Washington State Patrol
Request for Proposal for Sexual Assault Tracking System
Amendment 2 to WSP-RFP-SAK002
Responses to Bidders' Questions

The following is an amendment to RFP No. WSP-RFP-SAK002. All other terms and conditions of the RFP that have not been revised by this amendment and/or any preceding amendments remain in full force and effect. Pursuant to Section 2.9 Bidder Questions and Answers, below are questions submitted by Bidders regarding this RFP and the Washington State Patrol's answers to the questions:

ID #	Question	Answer
1	How many physical locations will the system be accessed from?	This is difficult to estimate at this time. This one of the purposes of establishing this SAK tracking system. The following information is currently known: - There are at least 70 medical facilities that provide sexual assault examination services - There are approximately 425 law enforcement agencies in Washington State, several of which may access the tracking system from multiple locations (e.g., precinct evidence, central evidence warehouse, detectives' desks) - There are 5 WSP crime laboratories that provide forensic analysis on SAKs - There are 39 counties, each with its own prosecuting attorney's office The number of survivors, and their physical locations, who will access the SAK tracking system is currently unknown. WSP is working to collect more accurate data on the specific locations and users who will be accessing the tracking system.
2	How many barcode scanners will the system support?	The fiscal package assumes the purchase of 200 Barcode Scanners the first year with ongoing purchases of an additional 25 scanners each year thereafter. Many law enforcement agencies and medical facilities also have barcode scanners. A unique ID will be assigned to the SAK which is the primary means for accessing SAK information.
3	How many medical facilities are expected to create new SAK entries in the system?	There are at least 70 medical facilities that are known to provide sexual assault examination services and will be expected to create

		new SAK entries in the system. This number may increase over time.
4	How many new SAKs are expected to be created in & tracked by the system annually?	Due to ongoing changes in legislation, this number is not precisely known. Based on current volume and projections, WSP is expecting the annual number of SAKs submitted to WSP to be approximately 2,000. Due to the need to analyze previously unsubmitted SAKs, this could rise temporarily to 4,000 or more.
5	In case of bidders proposing an on premise solutions, WSP intends to procure the required hardware. • How will WSP estimate the costs of the hardware? • Will the hardware costs be added to the bidder's cost estimates? • Will the bidder be given an opportunity to adjust cost estimates, after hardware costs are known? • Are there any additional costs (besides hardware costs) for hosting at State's data center? e.g. service charges	WSP will determine a standard cost per server and the associated licensing costs (SQL, etc.) This standard cost will be applied to all on-premise solutions, uniformly. We contemplate three server environments: production, QA, and test/development. WSP will contact bidders and share the final cost calculations with them. The cost will be added as an additional cost WSP would have to bear for establishing an on-premise environment. This will be used in calculating the total five year cost and determining the net present value. The bidder will not be able to adjust their costs until after they are invited to the Implementation Planning Workshop (IPW), if invited. WSP does not contemplate any additional costs, unless the bidder identifies such in their proposal.
6	Washington State Second Substitute House Bill 2530 : http://lawfilesext.leg.wa.gov/biennium/2015-16/Pdf/Bills/House%20Passed%20Legislature/2530-S2.PL.pdf Pg. 3, lines 1 &2 state : (c) Allow victims of sexual assault or anonymously track **or receive updates** regarding the status of their sexual assault kits • Is the SAK system expected to proactively email/alert the survivors/victims of change in status of their kits?	At this time, there is no plan for the SAK tracking system to actively notify (e.g., via email or text) survivors of changes to the status or location of their SAK to avoid potentially re-traumatizing survivors. However, the WSP may revisit this issue during the analysis and design phase that leads to the Concept of Operation deliverable. Depending on the results or decisions from the analysis and design phase, the WSP may include functionality to notify the survivors when an SAK status changes.

