



STATE OF WASHINGTON
OFFICE OF THE SECRETARY OF STATE
ITPS WORK REQUEST

Agency Work Request No: 12-01

DIS Work Request (Tracking) No: WR-12-2

The Washington State Department of Information Services (DIS) issued a Request for Quotation and Qualifications to solicit proposals from vendors to provide Information Technology Professional Services (ITPS). Your firm responded and was selected to provide services in one or more Technical Service Categories. Your firm subsequently entered into a Master Contract with DIS. All rights and obligations of the parties are subject to and governed by the terms of the Master Contract including any subsequent modifications incorporated herein. As a contractor participating in the DIS ITPS Program, your firm may submit a Response to this Work Request.

SCHEDULE

Date Issued: 7/15/11

Questions Due: 7/22/11

Answers Submitted: 7/26/11

Response Due Date: 8/2/11

WORK PERIOD OF PERFORMANCE

FROM: AUGUST 2011 To: AUGUST, 2012

Agency Contract Manager

Name: Bill Teed
Title: Information Services Applications Manager

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PERSONAL TECHNICAL SERVICES CATEGORY(S) REQUESTED

- 1. IT Funding Request, Financial Analysis (WEBS CC 9241)
- 2. IT Business Analysis (WEBS CC 9242)
- 3. External IT Quality Assurance (WEBS CC 9243)
- 4. IT Project Management (WEBS CC 9244)
- 5. Technology Architecture Development (WEBS CC 9245)
- 6. Security Analysis (WEBS CC 9246)
- 7. Enterprise Content Management (WEBS CC 9247)
- 8. Contingency & Disaster Recovery Planning (WEBS CC 9248)
- 9. Systems Analysis (WEBS CC 9249)

PURCHASED TECHNICAL SERVICES CATEGORY(S) REQUESTED

- 10. Network Administration (WEBS CC 9250)
- 11. Software Quality Assurance & Testing (WEBS CC 9251)
- 12. Desktop Applications Development & Training (WEBS CC 9252)
- 13. Geographic Information Systems Application Development (WEBS CC 9253)
- 14. Workstation Installation & Support (WEBS CC 9254)
- 15. Client Server, Web & N-Tier Application Development (WEBS CC 9255)
- 16. General Mainframe Development (WEBS CC 9256)
- 17. General Database Administrator/Database Developer/Data Analyst (WEBS CC 9257)

EXPERIENCE LEVEL(S) REQUESTED

- Junior a minimum of one (1) year of recent experience and demonstrated knowledge, skills and abilities
- Journey a minimum of three (3) years of recent experience & demonstrated superior knowledge, skills, and abilities
- Senior a minimum of five (5) years of recent experience & demonstrated superior knowledge, skills, and abilities
- Expert a minimum of eight (8) years of increasing levels of responsibilities, and supervisory or management responsibility

American Recovery & Reinvestment Act funding

Yes No The selected vendor will be assigned an Agency workstation(s) and assessed a workstation fee of \$XXXX per month for each workstation.

I. REQUEST FOR SPECIFICATIONS

A. Title: **Aligning the Washington Election Information system with the State VRDB – Phase 2 and 3 partial**

B. Project Background: In January 2006, the Secretary of State launched the State Voter Registration Database (VRDB), as mandated by the federal Help America Vote Act of 2002 (HAVA). The VRDB is a centralized database that contains current registration information for every registered voter in the state (now about 3.5 million people). Following the successful implementation of the VRDB, the Secretary directed the development of an online, comprehensive, personalized, one-stop voter information site; a tool available to every voter, in any county, and a set of tools that could be used by county elections officials to improve the administration of elections statewide. This is

the Washington Election Information System, or WEI. In January 2007, the Secretary sought Legislative approval to offer an online voter registration service to eligible Washington residents. The Legislature approved the proposal in the spring of 2007. The development of the Online Voter Registration (OLVR) application was rolled into the WEI development still underway at that time. In January 2008, the Secretary's office launched the OLVR service. In August 2008, the Secretary's office completed a multi-phased development project that implemented the Secretary's vision for the WEI (and by then, a vision shared by many county election officials). The WEI is a set of nine features, or services, intended to improve the voters', candidates', and state and local election officials' experience with elections and voting in our state.

These nine services are:

- 1) the VRDB;
- 2) OLVR;
- 3) MyVote;
- 4) MyBallot;
- 5) Election Night Results Reporting;
- 6) Candidate Filing;
- 7) Voters' Guide;
- 8) County Election websites; and,
- 9) Secretary's Elections Division website (www.vote.wa.gov) .

The VRDB can function as a standalone system; however, all of the other WEI services are interdependent (including a dependency on the VRDB). In October 2009, Congress passed the Military and Overseas Voter Empowerment Act (MOVE Act). The MOVE act required states to develop procedures for transmitting blank ballots to overseas voters by mail and electronically implemented by OSOS as 'MyBallot'. A Microsoft consultant recently completed this project. It is our desire to capitalize on the knowledge gained in this project to improve and upgrade significant aspects of the WEI system.

