Request for Proposals
Development and Implementation of a Seed to Sale Tracking System for the Virginia Medical Cannabis Program

DUE DATE

May 12, 2024

11:59 PM EDT

CONTACT INFORMATION

procurement@cca.virginia.gov

Request for Proposals (RFP) #	BPM049350
RFP Issue Date	March 27, 2024

Complete Legal Name of Offeror's Firm

_____

Non-Discrimination Statement

The Virginia Cannabis Control Authority (CCA) does not discriminate against faith-based organizations or against an Offeror on the basis of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment. The CCA encourages firms to provide for the participation of small businesses and businesses owned by minorities and women through partnerships, joint ventures and subcontracting opportunities.

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Definitions

BOARD. The Board of Directors of the Cannabis Control Authority

BOTANICAL CANNABIS. Cannabis that is composed wholly of usable cannabis from the same parts of the same chemovar of cannabis plant.

CANNABIS. Means botanical cannabis, cannabis oil, or cannabis product.

CANNABIS OIL. Any formulation of processed cannabis plant extract, including isolates and distillates, or a dilution of the resin of the cannabis plant.

CANNABIS PRODUCT. A product that is formulated with cannabis oil or botanical cannabis.

CERTIFICATION. A written statement, consistent with requirements of section 4.1-1601 of the Code of Virginia, issued by a practitioner for the use of cannabis for treatment of, or to alleviate the symptoms of, any diagnosed condition or disease determined by the practitioner to benefit from such use.

DISPENSING LOCATION. A pharmaceutical processor or cannabis dispensing facility authorized by the Board to dispense medical cannabis to qualified patients and registered agents.

FACILITY or MEDICAL CANNABIS FACILITY. A pharmaceutical processor, cannabis dispensing facility, or cannabis cultivation facility approved by the Board pursuant to Chapter 16 of the Virginia Cannabis Control Act.

PACKAGE. Any container that a facility may use for enclosing and containing medical cannabis.

PATIENT CERTIFICATION SYSTEM. An electronic system that handles patient certifications, and registrations for medical cannabis.

PHARMACEUTICAL PROCESSOR. A vertically integrated facility authorized, on-site at the address of record of the facility, to cultivate cannabis plants, produce cannabis products, and dispense cannabis to qualified patients. A pharmaceutical processor may establish, if authorized by the Board, one additional location at which the pharmaceutical processor may cultivate cannabis plants.

PRODUCT REGISTRATION SYSTEM. An electronic system that handles the registration and approval of medical cannabis products.

TESTING LABORATORY. An entity authorized to test cannabis and medical cannabis.

STATEWIDE SEED-TO-SALE TRACKING SYSTEM. The tracking system established to track all medical cannabis and medical cannabis products in the Virginia.

UNIQUE IDENTIFIER or UID means an alphanumeric code or designation issued pursuant to the track and trace program established by the CCA and used to identify specific cannabis in accordance with the CCA's regulations and other applicable laws. A UID may be used to identify a specific plant or set of plants or a specific package (including individual packages sold or offered for sale at a dispensing location).

Purpose

The Virginia Cannabis Control Authority (CCA) is seeking vendors to implement a statewide software-as-a-service, seed-to-sale tracking system for the Virginia medical cannabis program, integrating with patient certification and business licensing systems, with an expedited 6-month implementation timeline.

Background

The CCA is an independent, apolitical subdivision dedicated to promoting public safety, advancing public health, and protecting communities in the Commonwealth through effective medical cannabis oversight and balanced and inclusive cannabis regulation, policy, and education.

There is statutory authority to issue five pharmaceutical processor permits, one in each health service area (HSA) established by the Virginia Board of Health. There are currently pharmaceutical processors operating in four of the five health service areas. In 2024, the CCA plans to award conditional approval to a pharmaceutical processor for the remaining HSA, who will have up to one year to complete requirements for issuance of a full permit.

Each pharmaceutical processor can operate an additional five cannabis dispensing facilities and one separate cultivation location. Although pharmaceutical processors must use an electronic tracking system to comply with CCA regulations, there currently is no statewide seed-to-sale tracking system.

Statement of Needs

Offerors will be expected to demonstrate the qualifications specified in this RFP.

Scope of Work

The CCA seeks one or more vendors to implement a statewide software-as-a-service, seed-to-sale tracking system for the Virginia medical cannabis program that tracks cannabis and cannabis products through the production lifecycle. The tracking system must successfully integrate with the Commonwealth's patient certification system and business licensing solution.

The CCA expects the Vendor to manage its responsibilities proactively. In addition to normal software development lifecycle activities, the Vendor would be expected to complete standard project management tasks and deliverables, including weekly status reports, project schedule updates, evaluation and response to project risks and issues, budget tracking, and presentations to senior management.

Proposals must clearly separate details of the functionality and the cost breakdown for each component. Additionally, if any components fail to meet the technical, security, support and maintenance, or communication requirements in this RFP, the proposal must clearly and directly identify each applicable instance.

Depending on the implementation approach and SaaS product, the CCA may require the completion of data conversion activities from one or more databases containing current system data. Data conversion activities should occur parallel to system implementation and align key project milestones. The CCA expects the Vendor to provide all data conversion software and tools to consume and transform data into the implemented SaaS solution. Data conversion activities should include analysis of existing data structures and fields, mapping to the new target SaaS solutions database tables and tools, transformation of data if necessary and approved, audit reports to document that all data specified was converted successfully and multiple rounds of conversion dry runs and testing to ensure maximum confidence in the integrity of the data conversion process.

Timeline

Procurement Process	Estimated Completion Date
First round of questions due	April 9, 2024
Addendum #1 issued (if applicable)	April 12, 2024
Optional pre-proposal conference	April 15, 2024
Second round of questions due	April 16, 2024
Addendum #2 issued (if applicable)	April 18, 2024
Proposals due	May 12, 2024
Estimated contract award	Approximately June 2024

Issue dates of the addenda are dependent on the number of questions received.

The procurement timeline is subject to change as the procurement process progresses.

Submit all inquiries concerning this RFP via email to procurement@cca.virginia.gov. **Please note the deadline within which to submit questions.**

Proposal Preparation and Submission Requirements

Submission

To be considered for selection, Offerors must submit a complete response to this RFP. Offerors must respond electronically using the RFP response tool found here: https://www.cca.virginia.gov/seedtosale.

Business Information. Offerors must submit an Offeror Information Sheet containing relevant business and contact information, including, but not limited to, the following information:

- Name of Offeror
- Mailing and email addresses
- Signed cover page and declaration of any issues they have with any specific contract or agreement terms
- Contact information for all representatives responsible for the response
- Signed cover page and declaration of any issues they have with any specific contract or agreement terms

Applicants shall use the template form available on the RFP webpage here: https://www.cca.virginia.gov/seedtosale.