7	Business Requirements LS-8: Is the system expected to proactively email/alert users based on specific logic/conditions? OR should these messages be displayed when the particular SAK record in the system is accessed?	See response to Question 6 regarding proactive email/alerts by the tracking system. Requirement LS-8 is referring to the message being displayed when a survivor logs into the system. Different messages will need to be displayed to explain the status or location of the SAK (e.g., if consent for forensic analysis has not been provided by the survivor but the SAK is being stored at a WSP crime lab).
8	Business Requirements OT-8: This contradicts the requirement of House Bill 2530 to allow victims to anonymously track their SAKs. Should system logs of transactions/access be limited by user type?	This requirement is referring to users who are not survivors (e.g., system administrators, super users, SANEs, LEAs, WSP). In certain cases, the SAK may not be forensically analyzed (e.g., if more compelling evidence was found and analyzed) even though analysis was requested by the LEA. In these rare cases, a message will be needed to explain the circumstances to the survivor. Yes, system logs of transactions/access should be limited by user type if possible.
9	Technical Requirements GT-7: How many separate environments are needed to support WSP's requirements?	See response to Question 5.
10	Technical Requirements GT-10: Please provide details of existing barcode technology/providers already in use at WSP	At this time, we have not done an inventory of barcode readers in the field. The WSP's Crime Lab uses both USB wired (LS2208) and USB wireless scanners (LS4278 or LI4278) from the Motorola/Symbol/Zebra range of products.
11	Technical Requirements SR-4: Can we eliminate all survivor data from being stored in the system? Is there any survivor/victim information that is deemed as required?	This is WSP's preference due to the requirement that the survivor is able to "anonymously track" the status and location of the SAK. However, if this is not possible or feasible, bidders should indicate such in their proposal.
12	Technical Requirements SR-20: This contradicts the requirement of House Bill 2530 to allow victims to anonymously track their SAKs. Should system registration/tracking of user logins be limited by user type?	See response to Question 8.
13	Technical Requirements	WSP expects the system to be available to support both SANE and LEA

	DE-4: Does WSP require High availability (HA) features to support the 99.9% uptime requirement? Is real-time Disaster Recovery (DR)/failover also required?	staff who deal with cases 24x7. The proposal needs to take into account fall back operational needs should the system not be available at any time it is required.
14	Technical Requirements SS-6: Can we assume that this requirement applies to on premise solutions?	If intended to reference Requirement SS-5, yes, this requirement applies to on-premise solutions and may not apply to cloud based solutions.
15	Are there any data-entry/data migration activities tied to existing SAKs in scope for this RFP? If yes, please provide details.	The existing SAKs will need to be entered into the SAK tracking system. While there are multiple systems that currently contain information about SAKs (e.g., evidence and laboratory management systems), there are no data migration activities expected. In addition, no interfaces to other systems are currently planned.
16	The chart on page 8 of the introduction indicates that the SANE at the medical facility will need a bar code scanner. Attachment A, Business Requirements, Section GB-8 indicates that the system must print barcodes. There is no provision to provide barcode printers for the SANE. Barcode printers are rather proprietary unlike sheet printers. Should vendors propose printers that are compatible with their application?	No. Barcode readers and printers are for the convenience of the various users; however, all users entering data into the SAK tracking system will need to be able to enter data without barcode readers or printers via a unique identifier.
17	Appendix B, Technical Requirements Response, GT-1 fourth paragraph "The ability to enforce multifactor authentication (MFA) for all administrative access into the solution—both by the bidder and by DEL" • The sentence seems incomplete Can WSP completed and clarify this sentence?	The requirement is revised to read the following: "The ability to enforce multifactor authentication (MFA) for all administrative access into the solution—both by the bidder and by WSP."
18	Appendix B, Technical Requirements Response, GT-9 • Where can we find the WSP user interface guidelines referenced here?	WSP has informal UI standards and a common look and feel that it maintains with its external websites. We expect that the vendor maintains a similar look and feel. This will be discussed further during the IPW.
19	Appendix B, Technical Requirements Response, SR-4,	WSP does not anticipate needing to store IP addresses or other

