

BOCC APPROVAL AUGUST 19, 2020

5. LABORATORY INFORMATION MANAGEMENT SYSTEM (LIMS) -- REGIONAL FORENSIC SCIENCE CENTER (RFSC)

FUNDING -- REGIONAL FORENSIC SCIENCE CENTER (RFSC)

(Request sent to 338 vendors)

RFP #20-0036 Contract

| Laboratory Information Management System (LIMS) | | | | JusticeTrax, Inc. | | | JusticeTrax, Inc. (BAFO) | | |
|---|-----|-------------|--------------|-------------------|-------------|--------------|--------------------------|--|--------------|
| | Qty | Pricing | Total | Qty | Pricing | Total | | | |
| Software | | | | | | | | | |
| JusticeTrax LIMS-plus software per named user | 41 | \$3,500.00 | \$143,500.00 | 35 | \$3,818.64 | \$133,652.40 | | | |
| JusticeTrax LIMS-plus DNA software per named user | 6 | \$3,500.00 | \$21,000.00 | 6 | \$2,900.00 | \$17,400.00 | | | |
| Consumables Inventory Management System software per named user | 41 | \$350.00 | \$14,350.00 | DELETED | | | | | |
| LIMS-plus Portal Setup fee | 1 | \$2,000.00 | \$2,000.00 | 1 | \$0.00 | \$0.00 | | | |
| Crystal Report Software | 1 | \$755.00 | \$755.00 | 1 | \$746.04 | \$746.04 | | | |
| SUBTOTAL | | | \$181,605.00 | | | | | | \$151,798.44 |
| Services | | | | | | | | | |
| Remote Installation of all applications (4 applications) | 4 | \$1,250.00 | \$5,000.00 | 3 | \$892.00 | \$2,676.00 | | | |
| Systems Integration/Project Management (hours) | 80 | \$150.00 | \$12,000.00 | 80 | \$150.00 | \$12,000.00 | | | |
| Sixty (60) Custom Crystal Reports (up to 8 hours per report) | 480 | \$150.00 | \$72,000.00 | 120 | \$150.00 | \$18,000.00 | | | |
| Configuration Services, to include design, configuration, and reporting services as well as remote training sessions to supplement onsite training. Not to exceed 300 hours. | 300 | \$150.00 | \$45,000.00 | 300 | \$150.00 | \$45,000.00 | | | |
| Full Migration of legacy data (Majority of data will be imported directly into fields. It is impossible to pre-determine any exceptions to this process until onset of data migration). | 1 | \$45,000.00 | \$45,000.00 | DELETED | | | | | |
| SUBTOTAL | | | \$179,000.00 | | | | | | \$77,676.00 |
| Training | | | | | | | | | |
| Crystal Report Training | | | | 6 | \$1,500.00 | \$9,000.00 | | | |
| Onsite Administrator Training/Configuration Days | 5 | \$2,500.00 | \$12,500.00 | 5 | \$2,500.00 | \$12,500.00 | | | |
| Onsite End User Training | 5 | \$2,500.00 | \$12,500.00 | 3 | \$1,250.00 | \$3,750.00 | | | |
| SUBTOTAL | | | \$25,000.00 | | | | | | \$25,250.00 |
| Hardware & Peripherals | | | | | | | | | |
| Symbol LS 2208 Scanner Multiple Interface Scanner | 51 | \$296.00 | \$15,096.00 | 51 | \$80.00 | \$4,080.00 | | | |
| Zebra ZD620t or similar Direct Thermal Transfer Printer (300 dpi) Support ZPL and EPL Zebra Printer programming languages | 13 | \$976.00 | \$12,688.00 | 13 | \$400.00 | \$5,200.00 | | | |
| SUBTOTAL | | | \$27,784.00 | | | | | | \$9,280.00 |
| Maintenance/Service Agreement-initial quote | | | | | | | | | |
| Annual Maintenance for JusticeTrax LIMS-plus software calculated at 18% of undiscounted software | 5 | \$25,830.00 | \$129,150.00 | | | | | | |
| Annual Maintenance for JusticeTrax LIMS-plus DNA software calculated at 18% of undiscounted software | 5 | \$3,780.00 | \$18,900.00 | | | | | | |
| Consumable Inventory Management System Annual Maintenance 18% of total CIMS licenses cost | 5 | \$2,583.00 | \$12,915.00 | | | | | | |
| LIMS-plus Portal (Annual service fee calculated at 5% of total LIMS-plus license cost.) | 5 | \$7,175.00 | \$35,875.00 | | | | | | |
| 24x7x365 Support | 5 | \$30,000.00 | \$150,000.00 | | | | | | |
| INITIAL QUOTE SUBTOTAL | | | \$346,840.00 | | | | | | |
| *Maintenance/Service Agreement BAFO Year 1-2 | | | | | | | | | |
| Annual Maintenance for JusticeTrax LIMS-plus software calculated at 18% of undiscounted software | | | | | | | | | \$24,057.60 |
| Annual Maintenance for JusticeTrax LIMS-plus DNA software calculated at 18% of undiscounted software | | | | | | | | | \$0.00 |
| Consumable Inventory Management System Annual Maintenance 18% of total CIMS licenses cost | | | | | | | DELETED | | |
| LIMS-plus Portal (Annual service fee calculated at 5% of total LIMS-plus license cost.) | | | | | | | | | \$1,937.96 |
| 24x7x365 Support | | | | | | | DELETED | | |
| BAFO Year 1-2 Maintenance SUBTOTAL | | | | | | | | | \$25,995.56 |
| *Maintenance/Service Agreement BAFO Year 3-5 | | | | | | | | | |
| BAFO Year 3-5 Maintenance SUBTOTAL | | | | 3 | \$25,995.56 | | | | \$77,986.68 |

