

**NYS Department of Corrections and Community Supervision
RFP 2024-21 Smartphone Technology and Smartphone Devices**

Addendum 1 - Questions and Answers

Question Number	RFP Section	Questions Received in Writing	DOCCS' Responses to Questions
1	1.0	Given the complexity of procuring for a new program component for DOCCS, will the agency consider allowing an additional round of questions to be submitted should vendors need to clarify agency answers?	No.
2	3.1	Minimum of three (3) years' experience working with criminal justice involved individuals subject to community supervision, parole, or probation supervision entail?	This question is unclear. Therefore, DOCCS cannot provide a response.
3	2.5 Glossary of Terms	<p>Glossary defines a Prime Contractor as "One who has the contract with the owner of a as project or job and has full responsibility for its completion. A prime contractor undertakes to perform a complete contract and, when permitted, may employ (and manage) one or more subcontractors to carry out specific parts of the contract." However, the definition of Subcontractor found in that table states that "Subcontracting is not permitted under this procurement."</p> <p>a. Please advise why subcontracting is not permitted under this contract?</p> <p>b. Will the Department accept proposals from separate cooperating entities acting as co-Prime Contractors?</p>	<p>a. This question is not relevant to the development of a proposal under this RFP.</p> <p>b. No. Please refer to Addendum 2, Item 2 of this RFP.</p>
4	4.0 Scope of Work	<p>Appendix B, item 51. Installation states, "Where installation is required, Contractor shall be responsible for placing and installing the Product in the required locations."</p> <p>Section 4.0 Scope of Work details the equipment, services, and support to be provided by the Contractor but makes no mention of the installation</p>	Yes, confirmed.

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		of devices on the end users. Please confirm that DOCCS designated personnel are responsible for device installations and retrievals rather than those functions being the responsibility of the Contractor.	
5	4.1	<p>“The Department (DOCCS) currently uses traditional GPS via one-piece tracking devices, monitoring software, and monitoring center services.”</p> <p>a. What vendor is currently used by DOCCS for GPS tracking?</p> <p>b. What device(s) are used? Please provide brand name, model number, and other relevant details.</p> <p>c. How many of each type of device has been used on an average daily basis over the past twelve (12) months?</p> <p>d. What price does DOCCS currently pay for the devices? Please provide a per-unit average daily rate for a rental, monitoring, and all related services.</p>	<p>a. This question is not relevant to the development of a proposal under this RFP. However, parties interested in this information may submit a FOIL request for this information. Here is the link: Freedom of Information Law (FOIL) Department of Corrections and Community Supervision (ny.gov)</p> <p>b. See response a.</p> <p>c. See response a.</p> <p>d. See response a.</p>
6	4.1 Overview	Overview includes, “The Department (DOCCS) currently uses traditional GPS via one-piece tracking devices, monitoring software, and monitoring center services. The contractor will provide enhanced technology via smartphone along with a traditional GPS device and monitoring services for individuals subject to community supervision during the pendency of the parole and post-release supervision revocation process.”	

