



Request for Proposal

RFP32 FORENSIC SERVICES

JENNA JOHNSON



Table of Contents

INTRODUCTION2
BIDDING INSTRUCTIONS2
Section 1 - Deadlines and Questions2
Section 2 - How to Prepare and Submit a Proposal for this RFP.....3
Section 3 - Proposal Evaluation5
Section 4 - Contract Award8
SCOPE OF WORK.....9
Background.....9
Business Objectives9
Ticket Testing9
ADMINISTRATIVE PROPOSAL 11
EXHIBITS..... 12
Exhibit A1 - Bidder Certifications and Assurances..... 12
Exhibit A2 - Wage Theft Certification..... 12
Exhibit A3 - Certification for EO 18-03..... 12
Exhibit B - Bidder Profile..... 12
Exhibit C - Proposal Price 12
Exhibit D - Contract..... 12
Exhibit E - Complaint, Debrief, & Protest Requirements..... 12
Exhibit F - Doing Business with the State of Washington 12

INTRODUCTION

This Request for Proposal (RFP) is a competitive procurement issued by Washington's Lottery (Lottery) pursuant to chapter 39.26 of the Revised Code of Washington (RCW). Lottery intends to establish and award a contract for Forensic Services with a contract term of two (2) years, with four (4) one (1) year available extensions.

Lottery launches close to 50 Scratch games a year. To ensure the security of Scratch games, Lottery contracts with a third party vendor for an unbiased assessment, and to test for potential security vulnerabilities and durability, prior to releasing the games into the market.

BIDDING INSTRUCTIONS

Section 1 - Deadlines and Questions

This section identifies important deadlines for this RFP and where to direct questions regarding the RFP.

Important dates: The following table identifies important dates for this RFP:

RFP Posting Date:	November 22, 2019
Question & Answer Period:	November 22 - December 12, 2019
Deadline for Submitting Proposals:	December 19, 2019, 2:00 PM Pacific Time
Anticipated Announcement of Apparent Successful Bidder:	January 13, 2019
Anticipated Contract Execution:	February 14, 2019

The RFP (and award of the contract) is subject to complaints, debriefs, and protests as explained in [Exhibit E - Complaint, Debrief & Protest Requirements](#), which may impact the dates set forth above.

Lottery reserves the right to amend and modify this RFP. Only bidders who have properly registered and downloaded the original RFP directly via WEBS will receive notifications of amendments to this RFP, which bidders must download, and other correspondence pertinent to this procurement. To be awarded a contract, bidders must be registered in WEBS. Visit <https://fortress.wa.gov/ga/webs> to register.

Questions or concerns regarding this RFP must be directed to the following Procurement Coordinator:

Name:	Jenna Johnson
Telephone:	360.480.9028
Email:	Jenna.johnson@walottery.com

Section 2 - How to Prepare and Submit a Proposal for this RFP

This section identifies how to prepare and submit a proposal to Lottery for this RFP. By responding to this RFP and submitting a bid, bidder acknowledges having read and understood the entire RFP and accepts all information contained within this RFP.

2.1. BIDDER COMMUNICATIONS AND QUESTIONS

During the RFP process, all bidder communications regarding this RFP must be directed to the Procurement Coordinator as set forth in [Section 1](#) of this RFP. Bidders should rely only on this RFP and written amendments to the RFP issued by the Procurement Coordinator. In no event will oral communications regarding the RFP be binding.

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

2.2. PRICING

Proposal prices must include all cost components needed for the delivery of the goods and/or services as described in this RFP. See [Exhibit C - Proposal Price](#). A bidder's failure to identify all costs in a manner consistent with the instructions in this RFP is sufficient grounds for disqualification.

Inclusive Pricing: Bidders must identify and include all cost elements in their pricing. In the event that bidder is awarded a contract, the total price for the goods and/or services shall be bidder's price as submitted. Except as provided in the contract, there shall be no additional costs of any kind.

2.3. PROPOSAL SUBMITTAL CHECKLIST - REQUIRED PROPOSAL SUBMITTALS

This section identifies the proposal submittals that must be provided to Lottery to constitute a responsive proposal. The checklist provided below includes all of the documentation that must be submitted to be considered a complete proposal. 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 must identify each page of the submittals and any supplemental materials with bidder's name and the following naming convention.



- EXHIBIT A1 - BIDDER'S CERTIFICATION AND ASSURANCES**
This document is the Bidder's Certification.
Complete the certification (insert name of bidder, date, and sign), attach to the proposal and submit to Lottery.

- EXHIBIT A2 - WAGE THEFT CERTIFICATION**
This document is required per RCW 39.26.
Complete certification, attach to the proposal and submit to Lottery.