| | | | | | | |
|--|---|----------------|--------------|---|--------------------|--------------------|
| Applicable Optional Items | | | | | | |
| **Onsite Crystal Reporting Training Three (3) two-day training classes for Basic, Intermediate, and Advanced concepts of Crystal Reports using customer networked computers which are connected to the LIMS- plus test environment database. | 6 | \$2,500.00 | \$15,000.00 | See Row 25 | | |
| GRAND TOTAL INITIAL QUOTE | \$775,229.00 | | | | | |
| Best and Final Offer Year 1 | | | | \$290,000.00 | | |
| Best and Final Offer Years 1-5 | | | | \$367,986.68 | | |
| Laboratory Information Management System (LIMS) | The Computer Solution Company of Virginia, LLC dba Forensic Advantage Systems | | | The Computer Solution Company of Virginia, LLC dba Forensic Advantage Systems (BAFO) | | |
| | Qty | Pricing | Total | Qty | Pricing | Total |
| Implementation, Configuration & Training-One Time Cost | | | | | | |
| Initiating/Envisioning | | | \$14,550.00 | | | \$14,550.00 |
| Planning | | | \$58,550.00 | | | \$58,550.00 |
| Configuring | | | \$52,800.00 | | | \$52,800.00 |
| Stabilizing | | | \$33,850.00 | | | \$33,850.00 |
| Deploying | | | \$11,050.00 | | | \$11,050.00 |
| Data Migration | | | \$25,000.00 | | | \$4,200.00 |
| Instrument Integration | | | \$30,000.00 | | | \$0.00 |
| SUBTOTAL | \$225,800.00 | | | \$175,000.00 | | |
| Software Licensing & Annual Maintenance | | | | | | |
| Software Licensing | | | | | | |
| User License - Named | 40 | \$1,500.00 | \$60,000.00 | 40 | \$1,500.00 | \$60,000.00 |
| Server License - Instance | 1 | \$27,500.00 | \$27,500.00 | 1 | \$27,500.00 | \$27,500.00 |
| Batch Processing | 1 | \$27,500.00 | \$27,500.00 | 1 | \$27,500.00 | \$27,500.00 |
| Software Licensing Subtotal | \$115,000.00 | | | \$115,000.00 | | |
| Annual Maintenance | | | | | | |
| User License - Named | 5 | \$13,200.00 | \$66,000.00 | 4 | \$13,200.00 | \$52,800.00 |
| Server License - Instance | 5 | \$6,050.00 | \$30,250.00 | 4 | \$6,050.00 | \$24,200.00 |
| Batch Processing | 5 | \$6,050.00 | \$30,250.00 | 4 | \$6,050.00 | \$24,200.00 |
| Annual Maintenance Subtotal | \$126,500.00 | | | \$101,200.00 | | |
| SUBTOTAL | \$241,500.00 | | | \$216,200.00 | | |
| Hardware & Peripherals | | | | | | |
| Dymo Label Writer 450 | 13 | \$140.00 | \$1,820.00 | 13 | \$140.00 | \$1,820.00 |
| Symbol LS2208 Scanner | 40 | \$125.00 | \$5,000.00 | 40 | \$125.00 | \$5,000.00 |
| Topaz SigLite 1x5 | 4 | \$265.00 | \$1,060.00 | 4 | \$265.00 | \$1,060.00 |
| SUBTOTAL | \$7,880.00 | | | \$7,880.00 | | |
| Applicable Optional Items | | | | | | |
| AuthXAccess Module | 1 | \$27,500.00 | \$27,500.00 | 1 | \$27,500.00 | \$27,500.00 |
| AuthXAccess Module Annual Maintenance | 5 | \$6,050.00 | \$30,250.00 | 5 | \$6,050.00 | \$30,250.00 |
| SUBTOTAL | \$57,750.00 | | | \$57,750.00 | | |
| | | | | | | |
| GRAND TOTAL INITIAL QUOTE | \$532,930.00 | | | | | |
| Best and Final Offer Year 1 | | | | \$290,000.00 | | |
| Best and Final Offer Year 1-5 | | | | \$391,200.00 | | |