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		<p>a. Please identify what vendor(s) currently provide this service to the department, number of units available for use under any/each related contract, regions served by each existing company, and the pricing/cost structure under each such agreement. <i>NOTE: As a reference, the NYS Office of General Services lists five currently active statewide Electronic Monitoring contracts</i></p> <p>b. If the Department already has a contract(s) for traditional GPS, why is that service also required under this RFP for Smartphone Technology and Smartphone Devices?</p> <p>c. Will vendors who already have contracts with the Department to provide traditional GPS be allowed to submit proposals in response to this RFP?</p> <p style="padding-left: 40px;">i. If yes, how will the Department ensure objective review of proposals given the pre-existing relationships with such vendors?</p> <p>d. Given that the Department acknowledges that it already has a traditional GPS program in place, will it reconsider and allow a smart device mobile app only response to this RFP?</p> <p style="padding-left: 40px;">i. If no, please provide the rationale?</p> <p style="padding-left: 80px;">ii. By requiring a single contractor to provide both the mobile application and traditional GPS, and not allowing sub-contracting, is the Department concerned that it may inadvertently exclude industry</p>	<p>a. This question is not relevant to the development of a proposal under this RFP. However, parties interested in this information may submit a FOIL request for this information. Here is the link: Freedom of Information Law (FOIL) Department of Corrections and Community Supervision (ny.gov)</p> <p>b. This question is not relevant to the development of a proposal under this RFP.</p> <p>c. Yes, interested parties who meet the minimum qualifications in RFP Section 3.1 and can perform the Scope of Work are welcome to respond to this RFP.</p> <p style="padding-left: 40px;">i. Please refer to RFP Section 8.0.</p> <p>d. No. Please refer to RFP Section 4.0.</p> <p style="padding-left: 40px;">i. This question is not relevant to the development of a proposal under this RFP.</p> <p style="padding-left: 40px;">ii. This question is not relevant to the development of a proposal under this RFP.</p>
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		<p>leaders in community supervision mobile applications who do not provide traditional GPS?</p> <p>e. Was the requirement for both traditional GPS and mobile application as described above included in any application to, and subsequent award from, the Bureau of justice Assistance (BJA) or other funding sources which may be supporting this project?</p>	<p>e. This question is not relevant to the development of a proposal under this RFP.</p>
7	4.1 Overview #4	Does the software platform that is being accessed by the officers need to be in Spanish, or just the smartphone app being accessed for the participants on the program?	Please refer to RFP Section 4.1 item 4, and RFP Section 5.23.
8	4.2	What are the expectations for the smartphones to support case management workflows?	Please refer to RFP Section 4.1.
9	4.2 Smartphone Device and Functionality #1	Since most smartphone devices are susceptible to water damage, would the DOCCS change “shall be” to “should”? This would allow for companies to look for cases that can provide additional protection.	Please see Addendum 2, item 3 to this RFP.
10	4.2 item 3	<p>Section 4.2.3 refers to video and audio call conferencing.</p> <p>a. Is the intent to have the ability to do a video or audio call with multiple participants and DOCCS staff at the same time?</p> <p>b. Please give an example for the request for multiple parties.</p>	<p>a. Yes. Please refer to RFP Section 4.2 item 3.</p> <p>b. This information will be discussed with the selected contractor.</p>
11	4.2 item 4	<p>“The smartphone device, operating system, and applications must meet federal, state, and DOCCS security requirements.”</p> <p>Please provide the current DOCCS security requirements above and beyond Section 4.9</p>	Please see Addendum 2, item 3 of this RFP.

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		security requirements referencing the link in the RFP (https://its.ny.gov/eiso/policies/security).	
12	4.2.1, #3	What are the enhanced security features and secure password protection requirements.	Please see Addendum 2, item 4 to this RFP.
13	4.2.1 Smartphone Operating System and Software #7	Would the DOCCS change "...and' voice biometric....to "or" so that vendors can show all of their verification options?	No. Please refer to RFP Section 4.2.1 item 7, "...multiple options to verify the identity of the releasee to include facial, other physical identifiers, and voice biometric technology".
14		What other physical identifiers are required besides facial and voice biometric tech.	Please refer to RFP Section 4.2.1.
15		Are there any specific biometric requirements that need to follow?	Please refer to RFP Section 4.2.1.
16	4.2.1 Smartphone Operating System and Software #18	Would the DOCCS provide some examples of the preferences for these requirements?	The requirements and current preferences are delineated throughout RFP Section 4.2.1. Preferences moving forward will be informed by industry progress and improvements with smart technology devices and operating systems.
17		<ul style="list-style-type: none"> a. Is there a DOCCS based OS or SW API which needs to be implemented onto the device? b. The DOCCS tracking and virtual face to face reporting and monitoring services, is this a proprietary OS UI or can it be an Android based OS UI. 	<ul style="list-style-type: none"> a. No, there is not a DOCCS-based OS or SW API that needs to be implemented on the device. b. This is at the discretion of the vendor and must meet the requirements and Scope of Work described in the RFP.
18		How are updates to the SW managed? Security patches and other new features?	Software updates will be vendor-managed. Please refer to RFP Section 5.4.
19	4.3 Body-Worn Electronic Monitoring GPS Device and Functionality #4	<ul style="list-style-type: none"> a. Since there are some cellular networks that do not allow for any outside providers to roam on to, would the County modify this specification to allow for vendors to provide information of which networks they operate on, and how their roaming and Wi-Fi work? 	<ul style="list-style-type: none"> a. This is at the discretion of the vendor and must meet the requirements and Scope of Work described in the RFP. Please note, this RFP is released by the State.

