

# Project Overview

Public Health – Seattle and King County

Environmental Health Services Division

Environmental Health Permitting, Inspection and Enforcement Management System

# Problem Statement

- The current system EHS uses for work management and as a system of record has been in place since 1998 and is reaching the end of its useful life.
- Annual costs for licensing, maintenance, and support continue to increase.
- The current system's vendor no longer provides feature or functionality updates, leaving the system unable to evolve and adapt to technical and business requirements.

# Environmental Health's Solution Vision

## (Key objectives/goals)

- Replace an obsolescent on-premise system with a modern user-friendly cloud-hosted Solution based on more contemporary and easily supported technologies
- Improve EHS's ability to implement process improvements with a highly configurable Solution that can scale and adapt depending on business needs, e.g. by accommodating additional workflows
- Automate synchronization of inspection reports and other data from mobile users
- Improve and enhance data sharing with two key EHS partner agencies
- Provide successful knowledge sharing, via training, documentation, and communication, to EHS staff
- Provide ongoing maintenance and support for the Solution
- Enable fast, accurate, and easy-to-use reporting and query capabilities compatible with leading reporting and data visualization tools
- Provide an efficient, transparent, reliable, and easy-to-use customer experience to both EHS staff and members of the public.

# Exhibit 1 - Scope of Work (SOW)

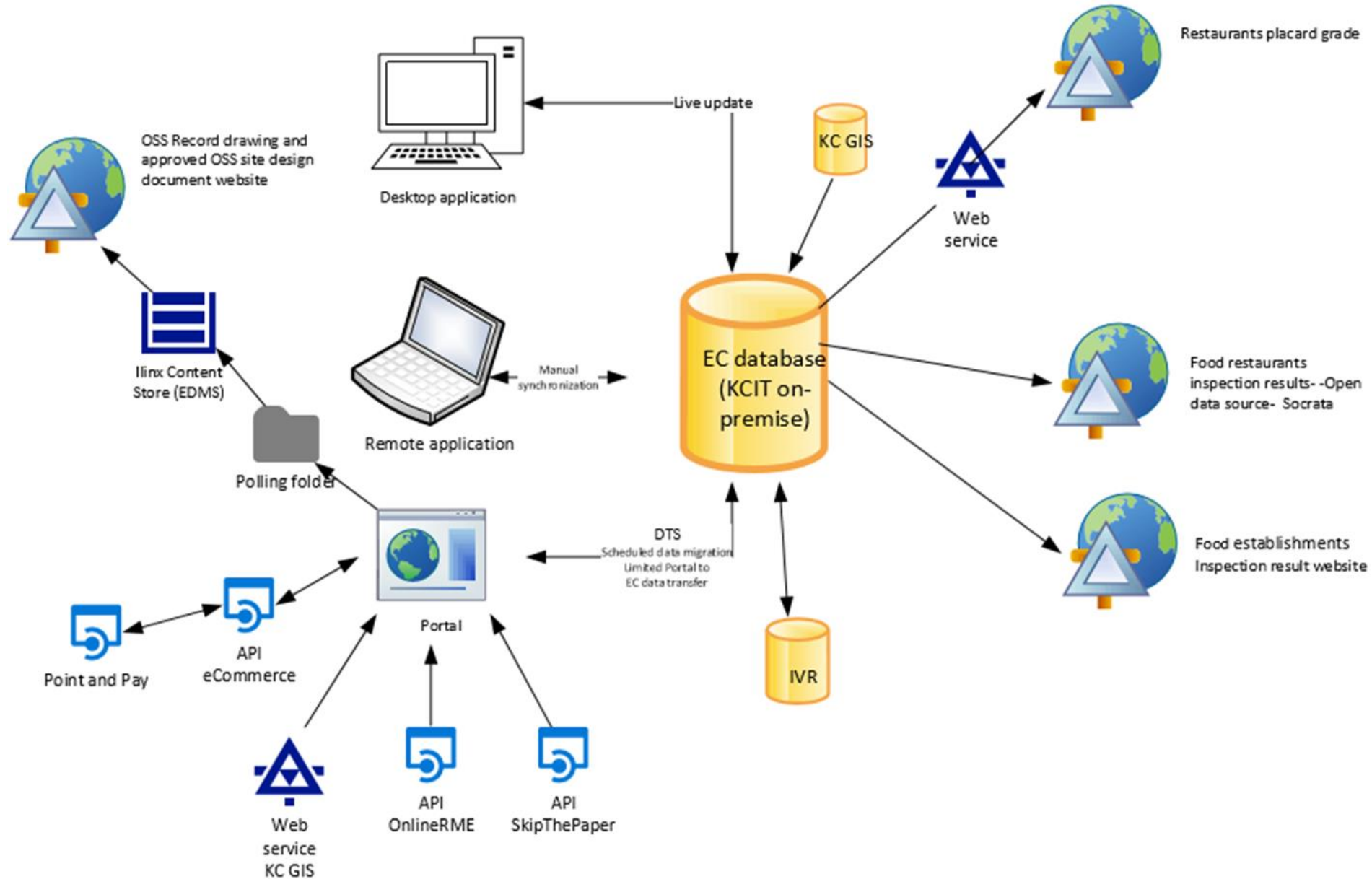
## **What is the County looking for:**

- Solution Design, Implementation, and Configuration
- Data Migration and Conversion
- Support Change and Release Management
- Training, Documentation, and Learning Enablement
- Post-go-live Stabilization Support
- Ongoing Support and Maintenance Post Go-Live