Unlike the VRDB, the WEI system requirements were not fully defined prior to development. The system evolved over time without a consistent architectural approach. This resulted in a system that is hard to maintain and enhance. This project seeks to add:

- 1) Documentation;
- 2) Architectural consistency;
- 3) Heightened security;
- 4) Upgrade MOSS 2007 to SharePoint 2010.

WR-11-89 went out to bid and was awarded to Microsoft Corporation, the vendor who created the WEI system. The award did not include Phase 2 due to the need for an objective analysis. Because the scope of Phase 3 will not be fully understood until the Phase 2 analysis is complete, this new work request is for Phase 2 only. The vendor who is awarded this work order will work with Microsoft Corporation in the analysis of the current MOSS system, and whomever is awarded the work order for the Phase 3 modifications and the SharePoint upgrade. A work request for Phase 3 will be made after the Phase 2 analysis is complete.

C. Project Scope of Work:

All code that is analyzed, modified, or moved, as part of the project will receive inline XML documentation for display in Windows Help 2.

All phases must be completed and in production prior to the 2012 Presidential election.

Phase 1: Has been awarded

Rewrite WEI ASMX web services as WCF. There are about 18 ASMX web Services and about 17 WCF.

Create a two-tier web services structure similar to the VRDB web service structure where the external web service calls a corresponding internal web service. The names and functions should match.

Example: In VRDB there are two sets of web services, an external and an internal set separated by a firewall. The external web services call the internal web services, which access the database. WEI has external and internal web services but in name only. External and Internal WEI web services are located on the public side of the firewall and both directly access the database. The internal web services are used for non MOSS applications (WEI Admin). The external web services are used for MOSS applications. This structure does not provide an acceptable level of security.

Phase 2:

Complete an analysis of MOSS:

Anticipated changes may include removing applications from MOSS prior to upgrading to SharePoint 2010.

The current complexity of deployment and the need to deploy the entire system has been problematic. In addition, the need for an analysis prior to a version upgrade raises the question; Is SharePoint best suited to supporting county sites with redirects to election applications. The analysis of MOSS must **objectively** evaluate the benefits of removing applications prior to the upgrade.

Applications to be evaluated:

Possible removal; MyVote, Candidate Filing, and the Voters Guide.

Definite removal: Election Night Reporting.

Modify MyVote, Candidate Filing, and the Voters Guide. The design and functionality of MyVote will require additional modification.

The consultant or consultants will interface with expert Microsoft Premier Services (MPS) SharePoint 2010, and other MPS Consultant(s), as deemed necessary, in order to ensure the successful implementation of the envisioned SharePoint 2010 implementation.

An Assessment and Recommendation document is the deliverable in Phase 2. This phase must be complete by October 2011

Plan for Phase 3:

Mitigation: The Secretary of State's Information Technology Group will assess the recommended changes from Phase 2. The Elections Priority Committee will approve the changes prior to releasing a work request for Phase 3. Implement approved changes and upgrade to SharePoint 2010.

Respondents are encouraged to ask clarifying questions if the scope of work required is not clear. Meetings with IT staff can be arranged to clarify the size and complexity of the work requirements. The vendor is required to have an understanding of the existing system before work begins.

II. VENDOR'S RESPONSE

A. Work Request Coordinator and Submission of Response: William Edwards. william.edwards@sos.wa.gov
Phone: (360) 725-5791. **Responses are due by 4:00 pm, Tuesday, August 2, 2011.**

B. Work Request Response – Instructions to Vendors: Responding vendors should provide the number of resources (staff) they believe are needed for each phase of the project. For each resource, please provide; 1) the resource's level of expertise; 2) the per-hour cost of the resource; and, 3) an estimate of the total hours the resource will be needed for each phase of the project.

*Attachments to e-mail shall be on Microsoft Word software. Zipped files cannot be received and cannot be used for the submission of proposals. **THE OFFICE OF THE SECRETARY OF STATE** does not take responsibility for any problems in the e-mail. Faxed proposals will not be accepted.*

III. EVALUATION AND SELECTION CRITERIA

1. Mandatory and Highly Desirable Experience and Qualifications

This work request is seeking highly skilled programmers to implement new features in a federally mandated state voter registration system, the Washington State Voter Registration System (VRDB/WEI). The system has high public visibility and high availability requirements.

This system is a highly complex SQL-Server-based system that uses BizTalk to process queued XML packets of information sent from client servers located in the thirty-nine counties of Washington. The system maintains the official voter registration list for the state and coordinates all the interaction with the county election management systems required to maintain accurate and up-to-date voter registration records.

In addition, this system uses MOSS as a platform to allow the state and local counties to collaborate on providing website services, election results, and other election information to the public while still displaying the web pages with individual county branding.