| Laboratory Information Management System (LIMS) | Porter Lee | | |
|--|------------|-------------|-----------------------|
| | Qty | Pricing | Total |
| Software | | | |
| 40 named user full use .NET named use licenses (PLC-WEB) | 40 | \$5,000.00 | \$200,000.00 |
| TOX Module addon (PLC-LIMS-TOX) | 1 | \$50,000.00 | \$50,000.00 |
| DNA Software Addon (PLC-LIMS-DNA) | 1 | \$50,000.00 | \$50,000.00 |
| Integrated Service Request and access to completed reports (limited use user.NET licenses) Retention Review and Disposition Entry of service requests to the Crime Lab (PLC-WEB-Prelog) | 1 | \$40,000.00 | \$40,000.00 |
| Android Remote Inventory/Transfer Licenses per handheld (PLC-LIMS-Remote Inv) >Evidence Inventory >Asset Management Inventory >Evidence Transfer >Asset Management Transfer | 1 | \$1,500.00 | \$1,500.00 |
| <i>SUBTOTAL</i> | | | \$341,500.00 |
| Services | | | |
| Project Management - estimate based on 15 month project (PLC-PM) | 15 | \$3,600.00 | \$54,000.00 |
| Requirements Confirmation and Technology Assessment (PLC-Consulting) | 1 | \$5,000.00 | \$5,000.00 |
| Installation for .NET environments (PLC-Install) | 6 | \$1,350.00 | \$8,100.00 |
| Data conversion for importing existing data into the new system (PLC-Conversion) | 1 | \$40,000.00 | \$40,000.00 |
| Section Configuration: Each Section Build out of Matrix, notespacket, report templates and checklist/review process. note: This does not include any additional interfaces (PLC-Configuration) | 7 | \$30,000.00 | \$210,000.00 |
| Application Configuration - Prelog - Services Q/A >Submitter provides section specific feedback based on the items submitted and the services. (PLC-Configuration) | 10 | \$1,350.00 | \$13,500.00 |
| Custom Management Reports (PLC-CUSTOM) | 50 | \$1,000.00 | \$50,000.00 |
| Installation (PLC-CUSTOM) | 10 | \$1,350.00 | \$13,500.00 |
| Custom Programming (PLC-CUSTOM) | 10 | \$1,350.00 | \$13,500.00 |
| Instrument Interface (Each) (PLC-instrument) | 10 | \$4,000.00 | \$40,000.00 |
| Software Training (remote) (PLC-Training) | 40 | \$1,350.00 | \$54,000.00 |
| Onsite Service - go-live support (PLC-Onsite) *** | 40 | \$1,500.00 | \$60,000.00 |
| Additional Annual Software Support (PLC-Support) | 1 | \$76,000.00 | \$76,000.00 |
| <i>SUBTOTAL</i> | | | \$637,600.00 |
| Third Party | | | |
| Crystal Reports Professional | 2 | \$650.00 | \$1,300.00 |
| Barcode Scanners and Printers | 1 | \$25,000.00 | \$25,000.00 |
| <i>SUBTOTAL</i> | | | \$26,300.00 |
| GRAND TOTAL | | | \$1,005,400.00 |

