



Addendum 2

March 7, 2025

RFP 2024-21 Smartphone Device and Smartphone Technology

The following are official modifications which are hereby incorporated into RFP 2024-21 Smartphone Technology and Smartphone Devices. The information contained in this addendum prevails over the original RFP language for all amendments below. For the amendments below, deleted language appears in strikethrough ("xxx") and added language appears in bold underline ("xxx").

ITEM 1: [the Subject Matter Contact has changed]

PERMISSIBLE SUBJECT MATTER CONTACT:

Pursuant to State Finance Law § 139-j(3)(a), the Department of Corrections and Community Supervision identifies the following allowable contact for communications related to the submission of written proposals, written questions, pre-bid questions, and debriefings.

~~Joanne Hughes~~ **Krystal Allery**
New York State Department of Corrections and Community Supervision
Contract Procurement Unit
550 Broadway
Menands, New York 12204
Telephone: 518-486-5283
Email Address: doccscontracts@doccs.ny.gov

ITEM 2: [an addition was made to RFP Section 3.1]

3.0 BIDDER QUALIFICATIONS TO PROPOSE

3.1 Minimum Qualifications

Vendors interested in participating in the RFP must meet the qualifications outlined in this Section. For minimum qualifications that do not require specific documentation, a statement explaining how your organization meets the minimum requirement is required. DOCCS will accept proposals from organizations* or individuals with the following types and levels of experience as a prime contractor:

***DOCCS will not accept proposals from separate cooperating entities acting as Co-Prime Contractors.**

- Bidder must have a minimum of three (3) years' experience working with criminal justice involved individuals subject to community supervision, parole, or probation supervision, and
- Bidder must have at least one (1) year of experience providing smartphone devices, and
- Bidder must have at least one (1) year of experience providing smartphone technology, and
- Bidder must have at least one (1) year of experience providing electronic GPS monitoring of individuals.

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ITEM 3: [changes were made to RFP Section 4.2, Item 1 and Item 4]

4.0 SCOPE OF WORK

4.2 Smartphone Device and Functionality

The Contractor must provide a fully functioning dedicated smartphone device and smartphone technology, monitoring software, accompanying equipment, and all required accessories. The Contractor shall provide a smartphone device that incorporates supervision monitoring capabilities for DOCCS personnel and enhanced releasee tools and applications for accessing community resources and services, as well as the following:

1. The smartphone device shall be portable, tamper resistant, shock resistant, water and moisture proof **resistant**, and shall be made of high-quality and durable materials. **Durability and the threat of water and moisture may be addressed through vendor-provided standard consumer durability upgrades (i.e., cases, etc.).**
2. The smartphone device shall have the capability to be used in conjunction with a complementary electronic monitoring device, in cases DOCCS determines to be high-risk.
3. The Contractor-provided smartphone device shall include and not be limited to:
 - text messaging,
 - email,
 - internet access,
 - biometric identity verification,
 - GPS location tracking,
 - photo and video capabilities,
 - video conferencing (multiple parties),
 - audio call conferencing (multiple parties)
 - interactive calendaring and digital assistant capabilities, and
 - data storage.
4. The smartphone device, operating system, and applications must meet federal, state, and DOCCS security requirements. **Please refer to DOCCS Directive 2810 which can be accessed at this link: <https://doccs.ny.gov/laws-rules-directives-listing?keyword=2810>.**

ITEM 4: [an addition was made to RFP Section 4.2.1, item 3]

4.0 SCOPE OF WORK

4.2 Smartphone Device and Functionality

4.2.1 Smartphone Operating System and Software

3. The smartphone device must incorporate enhanced security features with secure password protection. **Such features would include standard security protections, i.e. facial ID, thumb print, etc.**

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ITEM 5: [additions were made to RFP Section 4.4, item 14]

4.0 SCOPE OF WORK

4.4 Central Monitoring Services and Operating Platform (System) for Smartphone and Body-Worn GPS Devices

14. 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. **Alert and violation notifications must occur as needed, 24/7/365.**