- EXHIBIT A3 - CERTIFICATION FOR EO 18-03**
This document is required information for contract administration purposes.
Complete as instructed and submit with the proposal to Lottery.

- EXHIBIT B - BIDDER PROFILE**

- EXHIBIT C - PROPOSAL PRICE**
Bidder will need to complete the price worksheet template as instructed in *Exhibit C - Proposal Price*.

- ADMINISTRATIVE PROPOSAL**

2.4. PROPOSAL FORMAT

Proposals must be complete, legible, and, as applicable, signed. Unless otherwise specified in writing by Lottery, documents included must be prepared in MS Word, MS Excel, or Adobe PDF and on plain white paper. The proposal must **not** have bidder headings. The proposal must be signed (original, electronic, or scanned) by a person authorized to contract for the bidder.

2.5. SUBMITTING PROPOSALS

Your proposal must be submitted as follows:

Vendors are required to submit four (4) copies of their proposal. One copy must have original signatures and the others can have photocopied signatures. The proposal, whether mailed or hand delivered, must arrive at Lottery **no later than 2:00 p.m., Pacific Time, on December 19, 2019.**

The proposal must be sent to and addressed as follows:

Washington's Lottery
Attn: RFP32 Jenna Johnson
814 4th Ave E
Olympia WA 98506

Vendors assume the risk for the method of delivery chosen. Lottery assumes no responsibility for delays caused by any delivery service. Late proposals will not be accepted and will be automatically disqualified from further consideration.

Section 3 - Proposal Evaluation

This section identified how Lottery will evaluate RFP proposals.

3.1. OVERVIEW

Lottery will evaluate proposals for this RFP as described below.

- Lottery reserves the right to determine a bidder’s compliance with the requirements specified in this RFP, request clarification, and to waive informalities in a proposal. An informality is an immaterial variation from the exact requirements of the competitive RFP, having no effect or merely a minor or negligible effect on quality, quantity, or delivery of the supplies 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.
- Lottery reserves the right to: (1) Waive any informality; (2) Reject any or all proposal, or portions thereof; (3) Accept any portion of the items proposed unless the bidder stipulates all or nothing in their proposal; (4) Cancel an RFP and re-solicit proposal; and/or (5) Negotiate with the highest scored responsive and responsible bidder to determine if that proposal can be improved.
- Lottery will use the following process and evaluation criteria for an award of a contract
 - Step 1: Responsiveness.
 - Step 2: Requirements and Pricing Evaluation.
 - Step 3: Responsibility Analysis.

3.2. RESPONSIVENESS (STEP 1)

Lottery will review proposal - on a pass/fail basis - to determine whether the proposal is ‘responsive’ to this RFP. This means that Lottery will review each proposal to determine whether the proposal is complete. Lottery reserves the right - in its sole discretion - to determine whether a proposal is responsive. Bidders whose proposals are determined to be non-responsive will be rejected and will be notified of the reasons for this rejection.

3.3. REQUIREMENTS AND PRICING EVALUATION (STEP 2)

Lottery’s assigned Evaluation Team will evaluate and score each responsive proposal based on the evaluation criteria provided below.

Evaluation Criteria	Assigned Points
Responsiveness	Pass/Fail
Administrative Proposal	60
Price	40
Subtotal	100
Washington State Procurement Priorities & Preferences	
Executive Order 18-03 Certification	1% (1 pts)
Veteran Owned	3% (3 pts)



MWBE	3% (3 pts)
Total Available Points	107

WASHINGTON STATE PROCUREMENT PRIORITIES & PREFERENCES. Lottery will apply the following Washington State procurement priorities and preferences to this Competitive Solicitation:

- **PROCUREMENT EVALUATION FOR EXECUTIVE ORDER 18-03 (FIRMS WITHOUT MANDATORY INDIVIDUAL ARBITRATION FOR EMPLOYEES).** Pursuant to RCW 39.26.160(3) (best value criteria) and consistent with [Executive Order 18-03 - Supporting Workers' Rights to Effectively Address Workplace Violations](#) (dated June 12, 2018), Lottery will evaluate bids for best value and provide a bid preference in the amount of 1% to any bidder who certifies, pursuant to the certification attached as *Exhibit A3 - Contractor Certification for Executive Order 18-03 - Workers' Rights*, that their firm does **NOT** require its employees, as a condition of employment, to sign or agree to mandatory individual arbitration clauses or class or collective action waiver.
- **Procurement Preference for Veteran-Owned Businesses.** In furtherance of Washington's business inclusion goals, Lottery will evaluate bids for best value and provide a bid preference in the amount of 3% to any bidder who is a certified (through [Washington Department of Veteran's Affairs](#)) Veteran-owned business.
- **Procurement Preference for minority and/or women owned business.** In furtherance of Washington's business inclusion goals, Lottery will evaluate bids for best value and provide a bid preference in the amount of 3% to any bidder who is certified (through [Washington State Office of Minority and Women's Business Enterprises](#)).