Proposal Page Limit. Proposals should be no more than 50 pages. A page is defined as 8 ½ by 11-inch paper. Graphs, drawings, diagrams, supporting illustrations, or spreadsheets larger than 8 ½ by 11 inches will count as one page and shall not be greater than 11 by 17 inches. Margins shall be no smaller than one (1) inch, and each page shall be numbered consecutively. Offeror must use a 12-point font or larger.

The 50-page limit includes any charts, graphs, drawings, diagrams, supporting illustrations, or spreadsheets, etc. but excludes the following:

- Cover page
- Table of contents

- List of acronyms (if utilized)
- Information submitted in other sections of the RFP response tool, including, vendor and project manager references, proprietary information table, pricing, and SaaS solution requirements.

Proprietary Information. All submissions in response to the RFP are subject to the Virginia Freedom of Information Act, Virginia Code § 2.2-3700 et seq., and may be subject to public inspection. Offerors may designate any proprietary information in the proposal in the appropriate section of the RFP response tool. To gain any of the protections provided in Virginia Code § 2.2-4342, the Offeror must invoke the relevant provisions in writing, in the relevant section of the RFP response tool. The written notice must specifically identify the data or materials to be protected and state the reasons why protection is necessary. The classification of an entire proposal document, line-item prices and / or total proposal prices as proprietary or trade secrets is not acceptable and will result in rejection of the proposal. This section must include the following information:

- A fully completed Proprietary Information Table which indicates the page number(s) containing proprietary information. Applicants shall use the template form available on the RFP webpage here: https://www.cca.virginia.gov/seedtosale.
- **Please note, marking the entire proposal as proprietary and/or the pricing submitted within the proposal as proprietary is unacceptable and will cause the CCA to reject the proposal.**
- A redacted copy of the proposal and/or pricing. The redacted copy must be identical to the unredacted copy, except for the redactions.

Pricing. Pricing proposals shall be submitted independently and separately from the rest of the Offeror's response in the appropriate section of the RFP response tool.

SaaS Solution Requirements. Offerors must also submit answers to the SaaS Solution Requirements via a completed RFP Requirements Excel Document in the appropriate section of the RFP response tool. Applicants shall use the template form available on the RFP webpage here: https://www.cca.virginia.gov/seedtosale.

References. Offerors must submit references in the appropriate section of the RFP response tool. Requirements for references are set forth in detail in the RFP.

Evaluation

After determining that a written proposal satisfies the mandatory requirements stated in the Request for Proposals, the evaluator(s) shall use subjective judgment in conducting a comparative assessment of the proposal by considering each of the following criteria:

Required Proposal Evaluation Criteria	
Category	**Percentage**
Specialized expertise, capabilities, and technical competence as demonstrated by the proposed approach and methodology to meet the project requirements.	30
Resources available to perform the work, including any specialized services, within the specified time limits for the project.	25
Overall value.	15
Proposed project management techniques.	10
Ability and proven history in handling special project constraints.	10
Record of past performance, including price and cost data from previous projects, quality of work, ability to meet schedules, cost control, and contract administration.	10
Total	**100**

Oral Presentation

One or more finalists may be required to give an oral presentation and product demonstration to the CCA's Evaluation Team.

Award of Contract

One or more Offerors deemed to be fully qualified and best suited among those submitting proposals will be identified on the basis of the evaluation factors stated herein. Negotiations may be conducted with the Offeror(s) so selected. After negotiations have been conducted, the CCA may select the Offeror(s) who, in its opinion, has made the best proposal, and award the Contract to that Offeror(s). The Virginia Cannabis Control Authority may cancel this RFP or reject proposals

at any time prior to the award and is not required to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous. Should it be determined in writing that only one Offeror is fully qualified, or that one Offeror is clearly more highly qualified than the others under consideration, a Contract may be negotiated and awarded to that Offeror.

Preproposal Conference – Optional

An optional preproposal virtual conference will be held at the time and date indicated in the Procurement Timeline. The purpose of this conference is to allow potential Offerors an opportunity to present questions and obtain clarification relative to any facet of this solicitation.

While attendance at this conference is not a prerequisite to submitting a proposal, Offerors who intend to submit a proposal are encouraged to attend to facilitate better preparation of their proposals.

Attendance at the preproposal conference will be limited to two (2) attendees per Offeror. Please email procurement@cca.virginia.gov no later than 5 p.m. on April 12, 2024, with the email addresses of those intending to attend and a link to the meeting will be provided. The conference will start promptly at 10:00 a.m. ET, late attendees will not be admitted.

Have a copy of the RFP with you. Any changes resulting from this conference will be issued in a written addendum to the RFP.

Additional Clauses and Agreement Terms

Any contract or agreement resulting from this RFP will include the terms laid out in the RFP along with the Commonwealth of Virginia's required contract terms. As part of the negotiation process, the contract terms listed within the RFP may be amended. The Offeror should declare in the designated section of the RFP response tool any issues they have with any specific contract or agreement terms. An Offeror's request to remove or modify a Special Term and Condition within the RFP does not guarantee the CCA's acceptance of the removal or modification of the Special Term and Condition. If the Offeror does not declare that there are any issues with any contract terms, then the State will assume those are acceptable to the Offeror.

Support and Deliverables

Any contract or agreement resulting from this RFP will include the Support and Deliverable clauses below.

Support Services

The Vendor will respond to the CCA's requests for support services regarding the licensed software in accordance with the table below:

Incident Severity	Response Time	Resolution Time	Monthly Charge Credit
High Impact: System unusable	1 hour	Final Resolution within: 4 hours	20% of Monthly Charge will be credited to the Commonwealth
Medium Impact: System usable with severely restricted functionality or performance	4 hours	Final Resolution within: 8 hours	10% of Monthly Charge will be credited to the Commonwealth
Low Impact: System usable with minor impact on functionality or performance	8 hours	Final Resolution within: 40 hours	5% of Monthly Charge will be credited to the Commonwealth

Repeated service disruptions that arise to a “medium” or “high” impact incident (as defined above) would result in the use of the escalation procedures below.

Response and Solution Level (calculated each calendar month on a per incident basis)	**Monthly Charge Credit**
1 Incident	0%
2 incidents	10% of Monthly Charge will be credited to the CCA
3 incidents	15% of Monthly Charge will be credited to the CCA

The targeted deadline will be determined during negotiations. The Vendor’s failure to meet the targeted deadline would result in a credit of 33% of the deliverable values to the CCA.