- a. Telephone communication shall be made to the parole officer and other designated DOCCS personnel in response to alerts and violations deemed actionable via DOCCS policy or established program direction. Examples of these alerts and violations include critical battery, cut strap, tamper, etc.**
- b. Telephone communication to releasees shall primarily involve device support, guidance, and “help” assistance.**

ITEM 6: [changes were made to RFP Section 4.7, item 2]

4.0 SCOPE OF WORK

4.7 Contractor Responsibilities with Program Implementation, Management, Support, and Staffing

- 2. The Contractor shall designate and assign a dedicated Project Manager who will be responsible for program implementation; program timelines; **initial onsite management deployment of the devices, accessories, and related equipment;** product delivery and availability; and quality control.
 - a. The Project Manager shall be responsible for establishing initial timelines for program implementation and service delivery at the discretion of DOCCS.
 - b. DOCCS anticipates that the onsite status will primarily be limited to the start-up phase and as needed during the program period.**
 - c. DOCCS does not require that the Program Manager exclusively supports this program. However, DOCCS requires the ability to access and communicate with the Project Manager or their designee(s) during and after the core hours of operation, to include weekends and holidays.**

ITEM 7: [a change was made to RFP Section 4.8, item 5]

4.0 SCOPE OF WORK

4.8 Device Inventory

- 5. At the discretion of DOCCS, the Contractor shall provide all ~~new~~ **newly** requested units or consumables within 24 hours upon receipt of notification and incur all shipping costs and fees.

ITEM 8: [a change was made to RFP Section 4.9, paragraph 2]

4.0 SCOPE OF WORK

4.9 Security

The Contractor is expected to provide secure and confidential backup, storage, and transmission for hard copy and electronically stored information. All DOCCS data must be stored within the continental United States (CONUS). Contractor will ensure there will be no ability to view or access DOCCS' confidential data from any location outside of the CONUS, will ensure all data is isolated from other State's/customer's

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assets, and will provide all data to DOCCS at the end of the contract, or when requested, at no additional cost. Under no circumstances will any records be released to any person, agency, or organization without specific written permission of the DOCCS. The Contractor is obligated to ensure any Subcontractor hired by Contractor who stores, processes, analyzes, or transmits data on behalf of Contractor has the appropriate security requirements in place and must be approved by DOCCS. 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 **within 24 hours of the Contractor becoming aware of the breach**. If a vendor-responsible security breach occurs, the vendor is responsible for developing a DOCCS-approved resolution plan and implementing at the vendor's expense.

ITEM 9: Please see attached corrected Sexual Harassment Prevention Policy Certification. The attachment number in the title has been changed from '18' to '15'. This corrected version replaces page 8 of the PDF document titled 'Attachment 10 through 17'.

ITEM 10: [an addition was made to RFP section 7.0]

7.0 PROPOSAL SUBMISSION

Submission of proposals in a manner other than as described in these instructions (e.g., fax, electronic transmission) will not be accepted.

1. All hard copy proposal materials should be printed on 8.5" x 11" white paper (single-sided) and *be clearly page numbered on the bottom of each page with appropriate header and footer information*. A font size of 11 points or larger should be used. The Technical Proposal materials should be presented separate from the sealed Cost Proposal.
2. Where signatures are required, the proposals designated as originals should have an original, handwritten signature and be signed in ink.
3. The Department discourages overly lengthy proposals. Therefore, marketing brochures, user manuals or other materials, beyond that sufficient to present a complete and effective proposal, are not desired. Elaborate artwork or expensive paper is not necessary or desired. In order for DOCCS to evaluate proposals fairly and completely, proposals should follow the format described in this RFP to provide all requested information. The Bidder should not repeat information in more than one section of the proposal. If information in one section of the proposal is relevant to a discussion in another section, the Bidder should make specific reference to the other section rather than repeating the information.
4. Audio and/or videotapes are not allowed. Any submitted audio or videotapes will be ignored by the evaluation team.