	Capture as little PII as possible Does that include the IP address of the victim/survivor?	browser or device identifiers for survivors.
20	Appendix B, Technical Requirements Response, SR-13, Can WSP explain the circumstances and need to support multiple SAKVIDs and SAKGIDs associated with a SAK barcode though only one of each would be 'active?'	The intent of this requirement in combination with SR-14 is to make the guardian's access inactive when the victim becomes an adult. These scenarios will be further discussed and determined with the vendor during the design and analysis phase and as part of the development of the Concept of Operation Specification.
21	Appendix B, Technical Requirements Response, SR-17,WSP wants the system to prevent replacement of a survivors SAKID unless the victim's identity has been established Can WSP explain how a software application might by itself prevent replacement absent a system administrator enter some personally identifiable information, which the system might validate against information that it has stored?	The intent of the Concept of Operation Specification is to discuss these scenarios further and develop an approach. WSP intends to work with the bidder during the analysis and design phase to review the options and determine a reasonable approach.
22	Appendix B, Technical Requirements Response, SR-18, The system must ensure that SAKVID is hidden when victim is entering the data on the SAK website. AR-11 provides for an LEA System Administrator "to update victim's info". We cannot find a citation pointing to the *victim* "entering data?" Can the WSP explain what data the victim may enter?	The only data the victim will enter is their unique login information, provided by the SANE, upon collection of the SAK. The system administrator should have the ability to update information in the system (e.g., location or status of the SAK).
23	Appendix A, Business Requirements, OT-2, The system must display a variety of messages regarding expected timeframes to the user (e.g., timeframe from SAK collection to completed forensic analysis is approximately XX to XX months based on current caseload), depending on location and status of SAK. The time frames might be different for different labs. Who do you envision entering this data?	This information could be updated on a regular basis by a system Super User and/or System administrator.
24	Attachment A, Business Requirements, LS-84, Display of "a variety of messages to user based on different logic"	See response to Question 7. For example, if the survivor has not provided consent for forensic analysis but the SAK is being stored at a

	Can WSP expand on this indicating what in addition to other data fields, e.g. status, whether processed by lab, or victim has not consented?	WSP crime lab, the system should display a message that helps explain the circumstances and/or action being taken.
25	Attachment A, Business Requirements, LS-14, "The system must display contact information for victim resources (e.g., community-based advocates)." Can WSP explain how they envision this operating and who it envisions would be responsible for adding such information?	It is expected that the Super Users and/or System Administrators will collect and manage this information. The information may be displayed in a variety of ways (e.g., based on the jurisdiction where the SAK was collected, contact information for a victim advocate is displayed to the survivor). The successful bidder will need to collaborate with WSP to solidify the approach to displaying this information.
26	Attachment A, Business Requirements, OT-1, "The system must support a system administrator adding new values to tables." This practice could lead to an uncontrolled proliferation of values and duplication. May the vendor recommend a different approach to maintaining tables?	Yes.
27	Will WSP share the companies who have submitted letters of intent?	The following vendors submitted letters of intent: - Acktinos - Base2 - Eccentex Corporation - IBM - Image Trend - Information Builders, Inc - International Projects Consultancy Services, Inc. - Libera, Inc - Nuvola Networks - Primary Marking Systems, Inc. - Quetel - Sockeye Business Solutions, Inc. - STACSDNA - Tryon Creek Software
28	Section 4.6.1 User Training	Training materials do no need to be submitted with the proposal. Per

	We are assuming that the training materials for the train-the-trainer approach are to be submitted as part of the execution of the contract and not at proposal time. Please confirm/infirm.	Section 4.6.1 of the RFP, bidders should "Describe your plan for training business users to use the system software." Actual Training materials should be a deliverable in the project.
29	Appendix B – Critical Technical Requirements GT-1 It is our interpretation that the agency and contractor will jointly complete the review of the security requirements outlined in Washington State's OCIO Policy 141.10. At what point in the evaluation process is the security design review required?	The security design review will be conducted after award and in participation with WSP.
30	Appendix B – Critical Technical Requirements GT-9 GT-9 requests that the system's User Interface must adhere to WSP's standard UI guidelines. Where can a copy of the WSP's standard UI guidelines be obtained?	See response to Question 18.
31	Exhibit B, Performance Standards, Turnover Deliverable Can we assume that this requirement only applies to software that would have been built to specs for the State as opposed to the State procuring a COTS product for which the Intellectual Property is owned by its manufacturer?	WSP views this as a transition requirement regardless of the type of solution proposed. Vendors may identify contract exceptions as specified in the RFP.
32	Please define was is meant by a "sexual assault kit"?	A Sexual Assault Kit (SAK) is a sealed box containing forensic evidence collected from the survivor of an alleged sexual assault. The kit may contain samples of forensic evidence such as clothing fibers, hairs, saliva, blood, semen, or body fluid.
33	Please confirm or deny that the contents of a sexual assault kit are to be tracked as well.	The contents inside the SAK will not be tracked by the SAK tracking system. Only the box will be tracked.
34	Are you expecting the customized solution to have been used by similar agencies/clients or is it ok to have the customized solution built from scratch to meet all requirements set forth in the RFP?	The WSP expects the vendor to have implemented solutions of similar size and complexity, but not necessarily scope. With the understanding that these systems are relatively new to the marketplace, we are willing to review all potential options for the SAK