Deliverables

1. **Kickoff:** Participate in a kickoff meeting to discuss these features and produce a project plan. Kickoff meeting must facilitate the introduction of the CCA and the Vendor core project members, and level set understanding of project objectives, timeline, scope, and project risk and issues.
2. **Project Plan:** The Vendor shall collaborate with the CCA to develop a baseline project plan, which includes expected timelines for Gap Analysis, Data Migration process and testing plan, and stages of implementation.
3. **Gap Analysis:** The Vendor must review, analyze, and confirm the understanding of system functionality, business practices, interfaces, configuration, and customization. The analysis should include the demonstration of how the system meets the requirements as defined in SaaS Solution Requirements section of this RFP, and any configurations necessary to meet the requirements.
4. **System Configuration:** The Vendor shall configure the system according to the requirements established during the gap analysis and RFP.
5. **Acceptance Testing:** The Vendor shall develop a testing management plan that outlines the overall testing approach and schedule. Additionally, the Vendor must support the

CCA's testing efforts, make changes, and remediate testing issues during the CCA's user testing period.

6. **Training:** The Vendor must create a testing management plan that includes training approaches, courses, schedules, and required resources. Additionally, the Vendor must conduct the end user and administrator system training and provide up-to-date user manuals by end user types.
7. **Implementation:** The Vendor shall collaborate with the CCA to create an implementation plan that includes strategy, tasks, go/no-go decision requirements, and implementation contingency plan. For implementation, the Vendor is responsible for providing technical support and making required fixes in a timely manner to implement the system according to the agreed upon schedule.

The targeted deadline for each deliverable will be determined during negotiations. The Vendor's failure to meet the targeted deadline would result in a credit of 33% of the deliverable values to the CCA.

SaaS Solution Requirements

The CCA seeks the following professional services to achieve the objectives of this project as below. The Offeror must assist the CCA in an expedited 6-month implementation of the Seed-to-Sale software following execution of the contract.

The Offeror's failure to meet the targeted deadline would result in a credit of 30% of the deliverable values to the State.

Inventory Functionality

01. Inventory Information Tracking

01.1 The system must enable pharmaceutical processors to define a cannabis inventory, including, but not limited to, plants, strains, clones, and cannabis products. The information that must be tracked in the system includes, but is not limited to:

01.1.1 Unique identifiers for individual plants;

01.1.2 Quantity and form of cannabis maintained by the facility in the appropriate units of measure determined by the CCA;

01.1.3 The amount of plants being grown at the facility;

01.1.4 The amount of plants being processed at the facility;

01.1.5 The amount of products at the facility; and

01.1.6 Any other information required by the CCA.

01.1.7 The inventory record must reflect final disposition of cannabis, including transfer, destruction, theft, or disposal of cannabis waste.

02. Unique Identification Tag/Labels

02.1 The system must utilize a readable smart-chip technology, such as Radio Frequency Identification (RFID) or comparable technology, to track cannabis plants and products. The smart chip technology should contain the following information:

02.1.1 Plant tag unique identification number;

02.1.2 Plant cultivation address;

02.1.3 Tag issue date;

02.1.4 Any other information required by the CCA.

03. Unique ID Printer/Plant ID Printer

03.1 The proposed solution must offer a unique identification code printing capability to streamline the inventory and chain of custody record keeping for medical cannabis facility employees and CCA personnel.

04. Plant ID Reader

04.1 The proposed solution must offer UID barcode scanning capability to be used by medical cannabis facility employees and CCA personnel.

05. Inventory Record Updates – Cultivation Functions

05.1 The system must allow the inventory record to be updated each time:

05.1.1 A clone is established from a mother plant;

05.1.2 A plant flowers for the first time;

05.1.3 A plant is trimmed or harvested;

05.1.4 A testing batch is created; or

05.1.5 Cannabis is packaged for dispensation to a patient.

06. Inventory Record Updates – Processing Functions

06.1 The system must allow the inventory record to be updated each time:

06.1.1 A quantity of extract or concentrated cannabis is made from botanical cannabis;

06.1.2 A quantity of cannabis product is made from concentrated cannabis, cannabis oil, or botanical cannabis; or

06.1.3 A quantity of cannabis product is packaged for dispensation to a patient.

07. Inventory Record Updates - Testing Functions

07.1 The system must maintain and update an electronic copy of the following information:

07.1.1 All samples in a testing facility's possession with unique identifiers and quantities expressed in units specified by the CCA; and

07.1.2 The inventory record should reflect:

07.1.2.1 The quantity of each sample rendered unusable by testing;

07.1.2.2 The quantity of each sample returned to the facility;

07.1.2.3 The quantity of each sample destroyed or disposed of; and

07.1.2.4 The quantity of any sample lost, stolen, or otherwise unaccounted for.

08. Inventory Record Updates – Dispensing Functions

08.1 The system must maintain and update an electronic copy of the following information:

08.1.1 All cannabis, including the type of products and testing batch identifiers, in the possession of the dispensing location.

08.1.2 The inventory record should reflect:

08.1.2.1 Any cannabis and cannabis products received from other facilities or from cultivation and processing areas of the same facility;

08.1.2.2 Sales to qualifying patients, including the patient's identification number;

08.1.2.3 Transfers to another facility, including returns, if permitted; and

08.1.2.4 Destruction of cannabis.

09. Inventory Reconciliation

09.1 Medical cannabis facilities will reconcile their physical inventory with the information in the system at the end of business each day. Inconsistencies will be flagged for CCA personnel for further investigation. Reconciliation items will include the following:

09.1.1 Cannabis at the facility;

09.1.2 Cannabis in transit; and

09.1.3 Any other information required by the CCA.

10. Daily Transfer Record

10.1 The system must maintain, and update by midnight daily, an electronic record of all cannabis including plants, extracts, or products obtained by a patient or another facility, and all cannabis transferred to another facility. The transfer record must meet the following requirement:

10.1.1 It must use the same units of measures as the inventory record; and

10.1.2 It must reflect all transport manifest, purchase orders, and requisition forms.

11. Tracking and Disposal of Product

11.1 The system must allow facilities to record disposal of unused, excess, or expired cannabis including returned cannabis products from other facilities. The system also must record the disposal of cannabis product that failed to meet testing standards.

11.2 The system must provide abilities to record, reconcile and maintain the following information:

11.2.1 The original tracking number at the time of the dispensing or the name of the patient if the tracking number is unavailable;

11.2.2 The date the cannabis was returned or disposed;

11.2.3 The quantity of cannabis returned or disposed;

11.2.4 The type and lot number of the cannabis returned or disposed;

11.2.5 Reason for disposal or return; and

11.2.6 Any other information required by the CCA.

11.3 The system must flag any inconsistencies or unreconciled record of returned or disposed cannabis product.

12. Facility Room Designation and Configuration

12.1 The system should provide pharmaceutical processors, including their additional cultivation locations, the ability to track plants through each growth phase by associating the individual plants with a particular room. Batches and partial batches will be tracked in the system. The pharmaceutical processor will record any removal of plants from a batch including the reason for removal.

