



**STATE OF WASHINGTON  
OFFICE OF THE ATTORNEY GENERAL**

**REQUEST FOR INFORMATION  
YOUTH SAFETY AND WELL-BEING TIPLINE**

**RFI NO. #22-01**

To all potential vendors,

The Washington State Office of the Attorney General (AGO) is issuing this Request for Information (RFI) for a vendor to operate a youth safety and well-being Tipline. This is simply an effort to gather information that may be included in a more formal solicitation and not a solicitation for offer to sell at this time. The AGO requests that interested vendors answer the following list of questions to provide details on the solution product they can offer in this category and feedback on what questions the AGO should be asking in a future solicitation document.

Please email your response to [Contracts@atg.wa.gov](mailto:Contracts@atg.wa.gov) no later than 5:00 p.m. PST on March 7, 2022. Should you have any questions regarding this RFI, please feel free to contact me at the same address. Please be advised that the AGO reserves the right to alter or cancel this RFI at any time.

Thank you very much for your participation in this process, we look forward to receiving your responses.

Sincerely,

*Sydney M. Wright*

Sydney M. Wright  
Assistant Contracts Administrator – Procurement Coordinator  
Washington State Office of the Attorney General



## **Background**

Following the publication of the [report](#) resulting from the 2020 Youth Safety and Well-being Statewide Reporting Tool Workgroup, the legislature appropriated funds in the 2021 legislative session for the AGO to develop a youth safety and well-being Tipline. The intent of the WA Tipline is to receive and respond to tips from the public regarding risks or potential risks to the safety and well-being of youth including but not limited to; harm or threats of harm to self or others, sexual abuse, assault, rape, bullying or cyberbullying, substance use, and criminal acts. The overarching goal of the Tipline is to provide ways to report safety and well-being concerns to help prevent tragedies and violence (both in and out of schools). The Tipline Program will strive to be trauma-informed, anti-racist, and informed by youth voice.

For more information about the AGO, please visit: [www.atg.wa.gov](http://www.atg.wa.gov).

## **RFI Questionnaire**

1. The WA Tipline must have the following features statewide. Please tell us if you have experience in these areas:
  - a. Receipt of tips via a phone line, text, application, photo, video, website, and chat 24/7/365.
  - b. Keeping the identity of the person submitting a tip confidential.
  - c. Acceptance of anonymous tips if the individual declines to provide identifying information.
  - d. Communication with tipsters ages 0-25 in languages other than English, and for vision and hearing impaired.
2. The WA Tipline must include appropriate responders to intervene with tipsters (behavioral health crisis response resources, school administration, healthcare institutions, and law enforcement) for intervention. How common in this practice in this field of work? Is there potential for the AGO to encounter issues with Vendors having a solution that suits these needs?
3. Do standards of practice exist for solutions that will follow up with the triage recipient to ensure there was a response to the tip? If so, what procedures exist to ensure a response is given?
4. The AGO would like for the solution to be able to determine that youth are provided a tip response (services and supports) that is appropriate for the level of risk identified in the tip. Is this possible? If so, is this a common option available in a solution?
5. Do solutions generally include the use of operational learning for continuous improvement?
6. All persons contacting Tipline must receive timely assistance. Do solutions generally contain the ability to measure and report success?
7. What are the general ways in which the AGO can expect to receive tips from a solution (e.g.: use of a call center)?
8. In order to successfully develop the training requirements of a potential solicitation; can you please share what the standards, methods and frequency in which operators are trained in threat assessment to determine if immediate action is required, and whether the information should be submitted to law enforcement, school officials, or a mental/behavioral health agency?
9. Do Tipline solutions have standards that adhere to HIPAA and FERPA regulations and requirements? If so, what standards are those?



10. How is exposure to risk and liability managed in this industry?
11. What advance preparation will the Attorney General’s Office (AGO) need to accomplish in order to effectively implement the Tipline program? What have you seen as major hurdles to successful implementation?
12. Please describe your standard solution implementation process, including a high-level summary of a statement of work and approximate timeline for a “typical” implementation based on the background information provided in this RFI. Please clearly indicate what, if any, work that would need to be subcontracted.
13. Please describe your standard organizational change management methodology including initial training, on boarding and on-going learning resource, documentation and knowledge transfer.
14. Can the AGO expect to see a solution that is intuitive, and easy to use for people with limited technology skills?
15. Do solutions for tiplines generally address accessibility issues such as color blindness, blindness, or for the deaf/hard of hearing?
16. Do app options exist for use on mobile devices?
17. What questions do you have for us that we should consider in developing a formal solicitation? What questions should the AGO be asking in a formal solicitation to obtain the most comprehensive response to assess the best overall solution?
18. What information would be needed from the AGO in order for you to develop a proposal to provide a Tipline?
19. Considering the questions that are being asked, are you able to provide an estimate of the costs and fees for this body of work, including startup costs and annual fees?

Thank you again for your time to respond to this RFI, we look forward to receiving your response.