		tracking system.
35	Will nonpublic entities still be required to submit financial statements (Section 4.2.1.2)?	No. Section 4.2.1.2 states that non-public entities should describe several attributes of the organization in order for evaluators to determine the stability and financial strength of the organization.
36	In section 4.3, there was mention of similar agencies in which the solution has been implemented. Will there be any issues with WSP being the first and only agency to use the solution?	See response to Question 34. WSP is aware that this type of solution is relatively new to the marketplace.
37	Will a proposal submission be deemed non-responsive if no agencies are listed in Section 4.3.2?	Section 4.3.2 is a mandatory scored section. Vendors should have experience implementing similar software solutions for other agencies/companies. While WSP recognizes that the SAK tracking system is rather unique in the marketplace, vendors are required to demonstrate their ability to provide or build a solution that meets the requirements in the RFP. Previous experience with similar projects will help demonstrate this.
38	Section 1.7 – This section indicates that $300,000 is allocate in FY 2017 for configuring, developing, licensing, and implementing of the SAK tracking system. Does this mean these funds are expected to be utilized before June 30th, 2017?	These funds are allocated for the implementation and setup phase of the project. This will depend on the bidder's proposed project schedule. WSP hopes to enter a pilot implementation in November 2017. The bidder and WSP will confirm the appropriate timeline during the Implementation Planning Workshop. There is no applicable time constraint.
39	Section 1.7 - Regarding the funding schedule for this project, will the first year of support budget ($200,000) become available at the time of go-live or on July 1st 2017 (at the beginning of the 2018 FY)?	The timing of the support and maintenance costs is to be proposed by the vendor and is negotiable with WSP. Depending on the type of contract, the timelines may differ. WSP, per state law, is limited in prepaying for services. We prefer and do prepay for support and maintenance services for other contracts on a quarterly basis. WSP also anticipates that this funding stream should include a bucket of hours for both break/fix and limited ongoing system enhancements as the system stabilizes and matures.
40	Is this project funded entirely by the State of Washington	This project is funded entirely by the State of Washington. There are

	or are any funds reliant on other sources, such as federal funding or grants? If so, what are those sources and do they contain any stipulations outside of those defined within RCW 43.43.545?	no other external funding sources for the SAK tracking system currently.
41	The model contract calls for a "Scope Baseline & Solution Specification Phase" that describes various steps to generate a system specification or design for the final system. Does WSP expect costs for this phase and subsequent implementation phases to be provided for on a fixed cost or time & materials basis? If fixed cost, does WSP expect some amount of the available funding to be reserved for change orders due to system design changes that may arise through this process?	WSP plans to acquire this system and associated services using a fixed-priced, deliverable-based Contract. WSP anticipates that this funding stream should include a bucket of hours for both break/fix and limited ongoing system enhancements as the system stabilizes and matures. New enhancements, out of the scope of the current system requirements, would require new state funding.
42	Is the vendor or WSP responsible for writing test cases to be used in User Acceptance Testing?	Writing test cases for UAT and tracking their performance will be the joint responsibility of WSP and the vendor.
43	GT-10 requires integration with current barcode scanners. Can you provide manufacturers/models or specifications for current barcode scanners?	See response to Question 10.
44	SR-4 defines no PII information should be maintained in the system, if possible. However, AR-11 defines victim information that must be updated and AR-15 defines a scenario where a victim would establish their identity to disable/remove a guardian. Multiple requirements reference different IDs that would be assigned to users of the system and associated with SAK barcodes. We interpret these as conflicting requirements, as both AR-11 and AR-15 and the general management SAKVIDs and SAKGIDs would require some amount of PII to be stored in the system to verify identity. Can you provide clarification as to what information may be used to support these requirements or which should prevail in the event these processes cannot be supported without storing PII?	The intent of the Concept of Operation Specification is to discuss these scenarios further and develop an approach. WSP intends to work with the bidder during the analysis and design phase to review the options and determine a reasonable approach.