12.2 The system must provide pharmaceutical processors the ability to define and designate growing and production rooms. Rooms may include, but are not limited to, the following:

12.2.1 Mother;

12.2.2 Clone;

12.2.3 Vegetative;

12.2.4 Flowering;

12.2.5 Trimming;

12.2.6 Curing;

12.2.7 Processing;

12.2.8 Packaging;

12.2.9 Extraction; and

12.2.10 Storage.

13. Dispensing Location Inventory Reconciliation

13.1 The system must require dispensaries to reconcile all cannabis at the facility at the end of the business day against the sales and inventory tracking system. Inconsistencies will be flagged for the CCA personnel for investigation.

13.1.1 Product Return to Manufacturer

13.1.2 Dispensing locations will record information on all cannabis collected by the manufacturers. The system must allow dispensing locations to record the following information for product returns:

13.1.3 The date of return;

13.1.4 The identification number for patient or caregiver if patient or caregiver returns the product to the dispensing location;

13.1.5 The type of product;

13.1.6 Testing batch number of cannabis collected; and

13.1.7 Any other information required by the CCA.

13.2 The system must flag any inconsistencies or unreconciled record of returned or disposed cannabis product.

14. Recall Mechanism for Processor

14.1 A pharmaceutical processor may need to recall cannabis. The system should provide a mechanism to document any recalled product, reason for recall, date of recall, and relevant unique identifier for the batch or lot numbers.

14.2 The system should also flag CCA personnel for any recall actions taken by pharmaceutical processors within the system.

15. Pesticide Approval and Tracking

15.1 The system must provide facilities the ability to track and seek approval for any pesticides used during production. The following items will be recorded in the system:

15.1.1 The date of CCA approval for pesticide use;

15.1.2 The date of pesticides being applied;

15.1.3 The name of the employee applying the pesticides;

15.1.4 The name of pesticides that was applied;

15.1.5 The amount of pesticides applied;

15.1.6 The unique identifier or the batch number of plants that received the application; and

15.1.7 A copy of the label of the pesticides applied.

16. Pesticide usage request tracking

16.1 The system must provide the pharmaceutical processors the capability to request the usage of pesticides. The following items will be recorded in the system:

16.1.1 The date of the request

16.1.2 The date of proposed application;

16.1.3 The reason for requesting pesticide use;

16.1.4 The name of the proposed employee applying the pesticides;

16.1.5 The name of the proposed pesticide;

16.1.6 The amount of the proposed pesticide;

16.1.7 The unique identifier or the batch number of the plant to receive the proposed pesticide application; and

16.1.8 The CCA board's Approval or Denial, including when the decision was issued.

17. Additives, Solvent, and Chemical Tracking

17.1 The system should provide the facility the ability to track any additives, solvents, and other chemicals used during production. The following items will be recorded in the system:

17.1.1 The date the additives, solvent, or chemicals are being applied;

17.1.2 The name of the employee applying the additives, solvent, or chemicals;

17.1.3 The name of additives, solvent, or chemicals that was applied;

17.1.4 The amount of additives, solvent, or chemicals applied;

17.1.5 The unique identifier or the batch number of plants that received the application; and

17.1.6 A copy of the label of the additives, solvent, or chemicals applied.

Testing and Quality Assurance

18. Quality Assurance

18.1 The system should allow pharmaceutical processors to record all quality control procedures, and outcomes by batch and lot number in the system.

19. Lab Testing

19.1 The system must be able to track sample transport and receipt, sample origin, testing stages, testing results, and alert the CCA upon testing failure. The system must be able to record all of the following attributes of any plant or product:

19.1.1 Cannabinoid Potency;

19.1.2 Microbials;

19.1.3 Heavy metals;

19.1.4 Solvents;

19.1.5 Pesticides; and

19.1.6 Any other attributes required for testing by CCA regulations.

19.2 The testing results and record can only be added by an agent of the testing facility, and the record should not be editable by agents of other facilities.

20. Testing Sample Record

20.1 The system must allow facilities to assign the following identifier to samples being submitted to the testing facility:

20.1.1 A unique batch identifier to the cannabis, cannabis extract, or cannabis product being tested; and

20.1.2 A unique sample identifier to each sample unless the sample is taken by an agent of the testing facility.

20.1.3 The system must allow facilities to maintain an electronic copy of testing sample record that includes the following information:

20.1.4 The batch identifier and quantity of each batch from which samples were drawn;

20.1.5 The identifier of each sample record, its quantity, and the batch identifier associated with the sample;

20.1.6 The tests to be performed;

20.1.7 Test results, including a note of whether the testing facility has indicated the batch is safe or unsafe for transfer; and

20.1.8 The quantity of each batch and each sample shall be expressed in the same units as the inventory record.

20.2 The system must alert the CCA upon testing failure or products not meeting the standards set by the CCA.

Product Transportation

21. Travel Manifest

21.1 The system must record and issue travel manifests, and generate copies of the manifest, when medical cannabis facilities generate transport manifests for transportation of cannabis between facilities, including cultivation locations, pharmaceutical processors, testing facilities, dispensing locations, and any other location approved by the CCA.

21.2 The travel manifest should contain the following information:

21.2.1 The information of facility transporting cannabis or cannabis products, including, but not limited to, permit number (if applicable) and physical address;

21.2.2 The information of facility or location receiving cannabis or cannabis products including but not limited to physical address and permit number, if applicable;

21.2.3 Description and quantities of all items in each transport;

21.2.4 Date of transport, and approximate time of departure and arrival;

21.2.5 Vehicle make, model, and license plate number;

21.2.6 The name and signature of driver;

21.2.7 The name and signature of the establishment agent accepting the transport;

21.2.8 Any other information required by the CCA.

22. Vehicle Information

22.1 The establishments must be able to provide the following information to the department via this system regarding each vehicle that will be used to transport cannabis products:

22.1.1 Make, model, and license plate number;

22.1.2 Proof of a valid insurance policy;

22.1.3 A description with photos of a locking compartment to be used to secure cannabis and cannabis products; and

22.1.4 A description of how the cannabis and cannabis products will be maintained in a vehicle.

23. Product Delivery Receipt

23.1 The system must provide an ability for a facility to record the cannabis that is received as inventory.

24. Travel Manifest Approval (OPTIONAL)

24.1 Each transport should be approved electronically or in writing by an authorized employee of the facility when departing the facility and by an authorized employee of the receiving facility or other approved location.

24.2 The system must allow authorized employees of the receiving facility to review and verify the type and quantity of the transported cannabis or plant material against the information on the travel manifest prior to signing the travel manifest.