| | | | | | | |
|--------|----------------------------------|---------------------------------|---|---------------------|---------------------------------|-----------------------------------|
| No Bid | 9 to 5 Computer | Alertsense, Inc. | Ardent Technologies, Inc. | Aspire HR, Inc. | Atlanta Code, Inc. | Bradley Software LLC |
| | Business Imaging Systems, Inc. | Centralsquare Technologies, LLC | Century Business Technologies, Inc. | Change Works, LLC | Comerit, Inc. | Eagle Technologies |
| | Eccovia Solutions | En-Net Services, LLC | Environmental Management Alternatives, Inc. | E-Plansoft | Firefold | Flint Hills Group, Inc. |
| | GK Information Technologies, LLC | Hiveio | Image Quest | ISG Technology | JCG Technologies, Inc. | Karpel Solutions |
| | KCI, Inc. | Keeper Security, Inc. | Labvantage Solutions, Inc. | Lexipol LLC | Main Sail LLC | Mobileiron, Inc. |
| | Netsmart Technologies, Inc. | Nexlearn, LLC | Oneneck IT Solutions, LLC | Optum | Professional Video Supply, Inc. | Rydin |
| | Safety Management Systems, Inc. | Sandpoint Consulting | SDI Presence LLC | Sitecore | Smash Dev Shop, LLC | Southern Computer Warehouse, Inc. |
| | Sundroid World, Inc. | System Tools Software, Inc. | The Echo Group | The Sidwell Company | Tiger Correctional Services | Twotrees Technologies, LLC |
| | Voicent Communications, Inc. | Wellsky | WSU Community Engagement Institute | | | |

On the recommendation of Josh Lauber, on behalf of the Regional Forensic Science Center (RFSC), Anna Meyerhoff moved to **accept the proposal from The Computer Solution Company of Virginia, LLC dba Forensic Advantage Systems for a total not to exceed \$391,200.00 for a contract period of three (3) years with two (2) one (1) year options to renew.** Ellen House seconded the motion. The motion passed unanimously.

A review committee comprised of Shelly Steadman, Robert Hansen, and Stephanie Clark - Regional Forensic Science Center; Catherine Helms and Joe Currier - Division of Information & Technology; and Josh Lauber - Purchasing evaluated the proposals based on the criteria set forth in the RFP.

The laboratory developed a Request For Proposal (RFP) and received solutions from three (3) vendors. A scoring committee reviewed the proposals and participated in demonstrations from each vendor. Each proposal was evaluated using the scoring methodology defined in the RFP. This revealed two (2) leading vendor solutions. Both of the shortlisted vendors (JusticeTrax and Forensic Advantage Systems) were then asked for Best and Final Offers given the budget allowed for the project. Only one (1) of those vendors (Forensic Advantage Systems) was able to meet all critical specifications set forth in the RFP within the allowable budget.

Funding for this project has been provided through a DNA Capacity Enhancement for Backlog Reduction Grant in the amount of \$290,000.00 for initial acquisition and implementation. The approved use of this funding was to provide the Regional Forensic Science Center (RFSC) with a centralized Laboratory Information Management System (LIMS). Currently, the laboratory manually enters metrics that can be used to track basic trends in casework performance and faces significant bottlenecks with evidence transfer and analytical workflow. Laboratory Information Management Systems have proven to alleviate these bottlenecks in laboratories nationwide. The goal of this project is to enhance every aspect of sample processing in the facility by acquisition and implementation of a LIMS. Specifically, the objectives are to implement technology that allows barcoding of evidence and derivatives, electronic evidence transfer, chain of custody archiving, automated worksheet population, sample tracking, plate set-up, import file preparation, data file analysis, dilution/normalization/master mix calculation, and report writing. Ultimately, the system will also manage information beyond the analytical workflow and alleviate bottlenecks related to quality processes such as document management, tracking and traceability of reagents, and equipment maintenance/calibration. The expected result is faster, more accurate analysis, and the ability to capture analytics currently unavailable to RFSC staff. Expedited sample processing will improve turn-around time and reduce the number of backlogged samples awaiting analysis.

Notes:

The initial scoring (prior to requesting Best and Final Offers) placed Forensic Advantage in the #1 position and JusticeTrax was ranked as #2. When asked for Best and Final Offer, Forensic Advantage Systems was able to lower their cost with no appreciable change in scope or services. In summary, the following adjustments were made:

- 1) Provided extended warranty for Year 1 (annual maintenance only charged for years 2-5).
- 2) Reduced fee for data migration.
- 3) Leveraged existing instrument interfaces for batch processing.
- 4) AuthX Access module and peripherals not included.