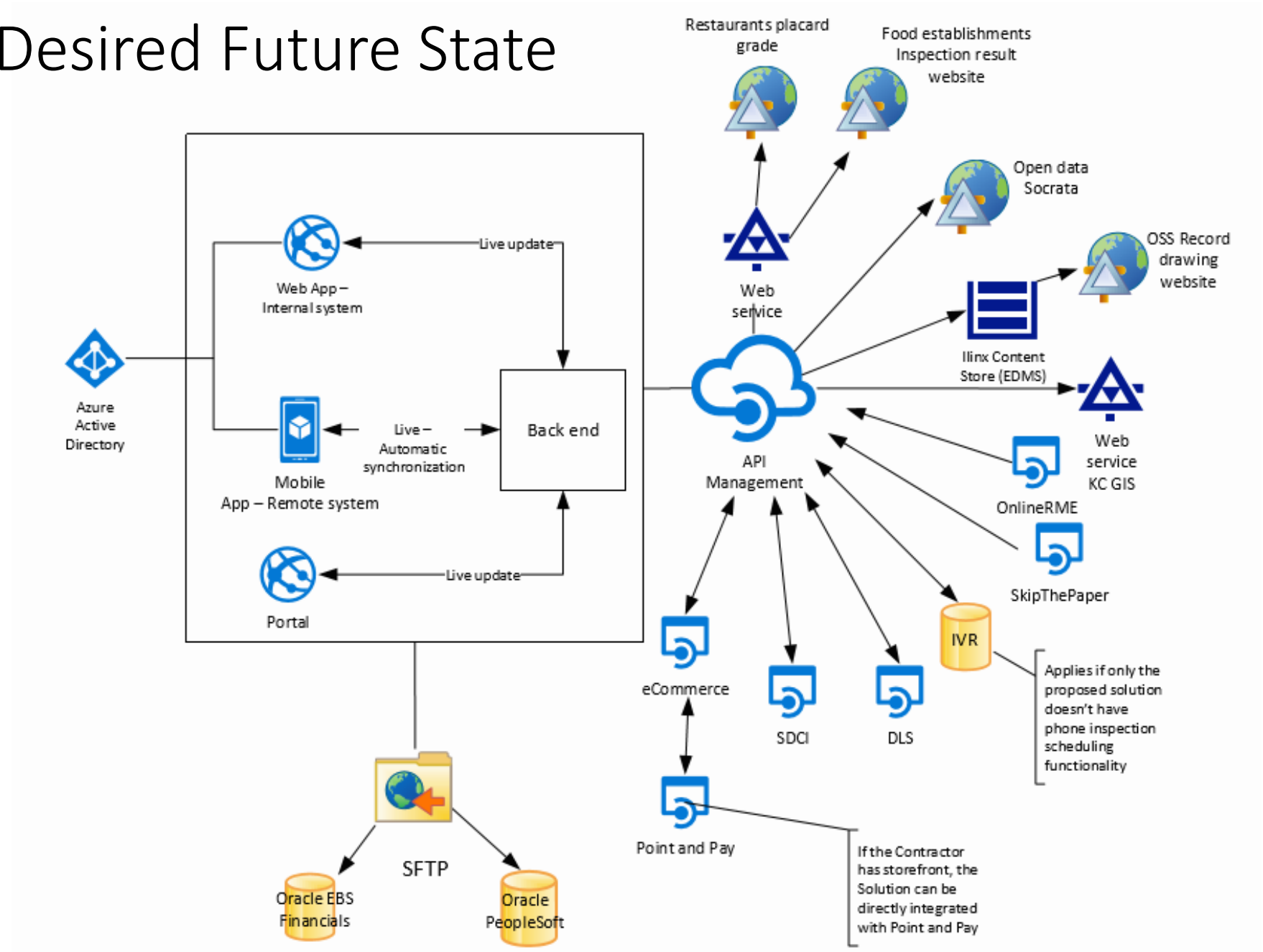
# Exhibit 2 - EHS Core Business Processes

- Permitting, renewal, change of ownership, and permit type classification process for annual permits (Food Services Establishments, Water Recreation Facilities, Pet Business, Solid Waste)
- Permitting process
  - Temporary Food Events and Farmers Markets
  - Plumbing and Gas Piping
  - On-Site Septic Systems
    - Operation and Maintenance
- Complaint and Enforcement
- Certification
  - Meat Cutters and Certified Booth Operators
  - OSS installer, Maintainers and Pumpers