24.3 If the approval process is in writing, the system should have the document upload functionality so the copy of the approved travel manifest is uploaded into the system.

25. In-Transit Documentation (OPTIONAL)

25.1 The system should have the ability for facility agents who are transporting cannabis on public roads to record the following information:

25.1.1 Travel routes taken to deliver products to facilities or other approved locations;

25.1.2 Refueling and all other stops in transit, including reason, duration, and location of the stop;

25.1.3 Any traffic stop, breakdown, or collision involving a vehicle being used by an establishment to transport cannabis or cannabis product; and

25.1.4 Any theft or break-in involving a vehicle being used by the establishments to transport cannabis or cannabis product.

Product Labeling (OPTIONAL)

26. Product Labeling

26.1 The system should allow the pharmaceutical processor to create and print labels for the cannabis products.

26.2 The label must include:

26.2.1 Product name;

26.2.2 NDC #;

26.2.3 List of all active ingredients;

26.2.4 Child and safety warnings;

26.2.5 Net weight or volume of the cannabis or cannabis product;

26.2.6 Single serving size;

26.2.7 Number of servings;

26.2.8 THC and CBD mg per serving;

26.2.9 Usage directions, which may include the length of time it may take the patient to feel effects and the length of time the patient should expect the result to last;

26.2.10 Total cannabidiol (CBD); total tetrahydrocannabinol (THC), and a terpenes profile);

26.2.11 Any symbol developed by the CCA to indicate the presence of THC;

26.2.12 Name and address of pharmaceutical processor;

26.2.13 Laboratory test pass rating statement;

26.2.14 Date tested;

26.2.15 Date packaged;

26.2.16 Expiration date;

26.2.17 Recommended storage conditions;

26.2.18 Information regarding product's purpose;

26.2.19 Batch and lot numbers; and

26.2.20 Any other information required by the CCA.

26.3 The font size for the label shall be no smaller than 6-point font (1/12 inch).

27. Dispensing Location Label

27.1 The system should issue a label with the following information:

27.1.1 The medical cannabis tracking number;

27.1.2 Patient name;

27.1.3 Certifying practitioner name

27.1.4 The date and time the medication is being dispensed;

27.1.5 Quantity of cannabis products being dispensed;

27.1.6 Dispensing pharmacist name or initials;

27.1.7 The name, address, and telephone number of the dispensing location;

27.1.8 The patient's patient certification system identification number;

27.1.9 Any specific instruction for use from dispensing pharmacist, practitioner, or based on manufacturer or department guidelines; and

27.1.10 Any other information required by CCA.

Transfers and Dispensations

28. Sales and Distribution Record

28.1 The pharmaceutical processor will maintain complete and accurate electronic transfer and dispensation transaction records in the CCA's tracking system, including the following items:

28.1.1 The date of each wholesale distribution or dispensation;

28.1.2 The item number, product name and description, and quantity of cannabis transferred to other facilities, otherwise distributed, or dispensed to a patient;

28.1.3 The price of the cannabis or cannabis product; and

28.1.4 Any other information required by the CCA.

29. Dispensing Location Sales Record

29.1 The system must require dispensing locations to maintain complete and accurate sales transaction records including:

29.1.1 The date of sale;

29.1.2 The cannabis tracking number;

29.1.3 The amount of cannabis or cannabis product dispensed;

29.1.4 The type of product;

29.1.5 Testing batch number of cannabis sold;

29.1.6 The identification number for patient or caregiver if purchase was done by a caregiver;

29.1.7 The item number, product name, and description of items sold;

29.1.8 The sale price; and

29.1.9 Any other information required by the CCA.

Regulator Tools

30. Product approval process

30.1 Submission phase:

30.1.1 Preparation of a comprehensive application detailing the product's dosage, testing results, marketing, and packaging materials.

30.1.2 Submission of the application to the CCA.

30.1.3 Payment of required fees for the application process.

30.2 Review phase:

30.2.1 Initial administrative review by the CCA to ensure completeness of the submission.

30.2.2 Substantive review where testing and packaging data are assessed. This may include:

30.2.2.1 Analysis of product testing data.

30.2.2.2 Evaluation of labeling, packaging, and marketing materials.

30.2.2.3 Possible requests for additional information or clarification from the applicant.

30.3 Decision phase:

30.3.1 Approval, conditional approval, or rejection of the product based on the review and inspections.

30.3.2 Communication of the decision to the applicant.

31. Internal Review

31.1 The system must provide the CCA personnel the ability to review all facility records as needed.

32. Internal Dashboard

32.1 The system must provide a dashboard where CCA personnel can review all flags of inconsistencies and irregularities in the cultivation, production, manufacturing, transporting, dispensing, and disposal of cannabis.

33. Tracking Reporting

33.1 The system must have reporting functionality with an easy-to-use query function.

33.2 The system must have a reporting tool with sort and filter function, an ability to save and share custom report specification, and an ability to export the report in various formatting including Microsoft Excel or PDF.

33.3 The system should also come with a template of reports including, but not limited to, the following:

33.3.1 Total number of internal flags by reasons;

33.3.2 Breakdown of reasons for products that failed to meet testing standards;

33.3.3 Price report by product type;

33.3.4 Volume of sales by date range by individual establishment;

33.3.5 Breakdown of product purchased; and

33.3.6 List of product and its price sold at individual facilities.

34. Audit Logs

34.1 All actions by all users in the system should be tracked in an audit log including, but not limited to, username, action completed, and date/time stamp. When a user deletes information, the deletion is a "soft" delete and the data are not removed from the system and instead are still viewable to authorized personnel based on role-based security.

35. Communication to Facilities

35.1 The system must provide the ability for the CCA personnel to set alerts and notifications. The system should provide automatic alerts or reminders based on system rules. Alerts may be set based on programmatic business rules, workflow process, or initiations by an authorized user. Alerts may be system-wide, program, or user specific.

Technology

36. Hosting and Data Access

36.1 The vendor must agree that the CCA will own the data tables and is able to access and manipulate data, run reports as needed, pull code tables, access raw data, and develop dashboards as needed through Microsoft Power BI, ESRI, Tableau and associated coding and data visualization platforms.

36.2 Data access must be via API or ETL tool.

36.3 The vendor must host the solution using either their own data center or using a major data center/cloud provider such as AWS or Microsoft Azure, and the proposal must include the current server/system, specifications, software, and versions.

37. Environment

37.1 The system will require close/separate environments for: development, testing, and production.

38. System Upgrades

38.1 The proposal must include a system upgrade plan that includes, but is not limited to, upgrade plan, types, and frequency of upgrades. The purpose of this plan is to ensure that the proposed solution(s) has upgrade procedures that create minimal impact or interference on system availability.

