

1. Introduction

The Department of Public Safety is currently seeking a new five (5) year contract to maintain the State of Utah's Bureau of Forensic Services (BFS) Document Control system. BFS currently uses Ideagen Qualtrax and has used it since 2010.

This software program's quality of service and performance will be measured by the Contractor's ability to provide software updates, maintain the software program, and ensure compliance.

The UBFS is accredited by ANAB to the ISO/IEC 17025:2017 standard and the ANAB AR3125 Forensic Science Testing and Calibration Laboratories accreditation requirements and is audited to the FBI Quality Assurance Standards for Forensic DNA Testing and Databasing Laboratories. This software must provide compliance tools to enable the laboratory to ensure that our documents, processes, and training records are reliably managed and accurately reported to the accrediting and auditing bodies. In addition, the Unified State Lab-Public Health and Toxicology Laboratory also uses the system. Both the UBFS and Toxicology Laboratories use the system for document control, training, testing, and summary reporting functions. This contract will cover all necessary users of BFS now and in the future. Must be accredited to ISO 9001.

This system must comply with all applicable FedRAMP or GovRamp level security requirements as outlined in Attachment B: State of Utah Standard Information Technology Terms and Conditions. Also, be working toward a single sign-in for access.

1.1 Background

The Department of Public Safety (DPS), Bureau of Forensic Services (BFS) Laboratory System provides quality, timely, and comprehensive analysis of physical evidence from crime scenes and crime-related incidents submitted by federal, state, county, and municipal criminal justice agencies.

This document control system allows the Utah Bureau of Forensic Services to streamline and manage required documentation for its ANAB accreditations and audits. The UBFS is currently accredited by ANAB to the ISO/IEC 17025:2017 standard and the ANAB AR3125 Forensic Science Testing and Calibration Laboratories accreditation requirements and audited to the FBI Quality Assurance Standards for Forensic DNA Testing and Databasing Laboratories. The vendor must provide this compliance software to allow the laboratory to ensure our documents, processes, and training records are reliably managed and accurately reported to the accrediting and auditing bodies. This system combines a robust document control engine with automated workflows, standards-based auditing, and employee testing capabilities.

1.2 Scope of Work

Vendor will perform cloud-based Hosting service, system monitoring, system security, automated backups, maintenance, and software upgrades during the coverage periods.

Vendor's compliance software is a tool for streamlining and managing applicable forensic accreditations and audits that are not available from any other source. Vendor maintains various laboratory accreditations (including ISO 17025, ISO 9001, ANAB Forensic Requirements and The FBI Quality Assurance Standards audit for DNA Database and Forensic DNA Testing Laboratories) and manages them in a paperless format. Vendor combines a robust document control engine with automated workflows, standards-based auditing, and employee testing capabilities.

Vendor compliance software system must offer all the following features:

1. The vendor implementation team embeds a copyrighted version of your standard into your installed Vendor system.

2. Vendor will embed an unlimited number of standards that an organization would like to incorporate into its Vendor system. The Vendor system has the ability to quickly import all necessary standards into the system and tie documents and processes to each specific requirement. It allows you to create hyperlinks in your all documents directly to specific sections (not just page one) of relevant documents so auditors know exactly where to go. Consequently, this allows integration of each standard with its corresponding artifact and helps identify any gaps at a glance prior to an internal or external audit.
3. Vendor will provide unlimited document and workflow viewing for all users based on BFS needs. Documents can be tied together so that when one document is up for edit, the other one is too. Vendor must offer template features to drive consistency between types of documents (policies, procedures, forms, etc.). Anytime a document is updated, a test can be sent to make sure all employees have read and understood the changes. In addition, Vendor must offer an intuitive web-based repository that conforms to a folder tree structure that complements the State's organizational work needs.
4. Vendor must provide unlimited employee testing and training capabilities. Example BFS defined training & test associated by document to ensure acknowledgement and comprehension of laboratory policies and procedures.
5. Vendor will implement the out-of-the-box solution to handle the following without additional IT/Programming Personnel:
 - Document control life cycle
 - Process of revising, tracking, controlling, and distributing documents electronically
 - Automated workflows to make routine business processes more efficient and increase their visibility
 - Email alerts for notification, reminder, and escalation for all assigned tasks
 - Standard-based auditing to ISO standards to associate a document with the specific standard subsets and be able to run a gap analysis to identify any missing documentation
 - Creation of standard and custom training and reports by the user community without IT/Programming involvement.

The Vendor Document Control system currently being used was purchased in 2010 and has been used to comply with several laboratory accreditation requirements. This software system allows the Utah Bureau of Forensic Services to streamline and manage required documentation for its ANAB accreditations and audits. The UBFS is currently accredited by ANAB to the ISO/IEC 17025:2017 standard and the ANAB AR3125 Forensic Science Testing and Calibration Laboratories accreditation requirements and audited to the FBI Quality Assurance Standards for Forensic DNA Testing and Databasing Laboratories. The vendor must provide this compliance software to allow the laboratory to ensure our documents, processes, and training records are reliably managed and accurately reported to the accrediting and auditing bodies. The UBFS and the Toxicology Laboratory both use the system.

The Cloud-based Hosted system allows for automated data backups, software upgrades, and web-based access to users. The Vendor software must be exclusively produced, supported and distributed and the continued maintenance and support service.

1.3 Requirements

The vendor will perform cloud-based hosting, document control service, system monitoring, system security, automated backups, maintenance, and software upgrades during the coverage periods. Notifications of system issues or actions will be provided via email or through notifications on the Vendor Customer Portal. Technical support should be available upon request.

2. Compliance

The vendor will maintain their ISO 9001 accreditation.

Must be or already Gov/Fed Ramp compliant.
System must have a single sign on (SSO) capability.
Must be able to maintain the data in the current BFS Qualtrax System.

3. Project Deliverables

Vendor will provide Cloud-based Hosting document control service and maintenance and support during the covered time periods. Notifications or support inquiries can be sent to mmarfori@utah.gov. Invoices should be received by the UBFS no later than [REDACTED] of the calendar year. Invoices can be mailed to Utah Bureau of Forensic Services, P.O. Box 148285, Salt Lake City, UT 84114-8285. Invoices can be e-mailed to mmarfori@utah.gov or gdifranc@utah.gov as needed.

4. Project Timeline

Vendor Invoice(s) to be paid annually to Vendor by [REDACTED] or earlier to avoid interruption of service.

5. Project Budget

\$70,000 for 5 years