# Exhibit 3 - Current State



# Exhibit 3 – Desired Future State



# Exhibits 4 - 8 Project Specific Supplemental Information

- Exhibit 4 Data Conversion and Migration
- Exhibits 5-6 are Environmental Health System Samples
  - Exhibit 5 Sample Dashboards
  - Exhibit 6 Sample Application Forms
- Exhibits 7 & 8 are Project Documents Samples
  - Exhibit 7 Sample Project Schedule
  - Exhibit 8 KCIT Delivery Framework Phase Gates



# Attachment A- Pricing Questions and Price Proposal

- Proposer is to respond within the Excel document provided and to complete both tabs A1 - Pricing Questions and A2-Proposal Pricing (Summary), as well as tabs A3-A6 (utilized to break down the costs by program).
- The Proposal Price shall cover everything necessary for the completion of the Solution under the Contract, including but not limited to furnishing software, configuration, licensing, maintenance/support, any applicable equipment, labor and service, management, supervision, and travel, except as may be provided otherwise in this RFP.
- In the event of a discrepancy between the unit price and the extended amount for a proposal item, the County reserves the right to clarify the Proposal.

# Attachment B- Management Questions

- Proposer must respond using the provided Word document.
- All questions within the 5 sections (listed below) must be completed for your Management Questions response to be considered:
  - Qualifications & Capacity
  - Training & Support
  - User Groups and Conferences
  - Reference Information
  - Project Approach
- See Statement of Work (SOW) glossary , Section 1.0 for a definition of terms used in the Attachment.
- Some of the questions require a response, or part of response, in the form of an attachment; we have listed the appropriate ID for the response's attachment following the question.

*Note: A full list of the required attachments is included RFP Instructions document under section 3.2.*

# Attachment C- Technical Requirements & Technology Questions

- The Technology Requirement and Questions reflect King County's current understanding of KCIT and the business' technology requirements.
- Proposer must respond within the Excel documents provided, AND complete both tabs "Tab1\_Technical Requirements" and "Tab 2\_Technology Questions".
- Tab 1 requires the Proposer to enter a response in the "Proposer Narrative Response" column (E), that most accurately describes how the proposed solution can meet the Technical requirement, AND to mark one (1) of the three (3) columns (F-H) that most accurately represents the proposed solution's current status of meeting the requirement.
  - If the proposed solution can meet the requirement based on an Alternative Approach, Proposer is to describe the alternative approach in column (I).
  - If the proposed solution doesn't currently meet the requirement, but the technology, process or protocol will be supported in the future, Proposer is to enter the date of the new release/version in column (J).
- Tab 2 requires the Proposer to respond to each question in column (C) with a descriptive and complete narrative response in column (E)

# Attachment D- Solution Requirements/User Stories

- The User Stories reflect King County's current understanding of the business' user requirements and provide context and serve as the basis of the Solution Requirements.
- See Exhibit 1– SOW, Section 1 Glossary for the definition of terms used in the User Stories.
- Proposer must respond within the most appropriate Excel document provided.
  - The Proposer must complete either the "attD-Solution Requirements Existing SaaS" Excel spreadsheet (utilized if proposing a pre-existing SaaS Solution) or the "attD-Solution Requirements Built-on PaaS" Excel spreadsheet (utilized if proposing to develop/build a Solution on a PaaS).
- The Proposer is required to enter a narrative response to each requirement within the “Proposer Narrative Response” column (G), accurately describing how the Solution meets the User Story AND mark one (1) of the three (3) columns (H-L Existing SaaS) or (H-K Built-on PaaS) that most accurately represents the proposed solution's current status of meeting the requirement.

# Attachment D- Solution Requirements/User Stories (Continued)

- **Existing SaaS solution**

- If the Proposer has marked one of the (J) through (L) columns, the Proposer is required to enter additional supporting information in the appropriate corresponding column (N) or (O).
- The Proposer is also required to respond to column (M).

- **Built-on PaaS solution**

- If the Proposer has marked one of the (I) through (K) columns, the Proposer is required to enter additional supporting information in the appropriate corresponding column (M) or (N).
- The Proposer is also required to respond to column (L).

# Exhibits 9-11 Contractual Documents Samples

- The following exhibits require review.
- Exhibits 9-10 will need to either be accepted as-is, or any necessary editing shall be described, via written letter. Any edits shall also include an appropriate redlined document version.
  - Exhibit 9 SaaS Contract
  - Exhibit 9a SaaS Service Level Agreement (SLA)
  - Exhibit 10 NDA (may be necessary for Phase 2)
- Exhibits 11-12 are not open for editing.
  - Exhibit 11 King County Network Access Agreement
  - Exhibit 12 King County Password Management Policy