

New York State Department of Corrections and Community Supervision

RFI 2023-23 – Smartphone Technology

Revised 12/19/23

Questions and Answers Posted 12/8/2023

All responses are incorporated into RFI 2023-23.

Question #	Corresponding RFI Section	Bidder's Question	Answer
1	Description of Service, Product Support and Maintenance	Will monitoring center services require the vendor to establish a 24/7 call center, respond and manage violations/alerts, and conduct onboarding (remote installs) as needed, OR will the agency manage alerts and onboarding?	The bidder is required to provide 24/7, 365, monitoring center services, management of alerts and notifications, and provide onboarding services as required.
2	Description of Service, Product Support and Maintenance	Assuming a successful deployment of 100 devices, how soon thereafter does NY plan to fully onboard the remaining estimated client population?	Further onboarding and expansion of the program is subject to both policy development and agency Executive level approval.
3	General	Is there any advantage to being licensed in the State of NY?	It is unclear what your question is in reference to, therefore DOCCS cannot provide a response.
4	General	Is there an average length of supervision for clients placed on 24/7 monitoring or a smartphone device?	24/7 monitoring via a smartphone device may extend to the maximum expiration of the court-imposed sentence or period of post-release supervision.
5	General	Would the state entertain a cooperative contract for this solution?	It is unclear what is meant by the word "cooperative", therefore DOCCS cannot provide a response.

			However, a description of what “cooperative” is and how it pertains to your RFI response can be included in your response.
6		Please confirm that DOCCS is interested in a Smartphone based solution that utilizes satellite technology and not a Satellite phone. We can outline the capabilities related to Satellite GPS, tracking, and monitoring but want to be clear this bid will comprise of an android or iPhone device. Please confirm.	The smartphone solution sought shall utilize satellite and cellular technologies. The device types sought will consist of either android or iPhone smartphones.
7		Please confirm that the billing responsibility will be with DOCCS. i.e., If DOCCS transfers a cost to end users that is separate from Vendor.	The vendor will bill the Department (DOCCS).
8		To the above point, please confirm these will be DOCC issued and owned business lines, not end user personal lines.	Consistent with the RFI solicitation, the Department (DOCCS) is seeking a vendor provided smartphone device that includes business telephone lines. There will be no use of personal lines.
9		Please confirm these lines of service are 2-year activations. If not, please clarify any anticipated needed circumstances for time commitments of the individual line commitments.	The Department (DOCCS) anticipates a minimum period of activation of 12 to 15 months with potential expansion to occur within the parameters of the established grant period.
10		If a parolee needs less than 2 years of monitoring will phone numbers and/or smartphones be re-issued.	The Department (DOCCS) does not anticipate any problems or associated issues with the re-issuance of smartphone devices and phone numbers.

11		<p>Does DOCCS currently have a preferred Mobile Device Management solution to push the Vendor solution to Smartphones?</p> <p>If not, ITS uses Ivanti/MobileIron. Can you please confirm we may move forward with creating a solution utilizing that application?</p>	<p>The Department (DOCCS) does not currently have a mobile device management solution for parolees. The RFI solicitation represents the Department's initial engagement and solution for the community supervision process.</p> <p>ITS will have zero responsibility – including design, support, etc with this Smartphone solution as it will reside outside of the ITS/ DOCCS network. Vendor should submit their proposed solution as stand alone. During the procurement process, NYS ITS may be required to review and approve the technical solution to ensure minimum technical standards and security protocols are met.</p>
12		<p>Does DOCCs prefer that the devices come pre-staged with the Vendor solution fully implemented or will your internal IT staff manage the staging and kitting of applications?</p>	<p>Yes, the Department requires a solution that is “pre-staged” with a comprehensive vendor provided smartphone program.</p>
13		<p>Referring to Section 4.3 item h),</p> <p>Monitoring 24/7 and 365 support procedure, do you anticipate that the monitoring will be done internally by DOCCS or their 3rd party call center or do you want us to provide the call center monitoring service?</p> <p>If so, what hours would you want us to provide monitoring services.</p>	<p>The Department (DOCCS) requires vendor provided 24/7 and 365 monitoring center services that fully complement Department approved policies and procedures.</p>

14		Can you please provide a DOCCs user case/s for the scenarios of this application. Walk us through what problems you hope this solution provides for, a few real-life examples of how the application is desired to function related to the job/tasks of the parole officers.	Bidders should refer and rely on the RFI description and specifications.
15		Can you please share the ratio of parolees to parole officers.	The ratio of parole officers to releasees will be determined prior to implementation of the community supervision process.
16		<p>Reference RFI 4.0 Information Requested on page 3:</p> <p><i>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.</i></p> <p>A. Can the State please provide examples of how DOCCS may want to customize the device and the technology?</p>	Potential areas of customization may include (but not necessarily limited to) device security features, modifications to smartphone software program, data retention, report production and formatting, and internet access and restrictions for releasees.
17		<p>Reference RFI, Section 4.1.k) on page 4:</p> <p><i>k) System support options</i></p> <p>A. Can the State please define System support options by providing example?</p>	The Department (DOCCS) is seeking information from bidders related to device and operating system support for parole officers, administrative staff and releasees; hardware, software, and telecommunications support for program period.

Below are responses to questions that were inadvertently omitted from previous response.

18		What is the state's estimated release for a potential RFP?	Should DOCCS decide to issue an RFP, it will be posted on the NYS Contract Reporter https://nyscr.ny.gov/ and DOCCS website: https://doccs.ny.gov/procurement-opportunities .
19		Is the state open to a standalone application that can also be used with an ankle tethered unit?	The Department will review RFI responses that incorporate a vendor issued phone and standalone application as well as responses that incorporate the aforementioned along with a tethered GPS device.
20		Is the state open to an ankle tethered unit that can work with an app that is used by victims of domestic violence/assault cases?	The Department will review RFI responses that utilize a tethered unit to the releasee with a victim notification application.
21		Is that state looking for any case management services that can house not only the stand-alone application, but also all of their current electronic monitoring systems?	The Department will review RFI responses for case management services that offer stand-alone application services with the potential to incorporate other monitoring systems.