



# Corrections and Community Supervision

**Request for Information (RFI) #2023-23**

**Smartphone Technology and Smartphone Devices**

**Community Supervision**

**Pretrial and Pre-adjudication Phase of the Revocation Process**

<b>Issued:</b>	<b>November 9, 2023</b>
<b>Questions Due:</b>	<b>November 30, 2023 by 3pm</b>
<b>Answers to Questions:</b>	<b>on or about December 7, 2023</b>
<b>Response Due Date:</b>	<b>December 21, 2023 by 3pm</b>

## 1.0 INTRODUCTION

The New York State Department of Corrections and Community Supervision (DOCCS), guided by the Departmental Mission, is responsible for the supervision and rehabilitation of approximately 22,000 individuals returning to communities in New York State.

On September 17, 2021, Governor Kathy Hochul signed into law the “*Less is More Act*” (ACT). This legislation went into effect on March 1, 2022. The ACT limits the circumstances under which individuals subject to a period of community supervision may be reincarcerated for alleged violations of release. The ACT ensures that releasees who are alleged to have violated the terms of their community supervision receive a recognizance hearing in a criminal court to determine whether they should be detained pending adjudication of the alleged violation. At the conclusion of the recognizance hearing, the court may order that the releasee is detained (i.e., remanded) pending a preliminary or final revocation hearing before a hearing officer or administrative law judge (Board of Parole), however, only upon a finding that the releasee presents a substantial risk of willfully failing to appear at the revocation hearings, and no non-monetary condition or combination of conditions in the community will reasonably assure the releasee's compliance with the administrative hearing appearances. Otherwise, the court shall order that the alleged violator will be released on the least restrictive non-monetary conditions that will reasonably assure the releasee's appearance at the preliminary and final revocation hearings. The court has the authority to impose pre-hearing conditions of release.

Release on recognizance may also occur when an alleged violator (releasee) is facing new criminal charges while also being charged with a violation of the conditions of release. The criminal court judge issues a decision to either remand an individual pending the outcome of the revocation hearing process or authorizes the release of the individual to the community where the revocation hearings are conducted while the alleged violator is at liberty. If released pending the completion of the revocation hearing process in the community setting, the alleged violator is supervised by a parole officer and is subject to the conditions of release imposed prior to the alleged violation and the alleged violator may also be subject to conditions of release imposed by the judge who presided over the recognizance hearing. The pretrial or pre-adjudication conditions of release may include enrollment in electronic monitoring, increased reporting, substance abuse screening, participation in substance abuse treatment, behavioral therapy, mental health services, travel restrictions, or prohibited contact with crime victims, family members, domestic partners, or other vulnerable persons.

## 2.0 PURPOSE

The DOCCS currently uses traditional global positioning satellite (GPS) one-piece tracking devices and monitoring services. The purpose of this Request for Information (RFI) is to acquire information regarding the interest and capabilities of vendor(s) that can provide alternative device technology and monitoring services for individuals subject to community supervision during the pendency of the parole and post-release supervision revocation process.

DOCCS is seeking information from qualified and experienced providers for alternatives to traditional electronic monitoring technology and releasee tracking. DOCCS is interested in leveraging smartphone technology to effectively enhance supervision practices, address releasee compliance during the pre-adjudication phase of the parole and post-release supervision revocation hearing process, connect releasees with targeted services and community resources, and improve supervision outcomes. The Department is to seeking information regarding a

Contractor-provided smartphone device and operating system that incorporates continuous and real-time location monitoring, alert notifications, virtual reporting and “face to face” communication, interactive calendar and management of hearing dates and appointments, connection to community-based treatment providers, video teleconferencing with multiple participants, access to rehabilitative support and emergency services, confidential record keeping, and document sharing.

The smartphone device, equipment, and monitoring system software shall have the ability to track releasees by global positioning satellite (GPS) technology. The devices, operating system, and monitoring services must operate 24/7/365. The Contractor shall provide all devices and related equipment, servers, device and application support, orientation and training, data storage and security, and report functions. The Department intends to initially deploy a minimum of one hundred (100) devices with the possibility of program expansion.

Interested contractors, providers, and entities experienced and capable of providing smartphone communication technology that incorporates real time releasee tracking, alert notifications, data collection, monitoring center services, and program reports should respond to this RFI by sending the information requested in Section 4 and Attachment A.

This RFI is an inquiry only. No contract or agreement will be made from the results of this RFI.

Responding to this RFI is entirely voluntary and will in no way affect the DOCCS consideration of any proposal submitted in response to a subsequent solicitation.