A proposal consists of four (4) distinct parts which should be submitted in four (4) separate, clearly labeled packages. The four (4) separately sealed proposal components may be combined into one (1) mailing, if desired.

(1) *Administrative Proposal*, to be labeled as "RFP 2024-21 Smartphone Technology and Smartphone Devices Administrative Proposal submitted by [bidder name]"

(2) *Technical Proposal*, to be labeled as "RFP 2024-21 Smartphone Technology and Smartphone Devices Technical Proposal submitted by [bidder name]"

(3) *Diversity Practices Questionnaire*, to be labeled as "RFP 2024-21 Smartphone Technology and Smartphone Devices Diversity Practices Questionnaire submitted by [bidder name]" and

RETURN THIS PAGE AS PART OF THE BID

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(4) *Cost Proposal*, to be labeled as “RFP 2024-21 Smartphone Technology and Smartphone Devices Cost Proposal submitted by [bidder name]”.

The table below outlines the requested submission and volume for submission of each part:

<u>PART</u>	<u>SUBMISSION</u>	<u>VOLUME</u>
<u>Administrative Proposal</u>	<u>Shall be comprised of all mandatory forms and documents included in Section 6.1. Notarized signatures are required on some forms. Include a completed copy of Attachment 2 - Bid Submission Checklist.</u>	<u>1 Original 2 Exact Copies</u>
<u>Technical Proposal</u>	<u>Must consist of the Technical Proposal, as described in Section 6.2, ONLY.</u>	<u>1 Original 3 Exact Copies</u>
<u>Diversity Practices Questionnaire</u>	<u>Must consist of the Diversity Practices Questionnaire, as described in Section 6.3, ONLY.</u>	<u>1 Original 2 Exact Copies</u>
<u>Cost Proposal</u>	<u>Must consist of the Cost Proposal, as described in Section 6.4, ONLY and be clearly marked “RFP 2024-17 Cost Proposal” in a separate, sealed envelope.</u>	<u>1 Original 2 Exact Copies</u>

The proposal must be received by DOCCS no later than the Deadline for Submission of Proposals specified in [Section 1.0 - Calendar of Events](#). Late bids will not be considered.

Proposals must be submitted in a sealed package by U.S. Mail, courier/delivery service (e.g., FedEx, UPS, etc.), or by hand as noted below, to:

*RFP 2024-21, Smartphone Technology and Smartphone Devices
Contract Procurement Unit
Attention: Alyssa Lowell, Contract Management Specialist II
NYS Department of Corrections and Community Supervision
550 Broadway
Menands, New York 12047*

NOTE: The Department recommends all bidders request a receipt containing the time and date received and the signature of the receiver for all hand-deliveries and ask that this information also be written on the package(s).

Submission of proposals in a manner other than as described in these instructions (e.g., fax, electronic transmission) will not be accepted.

All other terms and conditions remain the same.

Please sign and return this Addendum 2 with your bid verifying receipt and that you acknowledge and accept these changes of the RFP.

RETURN THIS PAGE AS PART OF THE BID

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“Accepted and Agreed To”:

_____/_____/_____/_____
Signature Name Title Date

Applicants should monitor the following websites for posted updates or information:

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

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

RETURN THIS PAGE AS PART OF THE BID

Attachment 48 15 – Sexual Harassment Prevention Policy Certification

State Finance Law § 139-l Certification

By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid each party thereto certifies as to its own organization, under penalty of perjury, that the bidder has and has implemented a written policy addressing sexual harassment prevention in the workplace and provides annual sexual harassment prevention training to all of its employees. Such policy shall, at a minimum, meet the requirements of section 201-g of the labor law.

If the bidder cannot make the foregoing certification, such bidder shall so state and shall furnish with the bid a signed statement that sets forth in detail the reasons that the bidder cannot make the certification.

By signing you certify your express authority to sign on behalf of yourself, your company, or other entity and full knowledge and acceptance of this Certification document and that all information provided is complete, true, and accurate.

Authorized Signature		Date
Print Name	Title	
Company Name		
DBA – Doing Business As (if applicable)		
Address		
City	State	Zip