Contract Number *(VA-220625-CAI)*

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| **STATEMENT OF REQUIREMENTS (SOR)** **SOR # DCJS-220913-01-CAI**  ***DCJS Licensing & Credential Management Process Improvement*** |

1. **Date: September** 13, 2022
2. **Authorized User**: VA Department of Criminal Justice Services (DCJS)
3. **Authorized User Contact Information:**

Tivona King, Chief Technology Officer

1100 Bank Street

Richmond, VA 23219

Phone: ​ 804.371.5380

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1. **Solicitation Schedule:**

|  |  |
| --- | --- |
| **Event** | **Date** |
| Release SOR | September 14, 2022 |
| Supplier Questions due to CAI | September 19, 2022 |
| Supplier Response Due | September 21, 2022 |
| Award Decision | September 23, 2022 |
| Estimated Project Start Date | October 3, 2022 |

1. **Evaluation and Scoring**

Supplier’s Response must be submitted in the specified Statement of Work (SOW) format and will be evaluated for format compliance.

Supplier’s Response will be evaluated for technical merit based on its appropriateness to the performance of Authorized User’s requirements, its applicability to the environment, and its effective utilization of Supplier and Authorized User’s resources.

1. **Project/Service:**

Process improvement plan with recommendations to eliminate redundancies, identify gaps and validate internal processes/measures in anticipation of DCJS system replacement for their credential management system. Detailed description of requested services is presented in the “Scope of Work” section of this document.

1. **Specialty Area** (Check one)**:**

|  |  |
| --- | --- |
| Application Development | Information Security |
| Business Continuity Planning | IT Infrastructure |
| Business Intelligence | IT Strategic Planning |
| Business Process Reengineering | Project Management |
| Enterprise Architecture | Public Safety Communications |
| Enterprise Content Management | Radio Engineering Services |
| Back Office Solutions | IV&V Services |
| Geographical Information Systems |  |

1. **Contract Type:**

Fixed Price, Deliverable-based

1. **Introduction:**

Project History

DCJS plans and executes criminal justice programs and aid initiatives that are designed to improve the functioning and effectiveness of the criminal justice system. To fulfill this mission, DCJS:

The agency’s primary constituents are local and state criminal justice agencies and practitioners, private security practitioners and businesses, and the public-at-large. Other constituents include local governments and state agencies, the federal government and advocacy groups/associations.

The Division of Licensure and Regulatory Services (DLRS) involves the oversight and enforcement of five statutory and regulatory programs. DLRS is dedicated to providing excellent customer service to its constituents and professionals serving the private side of public safety. The statutory and regulatory programs are as follows:

* Private Security Services
  + Security Officers (Armed and Unarmed)
  + Private Investigators
  + Armored Car Personnel
  + Electronic Security Technicians
  + Electronic Sales Representatives
  + Central Station Dispatchers
  + Personal Protection Specialists (Bodyguards)
  + Locksmiths
  + Businesses
  + Training Schools
  + Compliance Agents
  + Instructors
* Bail Bondsmen (Surety and Property)
* Bail Enforcement Agents (Bounty Hunters)
* Special Conservator of the Peace
* Tow Truck Drivers

DLRS currently has a credential management system which was implemented in 2015. It offers a back-office application that staff uses to manage applications, an online portal that customers use to submit applications, an online portal that training schools use to submit class rosters, it interfaces with a third party online portal that individuals/businesses use to pay required fees, and interfaces to Fieldprint and the Virginia Department of Motor Vehicles (DMV) for photo IDs, fingerprints, and accessing DMV driving records.

Business Need

DCJS has started the process for replacing their existing custom credential management system with a packaged solution. Ahead of the project, DCJS seeks to assess their current business processes and look for opportunities to make them more efficient and streamlined.