### **3.0 INQUIRIES**

All inquiries shall be sent via email to the following address: [DOCCScontracts@doccs.ny.gov](mailto:DOCCScontracts@doccs.ny.gov), please include “RFI #\_2023-23\_” in the subject line of your email. **Inquiries are due by 3pm on November 30, 2023.**

**This is not a bid. Please do not request bid documents.**

### **4.0 INFORMATION REQUESTED**

DOCCS is seeking a Contractor-provided smartphone device and operating system for use during the pretrial and the pre-adjudication phase of the administrative revocation hearing process. The smartphone technology shall support successful rehabilitation, public safety, and compliance with conditions of community supervision imposed by the courts, Board of Parole, and Community Supervision personnel. The device and technology will be customizable to meet the needs of DOCCS and program considerations shall include, but not be limited to, operating costs, reliability of the devices and operating system, provider’s (contractor’s) capabilities, expertise, capacity, financial stability, customer service, and the ability to provide and maintain equipment, software, training and support statewide.

**Responses should include the following requested information:**

4.1 Description of System Functionality: Documentation should be provided that is descriptive of the functions supported by the device and operating system. Existing service and product literature and prepared marketing materials may be included; however, this information is less useful than a more detailed user and technical document. Interested vendors shall confirm that they are able to provide the smartphone devices, technology and operating system, as well as the supportive services. Please include information on the following, where applicable:

- a) Applications, IT infrastructure, components, and functions
- b) Technical support and central monitoring services
- c) Description of hosted services, software services and delivery model
- d) Smartphone device description by type, availability, and deployment requirements
- e) Cellular and wireless network providers
- f) Electronic monitoring service – Global Positioning Systems (GPS)
- g) Tracking and monitoring systems, software programs, and applications
- h) Virtual communication capabilities, capacity, and reliability
- i) Interactive modes
- j) User and administrator training, system documentation and help functions
- k) System support options
- l) Presentation of information in multiple languages
- m) Ability to generate reports on demand and export reports in multiple formats
- n) Data retention and recovery
- o) Data back-up and storage resources

4.2 Description of Technical Design: Respondents should provide information about overall system design including, as applicable, the following:

- a) Hardware requirements and specifications
- b) Operating system/software environment
- c) Physical security features
- d) Detailed network requirements and protocols
- e) Data security protocols
- f) Database environment and storage
- g) Description of the user interface, including screens for all functions of the system
- h) Description of the installation process
- i) Description of application security and auditing features
- j) Detailed interface requirements
- k) Enhancements, updates, and fix it processes
- l) Device reliability and features (e.g., tamper resistant, shock resistant, waterproof, moisture proof, product life, battery life)

4.3 Description of Service, Product Support and Maintenance: Respondents are requested to comment on the following where applicable:

- a) Vendor description of their implementation plan and estimated timeframe for completion of program design, training, smart device activation and assignment, and supportive services.

- b) Initial user training and program implementation
- c) Manuals, written procedures, and instructions
- d) Onsite, offsite, and virtual training
- e) Helpdesk operations
- f) Frequency and acquisition of upgrades
- g) User feedback procedures
- h) Monitoring 24/7 and 365 support procedures
- i) Warranty, returns, replacements, and exchanges
- j) Device assignment protocols and procedures

4.4 Estimated Charges - Pricing: As this document is an RFI, costs can only be estimated information that will be used for budgeting and planning purposes only – this is not a bid opportunity. All estimated solution implementation, training, support and maintenance costs along with any other related pricing assumptions should be identified separately and include any initial or startup costs, yearly costs, quarterly costs, hourly costs and recurring costs.

4.5 Attachment A - Responses should also include the completion of Attachment A which requests specific information regarding the following:

- Part 1 – Business Information
- Part 2 – Experience
- Part 3 – Specific Questions

Vendor/Provider Information

1. Is the vendor able to provide a written description and overview of the device technology and their operating system (i.e., marketing materials, literature, brochures)? If available, please provide.
2. Is the vendor prepared to provide a customer-ready smartphone device, device applications, case management and monitoring system software, and GPS enabled technology?
3. Are the vendor's prices all-inclusive and do the prices include all expenses? Does the vendor understand that they will not be reimbursed for travel, third party and subcontractor expenses, equipment, materials, and supplies?
4. How many years has the vendor been working with criminal justice populations?
5. Does the vendor have any experience working with parole or probation agencies or correctional agencies responsible for the supervision of individuals released and supervised in the community?
6. Is the vendor able to support larger correctional and parole entities with releasee populations > 30,000 individuals?
7. Is the vendor able to provide customer references?
8. Are the vendor's customer service and support personnel, and facilities located within the geographic boundaries of the continental United States? Please describe.
9. Is the vendor licensed in New York State?
10. What are the vendor's distinguishing characteristics when compared to their competitors?