39. System Issue Communication

39.1 The system must have an alert system where both external and internal users receive notification in case of system outage or issues with API in real time with estimated time needed for repair. The system must clearly communicate to all users when the issue is resolved.

40. System Maintenance

40.1 The system must have periodic maintenance to update the system, fix any known issues, and address requested improvements.

41. Design Patterns

41.1 The system permissions will follow an "explicitly granted" design pattern.

42. User Role Permissions

42.1 User Roles must limit CRUD (Create, Read, Update, Delete) access per Role. Addition of new Roles and changes to Role CRUD access must be easy.

43. Session Timeouts

43.1 The system will enforce session timeouts during periods of inactivity.

44. Data

44.1 Security

44.1.1 The data security for the proposed solution(s) must meet the requirements set by the CCA.

44.2 Encryption

44.2.1 The system must utilize data encryption at rest and in transit.

44.3 Validation

44.3.1 The system must have a data validation function to prevent missing data or data type errors.

44.4 Retention

44.4.1 Unless otherwise stated in regulations, all data in the system must be maintained for a minimum of 5 years.

44.4.2 The system must provide means for data to be extracted and transformed for data warehousing.

44.5 Normalization

44.5.1 The system will have the ability of data normalization to reduce and eliminate data redundancy.

44.6 Documentation

44.6.1 Data dictionaries, field definitions, and table structures of the database will be made available to the CCA.

45. Interfaces

45.1 The vendor must describe how the system can adapt to business necessary interfaces using widely adopted open APIs and standards. Additionally, the CCA expects that the vendor will make available/expose software services and publish documentation for those software services that would enable third party developers to interface other business applications. A detailed description of system capability shall be included in the Proposal.

46. Data Integration

46.1 The system must have an ability to integrate with the following systems:

46.1.1 CCA's Cannabis Patient Certification System;

46.1.2 CCA's Cannabis Business Licensing System;

46.1.3 Virginia's Prescription Monitoring Program;

46.1.4 CCA's Product Registration System; and

46.1.5 Pharmaceutical processor and cannabis dispensing facility point-of-sale (POS) system.

47. Credentials and Sensitive Data Storing

47.1 The system must not store authentication credentials or sensitive data in its code.

48. Web-based services

48.1 The system must have secure web-based access. The system must be accessible through various internet browsers, including Safari, Mozilla Firefox, Google Chrome, and Microsoft Edge. The system must also be mobile friendly.

48.2 The system must meet WCAG 2.0 AA accessibility standards.

49. Agent ID Login

49.1 Only the users registered with the CCA can enter certain information in the system. The system should incorporate the integrated data from Cannabis Business Licensing System for log in to ensure that appropriate personnel at establishments are entering the information.

50. Patient Identification Method

50.1 The system shall not identify any patient other than by the patient's identification number assigned by the patient certification system.

Implementation and Ongoing Maintenance

51. Change Management Documentation

51.1 The system will utilize change management documentation and procedures.

52. Customer Support

52.1 The Vendor must provide technical and end-user support via phone and email between 7:00 AM and 9:00 PM ET, 7 days per week.

52.2 Additionally, the vendor must be available and have ability to respond to critical issues in timely fashion regardless of the time of the incident.

52.3 The Vendor must detail a disaster recovery and support requirements.

52.4 Customer support operations should extend to all users of the system, including the CCA, pharmaceutical processors, cultivation facilities, and dispensaries.

53. Support and Maintenance Plan

53.1 The proposal must include a system update plan. The plan at minimum must include the following items:

53.1.1 Testing: Provide the testing plan that describes a plan for user acceptance training, development of user acceptance testing environment, stress regression, and performance test plan.

53.1.2 Implementation: Provide the implementation plan of the application that describes how the implementation is prioritized, planned, managed, and executed.

53.1.3 Ongoing Maintenance: Provide maintenance plan that describes level of support service provided with estimated response time.

53.1.4 Modification: Provide methodologies for how modifications are charged to the pharmaceutical processor POS.

53.1.5 The system must be able to integrate with POS systems via an Application Program Interface (API) to ensure all data required by the CCA is recorded in system. The system must accept all major credit cards as well as payment via cash or check.

53.1.6 The proposal must include the list of all POS systems that the system has successfully integrated.

54. Integration Plan

54.1 Integration plan, timeline, and previous integration experiences with the list of vendors/system must be submitted for the following:

54.1.1 Patient certification and verification, product registration, and business licensing system; and

54.1.2 Pharmaceutical processor POS.

55. Training Plan

55.1 The vendor must provide a training plan for both internal and external users.

55.2 Training plan should include the following items and estimated completion timeframe for each item:

55.2.1 Training Needs Analysis - topics should include but not limited to the following:

55.2.1.1 System configuration;

55.2.1.2 User Administration;

55.2.1.3 Security Features;

55.2.1.4 Password Reset Instruction;

55.2.1.5 Functionality related to the inventory and chain of custody management for the manufacturer, transportation, testing, distribution, recall tracking, sale, and reporting;

55.2.1.6 Reporting Features; and

55.2.1.7 For technical staff, the use of the platform API.

55.2.2 Role-Based Training Materials

55.2.2.1 Webinar Based Training

55.2.2.2 End User Manual and Material Updates

55.2.2.3 Periodic Training Assessment Review

Vendor Qualifications

The Qualification must reference and respond to the following subsections in sequence and include corresponding documentation as required.

56. Required Documentation, Confirmations, and Acknowledgments.

56.1 The Vendor must provide written confirmation that they comply with the provisions of this RFP, without exceptions unless otherwise noted. If Vendor fails to provide such confirmation, CCA, at its sole discretion, may determine the Proposal to be non-responsive, and if deemed non-responsive the Proposal may be rejected.

56.2 The Vendor shall acknowledge and comply that the Vendor has a continuing obligation to disclose any change of circumstances that will affect its qualifications as a Vendor.

57. Minimum Experience.

57.1 The Vendor shall affirmatively state that it meets all of the following minimum experience requirements:

57.1.1 Vendor must have an operational seed-to-sale tracking system currently in at least one other state.

57.1.2 Vendor must be able to deliver a functioning seed-to-sale system within six months after the award of the contract.

58. Risk Assessment

58.1 Provide a statement on how the Vendor will vet, train, and/or supervise employees and/or contract personnel to ensure workforce clearance procedures are followed.

58.2 If awarded to Vendor, provide a statement on how Vendor will ensure that this is followed throughout the project's lifecycle.

58.3 Acknowledge and comply that the Vendor and all subcontract firms' proposing line of business (LOB) are ISO27001 certified or AICPA SOC 2 Type II certified. The Vendor must provide a certificate for one or both certifications to CCA as part of the proposal. If the Vendor or any subcontractors are not ISO27001 certified or AICPA SOC 2 Type II certified, each non-certified organization (Vendor or subcontractor) must complete an equivalent security assessment. The Vendor's designated information security official must review and sign the security assessment for precision and accuracy. This is also required for any subcontract firm to complete the risk assessment.