3.4. RESPONSIBILITY ANALYSIS (STEP 3)

Lottery will make reasonable inquiry to determine the bidder's responsibility. Lottery will determine bidder responsibility on a pass/fail basis. In determining whether the bidder is a responsible bidder, Lottery will consider the following elements:

- The ability, capacity, and skill of the bidder to perform the contract or provide the service required;
- The character, integrity, reputation, judgment, experience, and efficiency of the bidder;
- Whether the bidder can perform the contract within the time specified;
- The quality of performance of previous contracts or services;
- The previous and existing compliance by the bidder with laws relating to the contract or services; and
- Such other information as may be secured having a bearing on the decision to award the contract.



Lottery may request financial statements, credit ratings, record of past performance, clarification of a bidder's offer, on-site inspection of a bidder's or subcontractor's facilities, or other information as necessary.

Lottery may use references to confirm satisfactory customer service, performance, satisfaction with service/product, knowledge of products/service/industry and timeliness. Lottery reserves the right to be its own reference. Any negative or unsatisfactory reference can be reason for rejecting a bidder as non-responsible.

Section 4 - Contract Award

This section identifies how Lottery will award a contract.

4.1. ANNOUNCEMENT OF APPARENT SUCCESSFUL BIDDER

Lottery will determine the Apparent Successful Bidder (ASB). The ASB will be the responsive and responsible bidder whose proposal, in the sole opinion of Lottery, best meets the requirements of this RFP and presents the best total value to Lottery.

- Designation as an ASB does not imply that Lottery will issue an award for a contract to your firm. Rather, this designation allows Lottery to perform further analysis and ask for additional documentation. A bidder's failure to provide requested information to Lottery within ten (10) business days may result in disqualification. 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 debriefing conference as specified in [*Exhibit E - Complaint, Debrief & Protest Requirements*](#).
- If a bidder will be handling or conducting Sensitive Goods or Services they will be required to, at their own expense, submit information for a background check. Sensitive Goods or Services are defined as those goods or services that directly relate to drawings and equipment (except electrical wiring and telephone line installation), Scratch tickets, prizes, financial reviews, publicity, computer software or maintenance, ticket distribution, or similar goods and services where the Security Director has determined it is in the best interests of Lottery to conduct a background investigation.

Work for Lottery cannot be conducted until all security packets have been completed. Security packets, if deemed necessary by Lottery, will be distributed to the ASB once they are announced.

4.2. CONTRACT NEGOTIATIONS

Lottery will negotiate with the ASB to finalize contract terms and to determine if the proposal may be improved. If, after a reasonable period of time, Lottery, in its judgement, cannot reach agreement on acceptable contract terms with the ASB, Lottery may suspend negotiations and undertake negotiations with the next bidder as determined by the evaluations.

4.3. CONTRACT EXECUTION

Subject to protests, if any, Lottery and the ASB will enter into a contract as set forth in [*Exhibit D1 - Contract*](#).

- An award, in part or full, is made and a contract formed by signature of Lottery and the ASB on the contract. Lottery reserves the right to award on an all-or-nothing consolidated basis.
- Following the award of the contract, all bidders will receive a Notice of Award, usually through an email to the bidder's email address provided in the bidder's proposal.

SCOPE OF WORK

Background

Washington's Lottery launches close to 50 Scratch games a year. To ensure the security of our games we contract with a third party vendor for an unbiased assessment, and to test for potential security vulnerabilities and durability, prior to releasing the games into the market.

Business Objectives

- Be available for ticket testing, on an as-needed basis and within 10 business days' notice from Lottery;
- Within one business day after the completion of testing, provide an oral report of the results of the testing;
- After the completion of testing, and within 10 business days of receiving tickets, provide a detailed written report of the results of the testing, including all findings made in connection with the testing;
- Be available to meet with Lottery and others to review test results, on an as-needed basis and within 10 business days' notice from Lottery;
- Allow a representative of Lottery, upon request, to observe the testing of tickets submitted at the contractor's facility;
- Research and develop new testing methods, as needed;
- Provide consulting, handwriting analysis, document forensics and other investigatory or security-related services, on an as-needed basis and within 10 business days' notice from Lottery.
- Respond to emails or calls within one business day.

