly.white@cjtc.wa.gov). The email message must include “Protest” in the subject line of the email message. Alternatively, mail the protest to the Protest Officer at the following address:

Attn: Procurement Coordinator-Protest   
Washington State Criminal Justice Training Commission  
19010 1st Ave South  
Burien, WA 98148

# **Section 6** – Doing Business with the State of Washington

# This section provides additional information regarding Washington’s Public Records Act and doing business with the State of Washington, including WSCJTC efforts to enable Washington’s small, diverse, and veteran-owned businesses to compete for and participate in state procurements for goods/services.

1. **Washington’s Public Records Act – Public Records Disclosure Requests**.
   * All documents (written and electronic) submitted to WSCJTC as part of this procurement are public records. Unless statutorily exempt from disclosure, such records are subject to disclosure ***if*** requested. *See* [RCW 42.56](https://app.leg.wa.gov/RCW/default.aspx?cite=42.56), Public Records Act. WSCJTC strongly discourages bidders from unnecessarily submitting sensitive information (e.g., information that bidder might categorize as ‘confidential,’ ‘proprietary,’ ‘sensitive,’ ‘trade secret,’ etc.).
     + If, in bidder’s judgment, Washington’s Public Records Act provides an applicable statutory exemption from disclosure for certain portions of bidder’s proposal, please mark the precise portion(s) of the relevant page(s) of the bid that bidder believes are statutorily exempt from disclosure and identify the precise statutory basis for exemption from disclosure.
     + In addition, if, in bidder’s judgment, certain portions of bidder’s proposal are not statutorily exempt from disclosure but are sensitive because these particular portions of bidder’s proposal (NOT including pricing) include highly confidential, proprietary, or trade secret information (or the equivalent) that bidder protects through the regular use of confidentiality or similar agreements and routine enforcements through court enforcement actions, please mark the precise portion(s) of the relevant page(s) of bidder’s proposal that include such sensitive information.
   * In the event that WSCJTC receives a public records disclosure request pertaining to information that bidder has submitted and marked either as (a) statutorily exempt from disclosure; or (b) sensitive, WSCJTC, prior to disclosure, will do the following:
     + WSCJTC Public Records Officer will review any records marked by bidder as statutorily exempt from disclosure. In those situations, where the designation comports with the stated statutory exemption from disclosure, WSCJTC will redact or withhold the document(s) as appropriate.
     + For documents marked ‘sensitive’ or for documents where WSCJTC either determines that no statutory exemption to disclosure applies or is unable to determine whether the stated statutory exemption to disclosure properly applies, WSCJTC will notify bidder, at the address provided in the proposal submittal, of the public records disclosure request and identify the date that WSCJTC intends to release the document(s) (including documents marked ‘sensitive’ or exempt from disclosure) to the requester unless the bidder, at bidder’s sole expense, timely obtains a court order enjoining WSCJTC from such disclosure. In the event bidder fails to timely file a motion for a court order enjoining such disclosure, WSCJTC will release the requested document(s) on the date specified. Bidder’s failure properly to identify exempted or sensitive information and timely respond after notice of request for public disclosure has been given shall be deemed a waiver by bidder of any claim that such materials are exempt or protected from disclosure.
2. **Small & Diverse Businesses**. WSCJTC, in accordance with Washington law, encourages small and diverse businesses to compete for and participate in state procurements as contractors and as subcontractors to awarded bidders. *See, e.g.*, [RCW 39.19](https://app.leg.wa.gov/RCW/default.aspx?cite=39.19) (OMWBE certified businesses); [RCW 43.60A.200](https://app.leg.wa.gov/RCW/default.aspx?cite=43.60A.200) (WDVA certified veteran-owned businesses); and [RCW 39.26.005](https://app.leg.wa.gov/RCW/default.aspx?cite=39.26.005) (Washington small businesses).
   * OMWBE Certification. Bidders may contact the Washington State [Office of Minority and Women’s Business Enterprises](http://www.omwbe.wa.gov/) (OMWBE) regarding information on Minority-Owned and Women-Owned certified firms, state and federal certification programs,or to become certified. OMWBE can be reached by telephone, 866-208-1064, or through their website at [OMWBE](http://www.omwbe.wa.gov/). OMWBE-Certified firms may provide their certification information on ***Exhibit A-2 – Bidder’s Profile***.
   * WDVA Certification. Bidders may contact the [Washington State Department of Veterans’ Affairs](https://www.dva.wa.gov/veterans-their-families/veteran-owned-businesses/vob-search) (WDVA) for information regarding Certified Veteran-Owned businesses or to become a Certified Veteran-Owned Business. The WDVA can be reached by telephone, (360) 725-2169, or through their website at [WDVA](http://www.dva.wa.gov/). The qualification requirements to be a Certified Veteran-Owned Business are set forth in ***Exhibit A-1 – Bidder’s Certification***.
   * Washington Small Businesses. If you qualify as a Washington Small Business, identify yourself as such in WEBS. Call WEBS Customer Service at 360-902-7400. The qualification requirements to self-certify as a Washington Small Business are set forth in ***Exhibit A-1 – Bidder’s Certification***.
3. **WEBS Registration**. Individuals and firms interested in state contracting opportunities with WSCJTC or any state agency must register for competitive solicitation notices at the Washington Electronic Business Solution (WEBS) [WEBS Registration](http://www.des.wa.gov/services/ContractingPurchasing/Business/Pages/WEBSRegistration.aspx). *Note*: There is no cost to register on WEBS.
4. **Polychlorinated Biphenyls (PCBs) Notice**. Polychlorinated biphenyls, commonly known as PCBs, have adverse effects on human health and the environment. Accordingly, the State of Washington, through its procurements of goods, is trying to minimize the purchase of products with PCBS and to incentivize its contractual vendors to sell products and products-in-packaging without PCBs.

**INCLUDED EXHIBITS**

**Exhibit A-1 – Bidder’s Certification:**



Note: As set forth above, Bidder must complete, sign, and return the *Exhibit A-1 – Bidder’s Certification* to WSCJTC.

**Exhibit A-2 – Bidder’s Profile:**



Note: As set forth above, Bidder must complete and return the *Exhibit A-2 – Bidder’s Profile* to WSCJTC.

**Exhibit B – Proposal:**

*See* *Exhibit B – Proposal*:



Note: As set forth above, Bidder must complete and return *Exhibit B – Proposal* to Washington State WSCJTC.

**Exhibit C – Sample Contract**

*See* attached *Exhibit C –Sample Contract* for this RFP

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**Exhibit D – Contract Issues**

*Exhibit D–Contract Issues List (if applicable)*

Note: As set forth above, Bidder must complete and return *Exhibit D – Bidder’s Contract Issues List* to WSCJTC] if bidder has any issues with the Contract set forth as *Exhibit C – Contract*.