59. General Qualification and Experience

To evidence the Vendor's experience in delivering services similar to those required by this RFP, the General Qualifications and Experience must reference and respond to the following subsections in sequence and include corresponding documentation as required. The Vendor must provide the following:

59.1 A brief, descriptive statement indicating the Vendor's credentials to deliver the services sought under this RFP to include, but not limited to:

59.1.1 Total years offering proposed software systems;

59.1.2 Total number of completed implementations of the proposed product;

59.1.3 The total number of active government clients using the proposed product version, the number of government users, and the total government client's supported population;

59.1.4 Total number of clients converted to the proposed product from legacy systems;

59.1.5 A brief description of the Vendor's background and organizational history;

59.1.6 Number of years in business;

59.1.7 A brief statement of how long the Vendor has been performing the services required by this RFP;

59.1.8 Total number of active clients;

59.1.9 Location of offices and personnel that will be used to perform services procured under this RFP;

59.1.10 A description of the number of employees;

59.1.11 Whether there have been any mergers, acquisitions, or sales of the Vendor company within the last ten years (if so, an explanation providing relevant details). If none, state as such.;

59.1.12 A statement as to whether any Vendor employees to be assigned to this project have been convicted of, pled guilty to, or pled nolo contendere to any felony or misdemeanor; and if so, an explanation providing relevant details. If none, state as such.;

59.1.13 A statement from the Vendor's counsel as to any litigation filed against the Vendor in the past ten years which is related to the services that Vendor provides in the regular course of business which would impair Vendor's performance in a Contract under this RFP. (If none, state as such.);

59.1.14 A statement as to whether, in the last ten years, the Vendor has filed (or had filed against it) any bankruptcy or insolvency proceeding, whether voluntary or involuntary, or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors; and if so, an explanation providing relevant details. (If none, state as such.);

59.1.15 A statement as to whether the Vendor has ever been disqualified from competition for government contracts and/or dismissed from a government contract because of unsatisfactory performance; and if so, an explanation providing details. If none, state as such.;

59.1.16 A statement as to whether the Vendor has ever been dismissed from a government contract because of unsatisfactory performance; and if so, an explanation providing relevant details. (If none, state as such.);

59.1.17 A statement of any contracts/license agreements/hosted subscriptions that the customer provided notice of cancellation to your firm, with or without cause, or elected to not renew in the past five (5) years as it relates to the software solution proposed. The summary shall state the name of the customer, summary of the contract, term of the contract and reason for cancellation or non-renewal. If none, state as such.

59.1.18 A statement as to whether the Vendor has ever been dismissed from a non-government contract because of unsatisfactory performance; and if so, an explanation providing relevant details. If none, state as such.;

59.1.19 A statement to acknowledge and comply that all Vendor personnel and subcontract personnel will be required to complete CCA's security and privacy training courses. These courses are required to comply with CCA's Information Security and Data Classification Policy;

59.1.20 A detailed statement of relevant experience in the government sector (state, county, federal) within the last ten (10) years. The narrative in response to this section must thoroughly describe the Vendor's experience with providing the services sought under this RFP. In this Section, the Vendor may also provide sample documents describing the Vendor's experience.

59.1.21 A detailed statement describing implementation barriers or challenges that have been experienced working with government entities on implementations. What proactive steps are planned in this proposed project to mitigate against similar challenges?

59.1.22 A detailed statement identifying one recent project implementation that is most comparable to the CCA's proposed implementation, and provide a project profile including: scope of functional areas; project duration; any unique requirements or circumstances that were a part of, or came up during, the project; the legacy system converted from; etc.

59.1.23 A detailed statement identifying issues and/or delays with a state implementation project of similar size and scope.

59.1.24 A detailed statement describing what sets the product(s) and services that your firm proposes apart from competitors' products and services? Why should the CCA select the Vendor to partner with?

60. Financial Stability

Documentation of financial responsibility and stability; said documentation must include:

60.1 A letter signed by an Executive Member of the Vendor's organization such as the Chief Executive Officer, Chief Financial Officer, or by a company officer empowered to bind the Vendor to the provisions of this RFP and any contract awarded pursuant to its attesting that the information provided pursuant to this Section is to his/her knowledge correct and complete.

60.2 An audit from an independent accounting firm for the previous three (3) fiscal years.

60.3 The percentage of the Vendor's revenue and profits from providing the type of services requested in this RFP.

60.4 Copy of the Vendor's most recent certificate of insurance indicating the types and amounts of insurance coverage in force.

60.5 Documentation of the most recent credit rating determined by an accredited credit bureau, such as Dun and Bradstreet, Moody's, Standard and Poor's, etc.

60.6 Statement that Vendor has no significant unrecorded contingent liabilities that could affect the company's financial viability.

60.7 Statement from Vendor indicating that the Vendor is current on all taxes (federal, state, local) including, but not limited to, taxes on income, sales, property, etc. For subcontractors providing fifteen percent (15%) or more of the scope of services based upon proposed cost, the Subcontractor is required to submit the same financial stability information as the Vendor.

Subcontractor General Qualification and Experience

The Vendor shall be responsible for ensuring the timeliness and quality of all work performed by Subcontractors. If no Subcontractors will be proposed, the Vendor must indicate so in this Section. The substitution of one subcontractor for another may be made only at the discretion and prior written approval of the CCA.

For each proposed Subcontractor, the Vendor must provide the following:

61. General Qualification and Experience

61.1 Subcontractor firm name;

61.2 Percentage of total work the Subcontractor will be providing based upon proposed cost;

61.3 Written statement signed by the Subcontractor that clearly verifies that the Subcontractor is committed to render the services required by the contract;

61.4 A brief, descriptive statement indicating the Subcontractor's credentials to deliver the services sought under this RFP;

61.5 A brief description of the Subcontractor's background and organizational history;

61.6 Number of years in business;

61.7 A brief statement of how long the Subcontractor has been performing the services required by this RFP;

61.8 Location of offices and personnel which will be used to perform services procured under this RFP;

61.9 A description of the number of employees and client base;

61.10 Whether there have been any mergers, acquisitions, or sales of the Subcontract's company within the last five years (if so, an explanation providing relevant details);

61.11 A statement as to whether any Subcontractor employees to be assigned to this project have been convicted of, pled guilty to, or pled nolo contendere to any felony or misdemeanor; and if so, an explanation providing relevant details;

61.12 A statement from the Subcontractor's counsel as to any litigation filed against the Vendor in the

past seven years which is related to the services that Subcontractor provides in the regular course of business which would impair Subcontractor performance in a Contract under this RFP;

