Washington State
IT INDUSTRY FORUM
& AI SUMMIT

AGENCY	DESCRIPTION & IT SERVICES
County Road Administration Board	The Washington State County Road Administration Board (CRAB) provides accountability through standards of good practice, fair administration of funding programs, and engineering and technology assistance to the 39 Washington State County Road Departments in accordance with (RCW 36.78.070). IT Services: GIS, Data sharing, Road rating solutions, MDM, Zero-trust architecture.
Health & Human Services (HHS) Coalition Integrated Eligibility and Enrollment (IE&E) Modernization Program	This multi-year initiative aims to develop modern, integrated eligibility that better supports our clients and staff. The initiative will create a portal where clients can access multiple health and human services programs and streamline the application process. It will feature an eligibility status tracker, enabling easy access to application and benefits information, as well as enhanced self-service functionality. Currently exploring: Technology Modernization, Agile Development, PMO, AI, Cloud Services, IT Security, Data Management/Governance
Leg-Tech	The Legislative Service Center provides information technology solutions and services to the Washington State Legislature. We are looking at ways to enhance business efficiency with AI tools and applications, while keeping the computing environment safe.
Office of Minority & Women's Business Enterprises (OMWBE)	OMWBE certifies minority- and women-owned businesses to increase access to contracting and procurement opportunities with Washington state government. We help certified businesses access interest rate reductions on qualifying business loans through our Linked Deposit Program. In addition to certification, OMWBE works with state agencies and institutions of higher education to eliminate barriers to diverse business participation on state projects, improving long-held practices through a lens of equity and inclusion. OMWBE Certification is FREE through June 30, 2024!
Secretary of State	The Office of the Secretary of State is responsible for state elections, corporations and charities filings, providing library services across the state and preserving all state archival records and among other services.
Washington Health Benefit Exchange (WAHBE)	WAHBE administers the Washington Healthplanfinder (HPF), the primary portal for Washington citizens to apply for health insurance benefits including Medicaid. IT services include system integration services; call center services; IT professional services; print and mailing services; communications, marketing and outreach products and services; policy consulting and analysis.
Washington State Conservation Commission	The Washington State Conservation Commission (SCC) works to conserve natural resources on all lands in Washington state, through voluntary and incentive-based programs, in collaboration with conservation districts and other partners. IT Services: Data management, Grants, Communication tools, Replacing legacy Access DB, Geospatial Data management

[Washington State Department of Ecology](#)	The Department of Ecology is a steward to the state for environmental efforts including air quality, water quality, hazardous waste, waste sites, and a plethora of other goals.
	We are currently exploring AI adoption, Data, and Application Modernization solutions for the next biennium.
[Washington State Department of Enterprise Services](#)	DES provides centralized business services to state government agencies; to other public entities such as cities and counties; to tribal governments; and to Washington residents.
	The Procurement Inclusion and Equity Program manages good and services contracts for the state.
[Washington State Department of Health](#)	The Department of Health works with others to protect and improve the health of all people in Washington state.
	IT Services: cybersecurity and privacy solutions.
[Washington State Department of Veteran Affairs](#)	The Washington State Department of Veterans Affairs helps connect veterans and their family members to the benefits and services they earned through their military service. We invest in women and veteran owned businesses, along with vendors that fall within master contracts with Washington state.
	We provide solution delivery, product and project management services, IT Operations, Customer service and support, Security, Quality and Risk, and Technology Business Management. Also, Portfolio Management, Automated Document Process Management, print and scan operations, and Health Care Falls Management.
[Washington State Gambling Commission](#)	The WSGC is an authorized law enforcement agency focused on gambling licensing, regulation, and enforcement. We partner with various law enforcement bodies to ensure the integrity of gambling and foster social welfare.
	We seek to upgrade to a versatile, automated system to manage licensing, ensure public compliance, handle reporting, and streamline financial transactions, alongside enhancing user engagement and data analysis. Our top priority is transitioning from outdated systems to contemporary, secure, and scalable solutions. We invite vendors experienced in modernizing state agency platforms to discuss this transformation.
[Washington State Health Care Authority](#)	The Health Care Authority (HCA) purchases whole-person health care for nearly a third of the state's residents. We use our purchasing power to get high-quality care at the best price.
	We support major systems including ProviderOne, Pay1, SEBB MyAccount, and PEBB. In addition, we help analyze business needs and recommend solutions, whether it's using an existing service or developing a new solution for the agency. We seek to innovate our services utilizing human-centered design and optimize our existing processes and improve customer experience.