Project Complexity

This project is of moderate complexity and risk due to the following factors:

1. Project requirements and business rule documentation for the system replacement have been completed as part of the RFP for the new credential management system.
2. Current business process inventory does not exist. As part of this engagement, process inventory and high-priority processes must be identified to define the scope for this engagement.
3. The risk is not updating the processes to a “future” state because staff/selected supplier engagement is low, and the potential challenges related to coordinating desk level interviews due to remote work and reliance on Microsoft Teams. This could result in poorly designed target-state processes for the next project (system replacement) and, ultimately, an inefficient system upgrade. However, the Division believes that they can mitigate the risk related to remote work while conducting the project.

Project Management and Organizational Structure

The agency IT team is comprised of a Chief Technology Officer, an Information Security Officer, two Project Managers, two System Administrators, two Help Desk Technicians, five Developers, and a DBA. The project will require input from the Division of Licensure and Regulatory Services, which is depicted in the agency organizational chart below.

Diagram

Description automatically generated

1. **Scope of Work:**

This Statement of Requirements (SOR) defines the services required by the Authorized User in support of the DCJS Licensing and Credential Management Process Improvement project. The following table details the required tasks, deliverables, and timing for project tasks:

| Task | Deliverable(s) | Timing |
| --- | --- | --- |
| Phase 1: Stakeholder Interviews and Current-State Processes | Key Themes from Stakeholder and User Interviews  Business Process Inventory  Process Prioritization for Improvement  Current-State Process Documentation | Supplier should complete Phase 1 deliverables within six weeks of project start |
| Phase 2: Business Process Analysis | Current Process Strengths and Weaknesses  Opportunities for Improvement  Next steps and dependencies to achieve process changes | Supplier should complete Phase 2 deliverables with ten weeks of project start |
| Phase 3: Future-State Documentation and Road Map | Future-State Recommendations  High-level Roadmap and Next Steps | Supplier should complete Phase 3 deliverables with 12 weeks of project start |

1. **Period of Performance:**

Delivery of all products and services defined in the Statement of Work will occur within three (3) months of project execution date.

1. **Place of Performance** (Check one)**:**

Authorized User’s Location

Supplier’s Location

Authorized User’s and/or

Supplier’s Location – There are no specific requirements to perform work onsite or remotely.

1. **Project Staffing**
2. **Supplier Personnel**

The roles listed in the table below represent the minimum Supplier personnel requirements for this engagement.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Role** | **Key Personnel (Y/N)** | **Years of Experience** | **Certifications** | **References Required (Y/N)** |
| Process Improvement Analyst | Y |  |  | N |
| Project Manager | Y |  |  | N |

1. **Authorized User Staff**

The roles listed in the table below represent Authorized User’s staff and the estimated time each will be available to work on the project.

|  |  |  |
| --- | --- | --- |
| **Role** | **Description** | **% Project Availability** |
| Project Sponsor | Tivona King | 10% |
| Agency Executives |  | As needed |
| Agency IT Staff |  | As needed |
| Agency Division Staff |  | 20% |

1. **Milestones and Deliverables:**

The minimum required milestones and deliverables, and the estimated completion date for each deliverable, are listed in the following table.

| **#** | **Milestone**  **Event(s)** | **Deliverable(s)** | **Estimated Completion Date** |
| --- | --- | --- | --- |
| 1 | Project Initiation | Kick-off Meeting  Project Schedule | Supplier to Propose |
| 2 | Stakeholder Interviews and Current-State Processes | Key Themes from Stakeholder and User Interviews  Business Process Inventory  Process Prioritization for Improvement  Current-State Process Documentation | Supplier to Propose |
| 3 | Process Analysis | Current Process Strengths and Weaknesses  Opportunities for Improvement  Next steps and dependencies to achieve process changes | Supplier to Propose |
| 4 | Future-State Recommendations and Road Map | Future-State Recommendations  High-level Roadmap and Next Steps | Supplier to Propose |

The Supplier should provide all deliverables in electronic form, using the following software standards (or lower convertible versions):

| **Deliverable Type** | **Format** |
| --- | --- |
| Status Reports,  Spreadsheets, Presentations,  Documents | MS Office Suite |
| Process Diagrams | MS Visio and PDF |

1. **Travel Expenses** (Check one)**:**

No travel will be required for this engagement

Travel must be included in the total fixed price of the solution

1. **Payment** (Check all that apply)**:**

Payment made based on successful completion and acceptance of deliverables

All payments, except final payment, are subject to a *(XX)*% holdback

1. **Acceptance Criteria:**

The Authorized User will have 15 business days from receipt of the deliverable to provide Supplier with the signed acceptance receipt.