### Program Implementation

1. What is the vendor's program implementation process? Please provide a detailed response.
2. How long does it normally take to implement the program and activate the smartphone devices and operating system?
3. After the initial implementation phase, what limitations will be imposed by the vendor with respect to staff training, training hours, device replacements/repair, consulting, education, and data storage?
4. Has the vendor implemented a program involving smartphone device technology and monitoring software with parole or probation agencies or departments?
5. How does the vendor deliver and/or provide training to Operations line staff, Information Technology staff, Managers, Research, and Budget staff?

### Program Requirements

1. Does the vendor have the technological experience, capacity, and resources to provide a solution that incorporates both the use of smartphone technology and the use of electronic monitoring technology?
2. Does the vendor's solution provide a mobile application for parole officers, supervisors, and other staff?
3. Will the vendor's solution allow staff to download the application to Department-issued mobile devices (iOS Apple devices and Android), laptop devices, and desktop computers?
4. Does the vendor's solution include the procurement, assignment, activation, and service/maintenance of mobile devices for use by releasees under supervision?
5. Does the vendor provide training and support for releasees who are assigned the vendor-provided (issued) devices?
6. Is the vendor's solution available in English, Spanish, and other languages?
7. Does the vendor's solution allow staff to communicate with multiple releasees, staff members, and external parties?
8. Does the vendor's solution provide for the storage of file types including email, text messages, digital images, videos, and documents?
9. Does the vendor's solution include the storage of user profile information, electronic monitoring event data, releasee reports and releasee communication with staff via video, email, and text messaging?
10. Does the vendor provided smartphone device have the capability to provide video and audio communication, and are the devices equipped to provide video and audio conference calls that involve three (3) or more callers and/or parties?
11. Is the vendor's solution accessible via standard desktop computers, smartphones, and other mobile devices?
12. Is it possible to customize the vendor's application(s)?

### System and Data Security

1. Is the vendor able to provide a description of their program and device security, data backup, and recovery processes?
2. How are security vulnerabilities identified and mitigated?

3. What are the vendor's data import and export capabilities?
4. What are the vendor's maintenance procedures?
5. Is the vendor's solution cloud based?
6. Who is the cloud provider? Please describe.
7. Does the vendor's solution comply with federal and state security requirements (auditing, access restriction, logins, and passwords)? Please describe.

#### Costs and Pricing

1. Is the vendor able to provide a cost estimate based on the program description delineated in the RFI document?
2. Is the vendor prepared to specify all services and features that will be included in the cost estimate?

This RFI invites input and ideas on such services as well as rough cost estimates. Interested entities experienced and capable of providing such product/services should respond to this RFI by sending the information requested and completing Attachment A.

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#### **5.0 INDUSTRY DAY**

DOCCS may host an Industry Day meeting for providers/vendors that have an interest in having their products considered for use by the Department. The date and time of this meeting will be announced later based on the responses received from this RFI.

#### **6.0 SUBMISSION OF RESPONSE**

A point of contact for each respondent should be provided, including name, address, email, and phone number. Responses should contain the information requested in Section 4 and submission of Attachment A is required.

Responses can be emailed or mailed.

Emailed responses should be labeled as "RFI # 2023-23 Smartphone Technology and Smartphone Devices" in the subject line of the email and sent to: [DOCCSContracts@doccs.ny.gov](mailto:DOCCSContracts@doccs.ny.gov)

Mailed Responses should be labeled as "RFI # 2023-23 Smartphone Technology and Smartphone Devices" and addressed to:

NYS Department of Corrections and Community Supervision  
Support Operations – Contract Procurement Unit  
Attn: **Mary Bulger**  
550 Broadway  
Menands, NY 12204

**Responses are due by 3:00 pm on December 21, 2023.**

Responders to this RFI will not be precluded from responding to a future solicitation.

## **7.0 RFI RESPONSE CLARIFICATIONS**

DOCCS may seek additional information (clarifying or otherwise) regarding any of the respondents' services following the receipt of the RFI responses. Information may be sought via telephone or email communication.

## **8.0 DISCLAIMER**

This RFI is not a contract offer and it is not an open solicitation for any services but rather an informational inquiry by DOCCS. This RFI 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 RFI; 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. Respondents are advised that all costs associated with responding to this RFI will be solely at their expense. There are no representations or warranties regarding the accuracy or completeness of the information contained in this RFI. Respondents are responsible for making their own evaluation of information and data contained in this RFI and for preparing and submitting responses to this RFI.

## **10.0 PROCUREMENT LAW**

Since this is not a solicitation that will result in a contract, it does not fall under procurement lobbying law; therefore, there is no restricted period.