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20		What major carrier operators can the smartphone be compatible with? (Verizon, ATT, T-Mobile) Or does the device work in a closed network environment?	This is at the discretion of the vendor and must meet the requirements and Scope of Work described in the RFP.
21		What is traditional GPS? Network assisted GPS, Stand-alone? Both? Are there more specific requirements that are more stringent than typical GPS support on retail Smartphones? Is Wi-Fi assisted location based services a requirement? Or other such as NextNav?	This is at the discretion of the vendor and must meet the requirements and Scope of Work described in the RFP.
22	4.3 Body-Worn Electronic Monitoring GPS Device and Functionality	Would the DOC consider an integrated smartphone - wrist worn Bluetooth tether solution that would accomplish all of the functionality required in the SOW? To be clear, the wrist worn tether would serve as the tamper proof proximity device for the tracking device (smartphone) and report any violations associated with the tether via the smartphone / case management platform.	This is at the discretion of the vendor and must meet the requirements and Scope of Work described in the RFP.
23		Are there any HW dependencies or accessory requirements or ports for the smartphone device to work with body worn-GPS devices?	No.
24		Are the GPS based work devices standalone devices or is it dependent on GPS or connectivity of the Smartphone device?	This is at the discretion of the vendor and must meet the requirements and Scope of Work described in the RFP.
25		Are there specific durability requirements that the smartdevice needs to follow? Mil-Spec or IP rating?	Please see Addendum 2, item 3.
26	4.4.14	<p>“The alert and violation notifications shall be made by telephone communication, email, or text. All such methods may be utilized at the discretion of DOCCS.”</p> <p>a. Please clarify if telephone communication of alert and violation notifications are to be made by calls from live operators staffed in the vendor’s monitoring center.</p>	<p>a. This is at the discretion of the vendor and must meet the requirements and Scope of Work described in the RFP.</p>

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		<ul style="list-style-type: none"> b. Please indicate if those phone calls must be made to officers, releasees, or both. c. Please indicate which type of alerts and notifications will require telephone communications. d. Please advise if those telephone communications must occur 24/7/365. If not, please specify the timeframes in which those telephone communications must be made. 	<ul style="list-style-type: none"> b. Please see Addendum 2, item 5 of this RFP. c. Please see Addendum 2, item 5 of this RFP. d. Please see Addendum 2, item 5 of this RFP.
27	4.7 Contractor Responsibilities with Program Implementation, Management, Support, and Staffing	<p>Section 4.7 includes, “The Contractor shall designate and assign a dedicated Project Manager who will be responsible for program implementation, program timelines, onsite management, product delivery and availability, and quality control.”</p> <p>Please clarify and elaborate on the requirement for the Project Manager to be “onsite” (frequency, duration, as needed, etc).</p>	Please see Addendum 2, item 6 of this RFP.
28	4.7 item 2	<p>“The Contractor shall designate and assign a dedicated Project Manager who will be responsible for program implementation, program timelines, onsite management, product delivery and availability, and quality control.”</p> <ul style="list-style-type: none"> a. Please confirm whether the Project Manager must work exclusively in support of this DOCCS program or if they may also support other contracts serviced by the vendor. b. If the Project Manager must work exclusively in support of this DOCCS program, please confirm if this position can be a part-time position or if it must be full time. c. Please confirm whether the Project Manager must be an employee of the vendor or if the position can be contracted out. 	<ul style="list-style-type: none"> a. Please see Addendum 2, item 6 of this RFP. b. N/A. c. Please refer to RFP Section 5.10.

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29	4.8.1	<p>“The Contractor shall provide at a minimum a 20% ‘shelf’ rate to DOCCS for both the smartphone devices and the body-worn electronic monitoring device. Contract is to maintain onsite replacement inventory levels at 20% of active enrolled inventory (i.e. 100 smartphones and 100 GPS devices with active enrollment status to require an onsite replacement inventory of 20 smartphone devices and 20 GPS units).”</p> <ul style="list-style-type: none"> a. Please confirm that the 20% shelf rate is inclusive for total statewide usage of DOCCS. b. Please confirm DOCCS can be invoiced for amounts that exceed the 20% spares shelf allowance. c. The RFP does not address responsibility for vendor’s equipment that has been lost, stolen, or damaged during use by DOCCS. Please confirm that equipment lost, stolen, or damaged will be the responsibility of DOCCS. d. If it is the intent of DOCCS for vendors to allow a percentage of the equipment to be lost, stolen, or damaged, please define that percentage and the basis for calculating the percentage. 	<ul style="list-style-type: none"> a. Yes. b. If applicable, yes. Refer to RFP Section 4.8 item 8, and to Attachment 8 – Cost Proposal Form item 5. c. Refer to RFP Sections 4.7 and 4.8, and Attachment 8 – Cost Proposal Form, item 3. d. N/A
30	4.8.5	<p>“At the discretion of DOCCS, the Contractor shall provide all new requested units or consumables within 24 hours upon receipt of notification and incur all shipping costs and fees.”</p> <ul style="list-style-type: none"> a. Please confirm that this is to be interpreted to mean any and all “new requests for units”, not requests for “all new units” (i.e. Replacement of every unit in the field with a brand new device). 	<ul style="list-style-type: none"> a. Please see Addendum 2, item 7 to this RFP.

