



Corrections and Community Supervision

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SOLICITATION OF INTEREST (SOI) #2023-17: DATA DASHBOARDS

The New York State Department of Corrections and Community Supervision (DOCCS) has large quantities of data as it pertains to the overall operations of the agency. DOCCS is interested in engaging an entity to accept and develop, maintain and publish its metrics on easy to navigate dashboards.

DOCCS is seeking letters of interest from entities that have the capabilities and verifiable experience using corrections data to develop multiple dashboards for consumption by a variety of recipients, including management, staff and public.

DOCCS is seeking a platform that can link existing data files and provide the ongoing capacity to generate timely, granular, cross-system insight to solve three (3) key problems:

A. Fragmentation

While DOCCS collects and manages multiple types of data across a number of IT systems, these data points are stored in separate operational systems that are not easily integrated. These data systems require significant manual labor to collate data, process it, and present it in ways that help leadership make decisions, as well as provide transparency to the general public regarding agency operations.

B. Lack of real-time Insights

Without real-time insight, it is difficult for DOCCS to fine-tune its programs, policies, and processes to achieve better outcomes for incarcerated individuals and parolees in community supervision populations. As DOCCS works to reduce violence, reduce recidivism and improve outcomes, leadership at multiple levels (Central Office, Facility and Community Supervision Bureau) needs regular, easy to understand statistics concerning the various justice involved populations. To facilitate this, DOCCS leadership needs easy access regularly updated metrics regarding violence, program participation, recidivism, revocations, supervision success, and the ability to track program outcomes to assist with determining operational priorities. These capabilities will help leadership understand which interventions are working, for which segments of the population, at what point in their incarceration, from admission through re-entry.

C. Lack of targeted Insights

DOCCS needs to be able to provide targeted data to DOCCS staff, enabling everyone from leadership, to management, to lower-level staff to get insights tailored to them. This will allow DOCCS to set quantifiable goals, identify obstacles, implement changes, and track their impact. Presently, it's challenging to help DOCCS staff improve client outcomes without actionable, tailored, and visual feedback. Additionally, DOCCS would like to publish data publicly on our web page to provide insight into the agency demographics, as well as various programs and outcome measures. Increasing the information regularly posted publicly will decrease the number of FOIL and other ad hoc requests the Department receives, which will save staff resources.

The purpose of this initiative is to develop a series of dashboards, spanning multiple underlying DOCCS data systems, that is cloud based and provides organizational insights to DOCCS administrators, staff and the public. These dashboards must provide the ability to look at the data aggregately, as well as by facility/bureau or specific program. These metrics need to be presented visually, through interactive dashboards, to increase understanding of the Department's data for operational and management use. Dashboards created will take the place of other existing routine reports that are currently being produced manually. Structured data, from a variety of sources, would be provided in text-based flat files on a regularly scheduled basis (daily, weekly, monthly). One example output is a monthly incarcerated individual profile.

To enable the development of additional dashboards, as well as to assist with other related data projects that may develop, staff resources would be allocated to the Department to ensure that a dedicated resource will be available, as needed. This resource/consultant will be needed on a part-time basis, for an estimated 500 to 1,000 hours annually.

DOCCS will maintain all ownership of the data it provides to the interested vendor, as well as any analytics and/or metrics created. No data, analytics, or metrics may be shared without advance written DOCCS approval nor used for secondary purposes or publication.

Please send your letter of interest via email to DOCCScontract@doccs.ny.gov. Please indicate: SOI#2023-17 "Data Dashboards" in the subject line. Letters of interest are due by August 15, 2023, at 3:00 pm.

Letters of Interest must include the following:

A cover letter approximately one page in length on company letterhead. The letter must include the contact information (address, phone, fax, and email address) for an official that is authorized by the company to respond to solicitations.

A short narrative (two to five pages in length) describing your entity's services and experience using corrections data.

SOI Response Clarifications: DOCCS may seek additional information (clarifying or otherwise) following the receipt of the SOI Responses. This may be through phone conversations or emailed questions.

All written questions should be submitted to DOCCScontracts@doccs.ny.gov by 3:00 pm on July 20, 2023. Responses to those questions will be posted in the NYS Contract Reporter by close of business July 28, 2023. Please indicate "Data Dashboards" in the subject line.

Disclaimer: This SOI is not a contract offer, and it does not commit DOCCS to award a contract, pay any costs incurred in preparing a response, or to procure or contract for services or supplies. Qualified entities are encouraged to respond to this SOI; however, failure to submit a response will not impact a respondent's ability to submit a response to any future competitive solicitation process (if any) for projects. DOCCS reserves the right to accept or reject any or all information received, or to modify or cancel in part or in its entirety this SOI at any time.

Respondents are advised that all costs associated with responding to this SOI will be solely at their expense. There are no representations or warranties regarding the accuracy or completeness of the information contained in this SOI. Respondents are responsible for making their own evaluation of information and data contained in this SOI and for preparing and submitting responses to this SOI.