45	RFP document pg 6: Bullet 1 Is the expectation for the form interaction to update "Request for Laboratory Examination" (RFLE) part of the SAK system or is it outside the SAK system?	In certain cases/jurisdictions, the RFLE accompanies the SAK to the WSP crime lab. In other cases/jurisdictions, the RFLE documentation is sent to the WSP crime lab prior to sending the SAK. Either way, the SAK tracking system must reflect that forensic analysis was requested by the LEA on a certain date in order to provide accurate reporting per the Legislation.
46	Is there a basic data model for SAK tracking system from work performed for the RFP preparation?	No. This activity is expected to occur during the ASV's development of the Concept of Operation Specification. It is important that the vendor and WSP work closely to define the data model of the SAK tracking system.
47	RFP 1.5.4 figure 1.2, it's not clear what the expectation is when the victim lost the SAK_VID1 that was provided by SANE, Is the expectation that if the victim lost their SAKID they would have to come to the LEA office to reissue another SAK_VID2 by confirming the identity of the individual by personal identification by looking up another system to relate to the SAKID? Please explain the expectation of this use case? Also in what conditions do we need to reset the SAKID?	The intent of the Concept of Operation Specification is to discuss these scenarios further and develop an approach. WSP intends to work with the vendor during the analysis and design phase to review the options and determine a reasonable approach.
48	Could we get the vendor list for this RFP?	See response to Question 27 for the list of vendors who submitted letters of intent.
49	How are you comparing on-premise to cloud-based solution architecture for the pricing decision?	See RFP Section 3.4.3 Cost Response Scoring, Section 7 Cost Response, and Appendix H: Cost and Assumptions Response for details regarding the comparison of on-premise and cloud-based solutions.
50	What is the expectation for out of state vendors regarding travel as $3600 - 4800 allocated for travel expenses? a. What is the face to face meeting expectations for the business requirements gathering sessions? b. Is the preferred vendor expected to be from Washington?	WSP is seeking a deliverable-based fixed-fee contract. All travel expenses should be included in the cost response and, if appropriate, incorporated into the deliverable cost. Face to face meetings are expected for initial and significant design sessions to inform the design and development of the SAK Tracking System. Otherwise, working remote and connecting via conference call or WebEx is acceptable.

		The Apparently Successful Bidder is not expected to be located in Washington State.
51	Could we get a copy of the presentation material from the bidder's conference from 2/8/17?	The pre-proposal conference slides have been posted to the WSP SAK Tracking System procurement website at the following link: http://wastatepatrol.net/sak/index.php/procurement-request-for-proposal/
52	RFP: Section 2.2.12 states that the acceptance period is 180 days (~6 months) from the due date, section 2.23 states WSP have 60 days (~3 months) to sign, accept and ratify the tendered contract offer. Does this a decision making could potentially take six months before start or is it driven by the report to legislature timeline of statewide SAK tracking implementation by July 2018?	WSP is seeking to adhere to the schedule outlined in RFP Section and have the successful vendor onboard by early to mid-May 2017 and commencing the design activities for the SAK tracking system.
53	Could we request the extension for the proposal by two weeks to propose a best value solution?	WSP cannot extend the proposal deadline. We believe that the open period is sufficient to allow for best value responses and an implementation timeline that allows us to meet the deadlines specified in the Legislation.
54	a. Would there be communications to the selected vendors in each selection stages? b. How will the official answers to the Bidders' questions be published?	a. Yes. Vendors will be notified as they do or do not move on to each stage of the selection process. b. Official answers to the Bidders' questions will be issued and posted on WEBS. The following sentence in section 2.9 is hereby deleted: "Only Bidders who have submitted a Letter of Intent and attended the Bidders Conference will receive responses to questions submitted." As stated in Section 2.1 of the RFP, Bidders must be registered in WEBS in order to participate in this procurement and receive current communications and/or changes/amendments to the RFP.
55	RFP: Section 3.6 discusses IPW sessions where scope is clarified, could the WSP provide clear use cases	WSP will provide as much information as possible during the IPW. Some use cases are already defined in the business requirements. The Concept of Operations Specification will require more analysis and design activities that would include use cases.