61.13 A statement as to whether, in the last ten years, the Subcontractor has filed (or had filed against it) any bankruptcy or insolvency proceeding, whether voluntary or involuntary, or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors; and if so, an explanation providing relevant details;

61.14 A statement as to whether the Subcontractor has ever been disqualified from competition for government contracts; and if so, an explanation providing details;

61.15 A statement as to whether the Subcontractor has ever been dismissed from a government contract because of unsatisfactory performance; and if so, an explanation providing relevant details;

61.16 A statement as to whether the Subcontractor has ever been dismissed from a non-government contract because of unsatisfactory performance; and if so, an explanation providing relevant details;

61.17 A detailed statement of relevant experience in the public sector within the last ten (10) years. The narrative in response to this section must thoroughly describe the Subcontractor's experience with providing the services sought under this RFP. In this Section, the Subcontractor shall also provide sample documents describing the Subcontractor's experience; and

61.18 A description detailing the Subcontractors prior experience with the Vendor and the proposed solution.

References

62. Vendor References

The Vendor shall provide three (3) governmental references that are most similar to the size and requirements of the CCA that have gone live with the proposed software. The Vendor shall upload these references in the designated section of the RFP response tool. These references should be as follows:

62.1 References Numbered 1:

62.1.1 Entity must be a State reference of similar in size and system functionality requirements to the CCA;

62.1.2 Entity had a go-live date within the past five years, and

62.1.3 Entity has used the proposed software system for at least twelve (12) months.

62.2 References Numbered 2 – 3:

62.2.1 Entity to be similar in size and system functionality requirements to the CCA

62.2.2 Entity is using the same software as proposed to the CCA.

62.3 CCA will contact these references to verify Vendor's ability to perform the services sought under this RFP. The Vendor must notify all references prior to the submission of the Proposal that representatives from CCA will directly contact the references for scheduling interviews. For each reference, the Vendor must provide:

62.3.1 Client name;

62.3.2 Description of service provided;

62.3.3 A description of the Vendor's roles and responsibilities;

62.3.4 Vendor Project Manager/Lead for this Client;

62.3.5 Name and Version of software system installed;

62.3.6 Legacy software system replaced, if applicable ;

62.3.7 Model used (Hosted, On-Premise, SaaS, etc.);

62.3.8 Is the system still being used by the client;

62.3.9 Start Date of Project and Go-Live Date;

62.3.10 The time period of the project and/or Contract must be stated in the form of "from-to" dates (e.g., "Jan. 09 -- March 11"). Do not state this as a length of time (e.g., "two years"), without start and end dates;

62.3.11 Client's contact reference name, E-mail address and telephone number; provide a primary and secondary contact for each client. The Vendor must verify the accuracy of this information (names, E-mail addresses and telephone numbers). If CCA is unable to contact a reference after a reasonable effort, evaluation will proceed as if the reference were unfavorable;

63. Project Manager References

The Vendor shall provide client list for the Project Manager proposed/assigned to manage and lead the CCA implementation. References for the Project Manager are to be clients within the past five (5) years. The CCA acknowledges that some of the same references provided in this Section may be duplicated.

63.1.1 Name of Project Manager assigned by Vendor to CCA's project;

63.1.2 Client name;

63.1.3 Description of service provided;

63.1.4 Vendor Project Manager/Lead for this Client;

63.1.5 Role/Team Assignments for the Project; and

63.1.6 Implementation Start and Go-Live Date.

Staffing

The Vendor must provide the following information for the staff to be assigned to CCA for the duration of contract time:

64. Project Organization Chart

64.1.1 The Vendor shall provide a project organization chart (including Subcontractors) that, at a minimum, identifies each key position for the proposed solution. Personnel occupying key positions must be dedicated full-time to the project unless otherwise indicated. CCA reserves the right to interview and approve the individuals assigned to those positions, as well as to approve any later reassignment or replacement, although such approval will not be unreasonably withheld.

64.1.2 For each position shown in the project organizational chart, the following must be provided (referencing the subsections in sequence):

- 64.1.2.1 Title;
- 64.1.2.2 Name;
- 64.1.2.3 Designation as a Key or Non-Key position. The Project Manager and individuals leading teams would be Key. Senior technical positions will also be Key and any other positions where the sudden departure of the incumbent would affect the team's ability to stay on schedule;
- 64.1.2.4 Description of project role and responsibilities;
- 64.1.2.5 Percentage of time to be assigned; and
- 64.1.2.6 Percentage of time to be spent onsite, if applicable.

65. Key Positions

65.1.1 The Vendor must provide resumes for the implementation team, live operation team, and ongoing support and maintenance team. Resumes shall be specific to the actual personnel to be assigned to this Project for all key positions (e.g., Project Manager, Trainer, Conversion Lead, Business Analyst, etc.).

65.1.2 The Vendor must affirm that the Vendor staff, if needed, shall be able to meet with CCA in person, teleconference, webinar, or any other way deemed satisfactory to CCA through the duration of this project.

65.1.3 For each position designated as a Key position, the Vendor shall provide:

65.1.3.1 Name and title of the individual proposed to that position;

65.1.3.2 Description of project role and responsibilities to include but not limited to:

65.1.3.3 Listing of past software implementation projects

65.1.3.4 Certifications.

65.1.3.5 Provide resumes for each individual designated as Key; and

65.1.3.6 Designation of the individual as a Contract employee (compensation paid by an organization other than the Vendor submitting this Proposal) or staff (compensation paid by the Vendor submitting this Proposal).

65.1.4 The CCA anticipates that any staff assigned to the Project will remain assigned to the Project, unless the CCA deems the services to not meet expectations at which point the Vendor and CCA will work together to remedy such non-conforming services.

66. CCA IT Staffing

66.1.1 The Vendor must provide the following:

66.1.1.1 Provide CCA IT staffing projections that are required to implement the system. These projections shall be broken out by role and corresponding role description with the skill sets needed for each role by phase.

66.1.1.2 Describe the recommended CCA IT staffing requirements to maintain and operate the proposed solution moving forward. This shall include all server, network, database, business rules analyst, reports analyst and application administrators but shall not include application development for customization and code maintenance.

67. Staffing Time

67.1.1 The Vendor shall indicate the normal time required to start work after a Contract is awarded and provide assurances as to the availability of staff for Key positions within that timeframe.

67.1.2 The Vendor must also indicate the normal timeframe for filling Non-Key positions.

68. Employment Certification

68.1.1 By submitting this information, the Vendor is certifying that the individuals submitted are currently employed within the Vendor organization or have been contacted by the Vendor and have agreed to join the Vendor organization upon Contract award. CCA reserves the right to contact and/or interview submitted personnel prior to Contract award, and CCA reserves the right to approve or reject such personnel.