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		<p>b. If this requirement means replacing every unit in the field with a brand new device, please confirm that there would be justifiable and exceptional situations where this could happen, and that it would not happen arbitrarily at any time without reasonable justification.</p> <p>c. If this requirement means replacing every unit in the field with a brand new device, please provide examples of situations that would warrant a DOCCS request to provide all new units.</p>	<p>b. N/A.</p> <p>c. N/A.</p>
31	4.9	<p>“If any breach or suspected breach of the data or confidentiality occurs, whether the breach occurred with the Contractor or Subcontractor, DOCCS must be notified immediately.” Please define “immediately” in this context.</p>	Please see Addendum 2, item 8 to this RFP.
32		Is GPS encryption any different than the traditional encryption seen on retail devices? OR more secure?	There is no difference.
33	4.10 Transition; 2 nd paragraph	What information will need to be transferred in the new software platform? For example, if there is any additional API work that needs to be done, that would not be solely the responsibility of the incoming vendor, it would include working with the existing vendor of your case management software vendor.	None.
34	6.1 Administrative Proposal, Item K	“...submit a completed Attachment 15 – Sexual Harassment Prevention Policy Certification.” It appears that Attachment 18 is the sexual harassment prevention policy to be completed and Attachment 15 has been omitted. Will the State please clarify if they mean Attachment 18 – Sexual Harassment Prevention Policy Certification found	Please see Addendum 2, item 9 to this RFP.

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		on page 8 of the PDF document Attachment 10 through 17?	
35	6.2E Technical Presentation	<p>Technical Presentation states, “Bidders within 10 points of the highest scoring bidder after all other parts of the evaluation are scored will be susceptible to award and will be invited to make an in-person oral presentation on their proposed devices and monitoring services. Topics/criteria to be addressed during the presentation will be provided in advance of the presentations to all susceptible bidders. The invited bidders will be given up to one hour to make an oral presentation, including a limited question and answer period. Oral presentations must be made by staff who will be responsible for conducting the Scope of Work outlined in this solicitation. Each bidder will be responsible for any travel or other costs involved in making its presentation.”</p> <p>a. Please confirm this means that <u>all</u> bidders which meet the above stated criteria will be invited to make such a presentation.</p> <p>b. In developing this RFP, or since its issuance, has the Department already received presentations/demonstrations from, or spoken with any vendors? If yes, please identify the companies.</p>	<p>a. Please refer to RFP Sections 8.1 and 8.6.</p> <p>b. This question is not relevant to the development of a proposal under this RFP.</p>
36		Has the DOCCS already seen a demonstration of the products specified in the RFP?	This question is not relevant to the development of a proposal under this RFP.
37		Has the DOCCS already tested or piloted at no cost or for a reduced fee the products specified in the RFP?	This question is not relevant to the development of a proposal under this RFP.
38	7.0	“A proposal consists of four (4) distinct parts which should be submitted in four (4) separate, clearly labeled packages. The four (4) separately sealed	Please see Addendum 2, item 10 to this RFP.

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		proposal components may be combined into one (1) mailing, if desired.” Please confirm the number of hard copies that are required for each volume.	
39	Appendix B	Appendix B, item 57. Performance/Bid Bond states, “The Commissioner reserves the right to require a Bidder or Contractor to furnish without additional cost, a performance, payment or Bid bond or negotiable irrevocable letter of credit or other form of security for the faithful performance of the Contract.” Please confirm that a Contractor-furnished performance, payment or Bid bond is not required in conjunction with this RFP.	Confirmed, they are not required.
40	Attachment 8 – Cost Proposal	Would the State please break down pricing into additional categories including: smartphone used independently, smartphone used with ankle-work GPS, and ankle-worn GPS used independently?	No.

All other terms and conditions remain the same.

Please sign and return this Addendum with your bid verifying receipt and that you acknowledge and accept these changes of the RFP.

“Accepted and Agreed To”:

_____ / _____ / _____ / _____
Signature Name Title Date

Applicants should monitor the following Web sites for posted updates or information:

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NYS Contract Reporter: <http://www.nyscr.ny.gov>

NYS DOCCS' Web site: <https://doccs.ny.gov/procurement-opportunities>