56	Reference Model Contract Page 13, Paragraph 4.1.2: Will WSP consent to conducting status meetings by phone?	Yes conference call or WebEx.
57	Reference Model Contract Page 13, Paragraph 4.1.3: Can WSP provide a sample of the 'level of detail' it anticipates in the status reports?	WSP typically uses standard status reporting (e.g., Accomplishments, Work planned, Deliverables, Schedule, Risks, Issues, and Change requests). The level of detail will be determined during the IPW. WSP has no unique or extraordinary requirements.
58	Reference Model Contract Page 13, Paragraph 4.1.4: Will WSP waive the requirement for comparing charges against budget?	The contract is a deliverable-based fixed-fee contract. The intent of this clause is to track deliverables progress. Deliverables will have specific costs established. WSP does not expect to see other internal charges such as travel expenses, etc. Bidders may identify contract exceptions as specified in the RFP.
59	Reference Model Contract Page 14, Paragraph 4.1.6 and Page 17, Paragraph 4.10: Will the WSP waive this requirement as unclear or define more clearly what an "internal audit report" would consist of?	Bidders may identify contract exceptions as specified in the RFP. WSP should have the right to view Contractor Internal Audit Reports pertaining to this project. Note this is at "WSP's request" meaning that this is not typically requested except in unusual circumstances.
60	Regarding Page 19, Paragraph 7.2.1 of the model contract, given the intention of WSP to develop a work plan as part of the evaluation process, prior to executing a contract, the "Effective Date," this paragraph seems inconsistent with respect to that intention. Otherwise, the wording seems reasonable with respect to a work plan. Will WSP change the wording on of the model contract to be consonant with the RFP?	Bidders may identify contract exceptions as specified in the RFP.

The bidder should provide a work plan as part of their proposal. Should the bidder be invited to the IPW, WSP and the bidder will review the work plan and its assumptions and the Bidder may revise the work plan accordingly based upon these assumptions.

The work plan referred to in 7.2.1 should be the IPW work plan and may be a paid deliverable. |
| 61 | Reference Model Contract Page 22, Paragraph 7.8.1: Will WSP clarify that only that portion of the code which is custom developed for WSP need to be provided to it? | Bidders may identify contract exceptions as specified in the RFP.

Custom Software is defined as "Software, including without limitation Interfaces, designed, developed or produced by Contractor under the Contract, but excluding Contractor Software." The nature of the contract and how the software is licensed will influence the applicability of this clause. |
| 62 | Reference Model Contract Page 22, Paragraph 7.8.1: Will | See response to Question 61. |

	WSP waive the requirement for vendors who propose a COTS product?	Bidders may identify contract exceptions as specified in the RFP.
63	Reference Model Contract Page 27, Paragraph 12.11: Will WSP waive this requirement with respect to the barcode equipment to be provided?	Bidders may identify contract exceptions as specified in the RFP.
64	Reference Model Contract Page 29, Paragraph 13.3: Can we assume a "change request" is work that WSP requests that goes beyond the original project scope and is subject to a formal change order?	Yes.
65	Reference Model Contract Page 29, Paragraph 13.3: Can WSP clarify the clause "other problems reported by WSP under Section 13.2 or known to Contractor in the Hosting Services and System," as it seems wide open to interpretation?	Bidders may identify contract exceptions as specified in the RFP. The intent is to have mutual transparency of all changes made to the system, whether as a result of deficiency, change request or other origin.
66	If our firm already has an agreement in place with WSP for an unrelated project, would WSP allow the use of our existing terms and conditions while maintaining compliance with Section 2.2.9 Exceptions to Model Contract?	No. Bidders may identify contract exceptions as specified in the RFP. Due to the Legislatively-mandated timelines for the SAK tracking system's implementation, WSP requires an expedient contract negotiation process. Bidders who propose significant changes to the model contract terms in their proposals may be deemed non-responsive.
67	For how long do law enforcement agencies store the SAKs?	The duration for storing SAKs varies by law enforcement agencies. In certain cases, they are stored until the statute of limitations is complete and in other cases, they are being stored for longer.
68	What is the timeline for archiving SAK records?	The lifecycle of SAKs varies by jurisdiction and agency and, in some cases, depends on storage capacity. The approach for handling SAK records in the tracking system long term will be discussed further with the Apparently Successful Bidder during the development of the Concept of Operation Specification.
69	What kind of training does WSP expect from the vendor?	WSP expects the SAK tracking system bidder to train WSP technical

		staff on the solution and provide training materials for distribution to the various stakeholders. WSP is interested in a train-the-trainer approach and will use the SAK tracking system training materials to train other stakeholders on the system.
70	What is WSP's expectation for system support?	While not considered a mission-critical system, WSP expects high availability for the system and for users to be able to access the system during non-working hours. WSP's help desk will handle Tier 1 support and the System Administrators/Super Users will handle Tier 2 support. WSP expects the bidder to assist and resolve any system issues that cannot be addressed by WSP. WSP also expects the bidder to provide for some level of system enhancements on an annual basis. Bidders should include enhancements in their cost response.