Final acceptance of services provided under the SOW will be based upon (Check one):

User Acceptance Test

Acceptance Criteria for this solution will be based on a User Acceptance Test (UAT) designed by Supplier and accepted by Authorized User. The UAT will ensure that all of the functionality required for the solution has been delivered. The Supplier will provide the Authorized User with a detailed test plan and acceptance checklist based on the mutually agreed upon UAT plan. This UAT plan checklist will be incorporated into the SOW.

Final Report

Acceptance criteria for this solution will be based on a final report. In the SOW, Supplier and Authorized User will agree on the format and content of the report to be provided to Authorized User for final acceptance.

Other (specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Project Roles and Responsibilities:**

| **Responsibility Matrix** | **Supplier** | **Authorized User** |
| --- | --- | --- |
| Develop deliverables |  |  |
| Approve deliverables |  |  |
| Manage the project |  |  |
| Assist with scheduling meetings and interviews |  |  |

1. **Criminal Background Checks and Other Security Requirements (**Check all that are required):

Standard CAI Required Background Check

Agency Specific Background Check

1. **Performance Bond** (Check one)**:**

Required for *(XXX)*% of the SOW value

Not Required

1. **Reporting** (Check all that are required):

**Weekly Status Update**

The weekly status report, to be submitted by Supplier to Authorized User, should include: accomplishments to date as compared to the project plan; any changes in tasks, resources or schedule with new target dates, if necessary; all open issues or questions regarding the project; action plan for addressing open issues or questions and potential impacts on the project; risk management reporting.

**Other(s)** (Specify)

1. **Federal Funds** (Check one):

Project will be funded with federal grant money

No federal funds will be used for this project

1. **Training and Documentation:**
2. **Training is:**

Required as specified below

Not Required

Training Requirements:

*(Specify specific training requirements)*

1. **Documentation is:**

Required as specified below

Not Required

Documentation Requirements:

As detailed in Section 10 (Scope of Work) and Section 14 (Milestones and Deliverables) of this SOR.

1. **Additional Terms and Conditions:**

The services to be provided are subject to the following additional provisions:

1. Effective July 1, 2020, the Code of Virginia requires contractors with the Commonwealth who spend significant time working with or in close proximity to state employees to complete sexual harassment training.  As a result of the new code, VITA and the Department of Human Resource Management (DHRM) are requiring that all contractors working through the CAI contract complete DHRM's "Preventing Sexual Harassment" training.  This training is available as either a short video or a written transcript on the DHRM website: <https://www.dhrm.virginia.gov/public-interest/contractor-sexual-harassment-training>. The selected Supplier must agree that any assigned resource will complete the training.
2. The Supplier must agree to comply with the requirements of Governor Northam’s Executive Directive 18, “Ensuring a Safe Workplace” and the Supplemental Contractor Guidelines regarding COVID vaccination and masking requirements. The Directive and Guidance can be reviewed at the following links:

**ED#18**: <https://www.governor.virginia.gov/media/governorvirginiagov/executive-actions/ED-18-Ensuring-a-Safe-Work-Place.pdf>

**Interim Guidance**: <https://www.dhrm.virginia.gov/docs/default-source/covid-19/interim-guidance-on-ed-18-contract-workers-8-13-21-final.pdf>

1. **Scheduled Work Hours:**

N/A

1. **Facility and equipment to be provided by Authorized User:**

DCJS computers provided to supplier*.*