Since there is a significant volume of data transfer between the voter registration functions and the public web services, the network topology is significantly complicated by an architecture that maintains the county-state transfer of voter registration information behind the state's Inter-Governmental Network (IGN) firewalls while the MOSS servers that provide election information to the public reside outside the IGN.

Some portions of the specifications are more detailed than others. The successful responder will demonstrate a capacity to analyze specifications set out here in relationship with the existing system and gather further requirements, as needed.

A. Mandatory Experience and Qualifications:

The successful responder will provide documentation, including project member resumes, that demonstrate Senior to Expert experience in the following areas:

- Voter registration/election management systems

- Complex transactional (Electoral) database design in SQL Server.
- Advanced application development leveraging Microsoft Office SharePoint Server (MOSS) and SharePoint 2010.
- Object Oriented Programming with a documented approach to application design.
- .Net and .Net Framework
- Network topology assessment to improve application design and database normalization.
- An industry-standard approach to systems documentation and knowledge transfer.

In addition, the successful responder will provide documentation that demonstrates the responder's capability to develop and implement including:

- A project plan, timeline and staffing plan
- The responder approach to translating the specifications into a deliverable product
- Specific expectations/time commitments that the responder will have of OSOS Elections and IT Applications staff.

B. Highly Desired Experience and Qualifications:

Experience with system architecture similar to Washington's Voter Registration Database.

2. References

WeightEvaluation Criteria:

<u>PRELIMINARY SCORE</u> <u>REQUIREMENTS/CRITERIA</u>	<u>WEIGHT</u> <u>ASSIGNED</u>
Qualifications and Experience of Staff	25
Qualifications/experience/references of the firm	25
Cost	15
Approach/methodology/availability	25
References	10

IV. ADMINISTRATION

1. Debriefing

All Vendors who submit a response to this solicitation will be given the opportunity for a debriefing conference if requested. The request for a debriefing conference must be made in writing and received by the Work Request Coordinator within three (3) calendar days after notification of the Apparent Successful Vendor. A debriefing will be scheduled within three (3) calendar days of the request. If additional time is required, the requesting party will be notified of the delay. Discussion will be limited to a critique of the requesting Vendor's proposal. Comparisons between proposals or evaluations of other proposals will not be allowed. Debriefing conferences may be conducted in person or by telephone and will be scheduled for a maximum of one (1) hour.

2. Protest Procedures

A. Procedure

This protest procedure is available to Vendors who submitted a Response to this solicitation and have received a debriefing conference. Protests are made:

1. To the agency after the agency has announced the ASV. Vendor protests shall be received, in writing, by the agency within five (5) Business Days after the Vendor debriefing conference.

B. Grounds for protest are:

1. Arithmetic errors were made in computing the score;
2. The agency failed to follow procedures established in the solicitation document or applicable state or federal laws or regulations; or
3. There was bias, discrimination or conflict of interest on the part of an evaluator. Protests not based on these criteria will not be considered.

C. Format and Content

Vendors making a protest shall include in their written protest to the agency all facts and arguments upon which the Vendor relies. Vendors shall, at a minimum, provide:

1. Information about the protesting Vendor; name of firm, mailing address, phone number and name of individual responsible for submission of the protest;
2. Information about the acquisition; issuing agency, acquisition method;
3. Specific and complete statement of the agency action(s) being protested;
4. Specific reference to the grounds for the protest; and
5. Description of the relief or corrective action requested.

D. The Agency Review Process

Upon receipt of a Vendor's protest, the agency will postpone signing a Contract with the ASV until the Vendor protest has been resolved.

The agency will perform an objective review of the protest, by individuals not involved in the acquisition process being protested. The review shall be based on the written protest material submitted by the Vendor and all other relevant facts known to the agency.

The agency will render a written decision to the Vendor within five (5) Business Days after receipt of the Vendor protest, unless more time is needed. The protesting Vendor shall be notified if additional time is necessary.

E. The Agency Determination

The final determination shall:

1. Find the protest lacking in merit and uphold the agency's action;
2. Find only technical or harmless errors in the agency's acquisition process conduct, determine the agency to be in substantial compliance, and reject the protest;
3. Find merit in the protest and provide the agency with options that may include:
 - a) Correct errors and reevaluate all proposals; or
 - b) Reissue the solicitation document; or
 - c) Make other findings and determine other courses of action as appropriate.
4. Not require the agency to award the Contract to the protesting party or any other Vendor, regardless of the outcome.

3. The Agency's Option To Extend

The agency reserves the right to extend the Work Order issued under this Work Request for one (1) one year period at the agency's option.

4. The Agency's Right to Cancel

The agency reserves the right to cancel this Work Request at any time, reject any and all responses received, and/or not to execute a Work Order from this Work Request without penalty to the agency. The release of this solicitation document does not obligate the agency to contract for the services specified in this Work Request. The agency shall not be liable for any costs incurred by a Vendor in preparation of a proposal submitted in response to this Work Request, in the conduct of an oral interview, or any other activity related to responding to this Work Request.

Note: Attached is the Sample Work Order.