However, JusticeTrax's revised proposal red-lined (removed) several services and resulted in a few areas of critical concern:

1) JusticeTrax's revised proposal removed data migration services. The evaluation committee had already discussed the possibility of executing data migration internally, but IT staff indicates internal data migration is extremely undesirable based on current work load and obligations.

2) JusticeTrax's revised proposal removed an inventory management module that was an important component to the RFSC staff. This module assists with tracking information outside the general analytical workflow, such as tracking and traceability of reagents. Removal of this function is undesirable to RFSC staff.

3) JusticeTrax's revised proposal did meet the committee's capped pricing for annual maintenance. However, this was achieved by the removal of the inventory management module and waiving the maintenance fee generally associated with the DNA module, and it was communicated that this would be possible only for the duration of the initial contract. This means that after 5 years, the RFSC would be faced with a significant increase in maintenance cost, making sustainability of the system very burdensome from a budgetary perspective.

The RFSC cannot speak directly to how proposals are priced, and there was a drastic difference in cost between the three (3) proposals initially received following the RFP. As would be the case for any industry, timing and other ongoing projects for each company can affect the manner in which a solution is quoted. The level of customization required for each of the solutions varied greatly, and that requiring the most customization was the most expensive. The evaluation committee exercised due diligence in reaching out to laboratories using both the short-listed vendors and sought feedback concerning the implementation, good/bad features, ongoing service, and other various aspects about the products. There was no mention from those LIMS administrators that they had experienced excessive change orders (for either vendor) during the implementation process. Reflecting back to the JusticeTrax demonstration, "what you see is what you get" was a phrase that came up a few times that concerned the evaluation committee.

Forensic Advantage Systems:

Forensic Advantage Systems offered a Best and Final Offer with a reduced total price and no appreciable reduction in the Scope of Work.

Database updates:

Forensic Advantage Systems leverage a database utility to perform upgrades from version to version. The vendor has several clients that handle this themselves, but most have found it easier to schedule a mutually convenient time for the vendor to handle upgrades. Forensic Advantage Systems will allow or provide a database user with db_owner membership for handling the upgrade effort, etc.

JusticeTrax:

JusticeTrax offered a Best and Final Offer with a reduced Scope of Work.

*Initial Annual Maintenance Fees and years three (3) through five (5) are for the above specified number of named user licenses. Additional named user licenses added by the RFSC would be subject to additional Annual Maintenance Fees.

**Student developed templates may be used in LIMS-plus and therefore reduce the cost for JusticeTrax to provide initial reports.

Database updates of the LIMS-plus application and the LIMS-plus database:

Software updates are provided as a downloadable installer file. Normally, a customer can perform this upgrade without JusticeTrax participation. If a customer needs our assistance in the upgrade they initiate a screen share using applications such as GoToMeeting, WebEx, or Zoom, and display their screen to JusticeTrax staff who can either talk the customer through steps or the customer can grant JusticeTrax staff control to execute any steps needed. In no case does JusticeTrax access any customer assets in any direct manner. Whoever upgrades LIMS-plus must have administrative rights on both the application server and the SQL Server. The installer program requires system administrative rights on the MS SQL Server.

Porter Lee:

***Vendor lists \$54,000.00 as total for this line item.

Questions and Answers

Anna Meyerhoff: What LIMS systems do the other forensic laboratories in the state or region use?

Shelly Steadman: To my knowledge, the KBI uses Porter Lee product and I believe Johnson County just recently moved to a Porter Lee project. I know that the KBI is in the process of adding some DNA workflow laboratory systems from STACS and in the Kansas City, Missouri PD lab, they use the Forensic Advantage system and we spoke with the laboratory in Oklahoma that used JusticeTrax. During our process, we called other laboratories that were using these products and spoke with them about their experience with implementation and their ongoing maintenance. So that's kind of how we figured out where these systems are located.

Randy Bargdill: As I read through this, I saw several red lines and cuts. I just want to make sure are you getting everything that you want. You're not just settling for something that's not going to give you everything you need.

Shelly Steadman: So with respect to the Forensic Advantage system, we felt that we were getting all of the critical modules we needed to track our workflow. Where the red lines came in was with respect to some of the services and modules that were deleted by JusticeTrax when they gave us their best and final offer. They omitted a module that's related to a chemical inventory management that we felt was very important. They also were requiring for us to migrate the data that currently resides in our database to their system, which burdens our IT department to perform that for us. On the other hand, the Forensic Advantage people are going to perform that and they reduced the cost to do so. So yes, we feel with the Forensic Advantage systems, we will have all of the critical modules and tracking components that we asked for up front.