[Washington State Department of Transportation - Ferries](#)	The mission of WSDOT ITD is to provide secure, reliable, and cost-effective technology solutions that enhance transportation options, improve communities, and foster economic vitality for both individuals and businesses. Projects/solutions of interest: • Travel Wait Times – vendor to help develop a concept of operation to provide a solution to auto detect and communicate vehicle wait times at ferry terminals. RFQQ to be advertised soon. • Visual Paging Assessment – vendor to help evaluate technologies and develop strategy to address the needs of our Deaf and hard of hearing customers traveling on Washington State Ferries. RFQQ is currently advertised. • Custom application development, hosting, and support for unique applications in support of our ferry services. • Vehicle & Passenger counting – ability to count both vehicles and passengers boarding our vessels, providing real-time stats to our crews. • Digitize forms – looking for an easy-to-use application for developing, managing, and retaining online forms for our ferry operations that are currently done via hard-copy. This includes unique forms like vessel and terminal logbooks.
[WaTech Architecture & Innovation](#)	The Architecture and Innovation division focuses on leveraging technology to enhance the delivery of services to the citizens of Washington. It encompasses several key teams: the Geospatial Program Office, the State Data Office, the Enterprise Architecture program, and the Enterprise Cloud Computing program. IT Services: Enterprise Data Strategy; Enterprise Data and Analytics Platform; Innovation and Modernization Programs; Enterprise Identity and Access Management Modernization; Enterprise Hybrid Multi-Cloud Strategies; Enterprise Geospatial Information Capabilities; Enterprise Architecture.
[WaTech Computing Services](#)	The Enterprise Infrastructure team supports the virtualization environment (VMware/Azure/AWS/GCP), Network Attached Storage (NetApp), Backup Service (Veeam/AWS), BizTalk Administration, and Managed Server Support. The Cloud Enablement team manages the M365 Enterprise Shared Tenant, Workforce Identity and Federation.
[WaTech Contracts & Procurement](#)	Contracts & Procurement's core function is to develop, implement and manage contracts, Terms of Service (TOS), Master Service Agreements, Service Level Agreements (SLA), Inter-Agency Agreements (IAA) and conducts all types of procurements (e.g. – RFP, RFQQ, RFQ, RFI and second tier RFx) for the acquisition of goods and services.
[WaTech Enterprise Cloud Computing Program](#)	The Enterprise Cloud Computing Program (ECCP) is leading and guiding the adoption of cloud technologies across Washington state government, enhancing modernization, and creating a more connected government for easier access to services. ECCP seeks to establish a secure, scalable cloud ecosystem for agency modernization that includes facilitating technology adoption, advising on architecture and standards, offering a brokerage service for cost-effective and secure solutions, and supporting agencies in migration efforts.
[WaTech Office of Cybersecurity](#)	WaTech's Security Operations Center (SOC) manages enterprise security service offerings across the Washington state government enterprise.

[WaTech State Data Office](#)	The State Data Office includes the Enterprise Data Program, which aids state agencies in leveraging data for improved decisions and services, and the Open Data Program, which offers access to public, non-sensitive data to enhance transparency and civic involvement. Together, these programs aim to foster a holistic and inclusive data ecosystem for the state and its residents.
[WaTech Strategy & Management](#) and the [Department of Social and Health Services](#)	Challenge Based Procurement: Resident Portal & Fraud Challenges 1. WaTech is leading a comprehensive digital transformation, focusing on creating a seamless, equitable online portal for state services (wa.gov). To achieve this, we are seeking a vendor to devise a detailed roadmap for the portal, covering aspects like platform design, functionality, data management, cost and integration with existing digital services. 2. DSHS is seeking innovative responses to address fraud and improve access to state benefits for residents and communities of Washington state. Areas of interest: • Create automated solutions for manual processes and applications. • Improve equitable communication through language solutions. • Securely utilize AI solutions for fraud detection. • Develop solutions to complete more efficient and targeted data-matching queries to reduce overpayments and fraudulent benefits.
[WaTech Technology & Operations](#)	The Technology & Operations division delivers essential IT services to nearly 300 state and local government agencies. Comprising Network Services, Computing Services, State Data Centers, Small Agency Services, Customer Support Services, and Agency Technology Services, it serves as the backbone for many of Washington state government's critical IT functions. This includes computing power, storage solutions, operations, network services, and service desk support. Additionally, the division collaborates with the Office of Cybersecurity to enhance network security.