Ticket Testing

- Physical Ticket Characteristics - physical ticket characteristics must be subjected to a detailed examination to identify potential security vulnerabilities or marketing issues.
- Environmental Tests - tickets must be subjected to a range of extreme environmental conditions, to ascertain if it is possible to discover the play information without obvious ticket damage.
 - Very high temperature (e.g. 80°C/176°F)
 - Very low temperature (e.g. -18°C/0°F)
 - Vapor (steam, vodka, ammonia)
 - Humidity changes
 - Submersion testing - hot water, soapy water, etc.
- Chemicals and Solvents - tickets must be subjected to a wide range of household and other generally available chemicals and solvents, to establish their effect on ticket security readability, color change, ink bleed and ticket damage.
- Optical Examination - tickets must be subjected to different sources of light and non-visible radiation to assess their effect on ticket readability, opacity etc.
 - High intensity visible light
 - Infra-red/ultra-violet light
- Mechanical Interference - tickets must be subjected to different kinds of mechanical interference, to assess how easy this is to do and how easy it is to restore the tickets to their original condition afterwards. Examples include, but are not limited to:
 - Lifting the scratch-off layer
 - Thinning the scratch-off layer



- Pin pricking the scratch-off layer
- Ticket Forgery - within testing, efforts should be made to create new “winning” tickets by modifying some of the sample test tickets. Such forgery attempts may include, but is not limited to, combinations of the following:
 - Cut-and-paste
 - Altering the shape of play symbols
 - Removing/replacement of play symbols
 - Altering the printed test
 - Altering the security code
 - Altering the ticket color
 - Replacing the back of the ticket
 - Color copying
 - Computer copying









ADMINISTRATIVE PROPOSAL

In the Administrative Proposal scored evaluation, the evaluation team will assess the bidder's general qualifications and experience as a contractor successfully providing services in connection with Lottery's Scope of Work. The evaluation team will also seek to determine whether the bidder has a proven track record for delivery of quality services, and the potential to consistently deliver such services, over the life of the contract. The evaluation team will assess the effectiveness of the proposed leadership and staff in the context of the requirements related to providing services on the scale represented in this RFP, and the relevant qualitative and quantitative experience of proposed key personnel and subject matter experts who will be responsible for Bidder's delivery of services for the contract.

Consideration include without limitation whether a bidder has a company profile that reflects the bidder's present experience, qualifications, and resources to provide superior services now; and the capacity to consistently provide such services as required in the RFP and in a resulting contract over the life of the resulting contract.

- a. Provide an assessment of its core expertise and any other services that the bidder will offer to Lottery's account and the reason why bidder is the best fit for the work.
- b. Provide number of years of business experience providing the same or similar services as described in Scope of Work. List the account names and number of years' experience with each account.
- c. Describe the firm's recent experience with lottery-related forensic testing including Scratch Ticket testing.
- d. Provide the name and resume of the person who will be the lead contact for the project.
- e. Describe the firm's ability to meet deadlines, especially on a short-time frame, and give examples of how past tight deadlines have been successfully met.
- f. Provide a schedule of services from the time the vendor receives sample tickets for testing to completion of services. Note: because of ticket production timelines, the allotted time is two weeks/10 business days.
- g. Provide a sample of the laboratory report that will be used to verify to Lottery what services were provided.

EXHIBITS

EXHIBIT TITLE	FILE
<p>Exhibit A1 - Bidder Certifications and Assurances <i>Complete, sign and include with proposal</i></p>	 Exhibit A1 - Certification and As:
<p>Exhibit A2 - Wage Theft Certification <i>Complete, sign and include with proposal</i></p>	 Exhibit A2 - Wage Theft Certification.d
<p>Exhibit A3 - Certification for EO 18-03 <i>Complete as instructed and include with the proposal</i></p>	 Exhibit A3 - Certification for EO
<p>Exhibit B - Bidder Profile <i>Complete as instructed and include with the proposal</i></p>	 Exhibit B - Bidder Profile.docx
<p>Exhibit C - Proposal Price <i>Complete as instructed and include with the proposal</i></p>	 Exhibit C - Proposal Price.docx
<p>Exhibit D - Contract <i>For information only, do not include with the proposal</i></p>	 Exhibit D - Sample Contract.doc
<p>Exhibit E - Complaint, Debrief, & Protest Requirements <i>For information only, do not include with the proposal</i></p>	 Exhibit E - Complaint Debrief f
<p>Exhibit F - Doing Business with the State of Washington <i>For information only, do not include with the proposal</i></p>	 Exhibit F - Doing Business with WA St