



SOLICITATION INFORMATION

16 Dec 11

LOI# 7449327

TITLE: Victim Notification System

Submission Deadline: 17 January 2012 @ 1:00 PM (Eastern Time)

PRE-BID/ PROPOSAL CONFERENCE: No

Questions concerning this solicitation may be e-mailed to the Division of Purchases at questions@purchasing.ri.gov and must be received no later than *4 January 2012 @ 12:00 Noon* (Eastern). Please reference the RFP/LOI # on all correspondence. Questions should be submitted in a *Microsoft Word* attachment. Answers to questions received, if any, will be posted on the Internet as an addendum to this solicitation (www.purchasing.ri.gov). It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: No

BOND REQUIRED: No

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Assistant Director for Special Projects**

Vendors must register on-line at the State Purchasing Website at www.purchasing.ri.gov

NOTE TO VENDORS:

Offers received without the entire completed three-page RIVIP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

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SECTION 1 - INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Rhode Island Department of Corrections, is soliciting proposals from qualified firms to individuals and organizations to maintain a notification system and to provide victim with notifications, in accordance with the terms of this Request for Letters of Interest and the State's General Conditions of Purchase, which may be obtained at the Rhode Island Division of Purchases Home Page by Internet at: <http://www.purchasing.ri.gov>

This is a Request for Proposal, not an Invitation for Bid: responses will be evaluated on the basis of the relative merits of the proposal, in addition to price; there will be no public opening and reading of responses received by the Division of Purchases pursuant to this Request, other than to name those offerors who have submitted proposals.

INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:

- Potential offerors are advised to review all sections of this Request carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
- Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this Request will be rejected as being non-responsive.
- All costs associated with developing or submitting a proposal in response to this Request, or to provide oral or written clarification of its content shall be borne by the offeror. The State assumes no responsibility for these costs.
- Proposals are considered to be irrevocable for a period of not less than sixty (60) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
- All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
- It is intended that an award pursuant to this Request will be made to a prime contractor, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered, but subcontracts are permitted, provided that their use is clearly indicated in the offeror's proposal, and the subcontractor(s) proposed to be used are identified in the proposal.
- The offeror's status as a *Minority Business Enterprise (MBE)*, certified by the Rhode Island Department of Administration, and/or a subcontracting plan which addresses the State's goal of ten per cent (10%) participation by MBE's in all State procurements.

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Questions concerning this requirement should be addressed to an M.B.E. Officer at (401) 574-8253 or dorinda.keene@doa.ri.gov

- Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP / LOI.
- Offerors are advised that all materials submitted to the State for consideration in response to this Request for Letters of Interest will be considered to be Public Records as defined in Title 38 Chapter 2 of the Rhode Island General Laws, without exception, and will be released for inspection immediately upon request once an award has been made.
- In accordance with Title 7, Chapter 1.1 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the state *until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State* (401 222-3040).
- Equal Employment Opportunity (RIGL 28-5.1) § 28-5.1-1 Declaration of policy. – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies in all areas where the state dollar is spent, in employment, public service, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Employment Opportunity Office, at 222-3090 or via email raymond1@gw.doa.state.ri.us
- The successful offeror may be required to certify to the Rhode Island Department of Corrections that it is in compliance with applicable civil rights laws and regulations. These laws and regulations relate to issues concerning Equal Employment Opportunity, Limited English Proficiency and other anti-discrimination laws. The successful offeror may also be required to prepare an Equal Employment Opportunity Plan. A certification of assurances form will be provided to you upon notification of tentative award. Further information regarding these assurances may be obtained upon request from RIDOC's Office of Financial Resources (phone: 401-462-2555 or email: FinRes@doc.ri.gov) or by visiting the U.S. Department of Justice Civil Rights website: www.ojp.usdoj.gov/ocr/assistance.htm.

SECTION 2 – OVERVIEW AND BACKGROUND

OVERVIEW: The Rhode Island Department of Corrections wishes to enter into a contract with an organization to provide and maintain a system to notify victims of crimes of changes in the status of their respective offenders. Major elements would include a voluntary victim registry; an interface with RIDOC’s inmate database; a means for victims to call-in for information on status of an offender; a system for automated calling to victims’ telephones; a means for production of mail-based notifications; and the provision of a variety of management reports. This system may potentially serve as a hub upon which other related agencies would build (courts, Attorney General, etc.). The contract would be of a “design-build” form, i.e. the contractor will work hand-in-hand with RIDOC to fine-tune some of the elements of the program. This is anticipated to be a two-year contract, with option to renew for three (3) additional, one-year terms. The State reserves the right to cancel, for any reason, on the anniversary date of the contract, with thirty days advanced written notice.

BACKGROUND: In Spring 2000, legislature modified RI General Law 12-28, known as the “Victims’ Bill of Rights,” to expand the role of the Department of Corrections in the notification of victims

§12-28-3 (13) To be notified in felony cases whenever the defendant or perpetrator is released from custody at the adult correctional institutions. When release is ordered prior to final conviction, the department of corrections shall notify the attorney general who in return shall give notice to the victim. When release is granted by parole, the notice to the victim shall be given by the parole board. In all other cases when release is granted, the notice to victim shall be given by the department of corrections. Victims who wish to be notified by the department of corrections shall register their names and the addresses they wish the notices to be sent with the department of corrections. Department of Corrections notification shall also include furlough, transfer out of state, escape, and death...

Rhode Island has a unified correctional system in which all pre-trial detainees and all offenders sentenced to a term of incarceration fall under the jurisdiction of the Rhode Island Department of Corrections (RIDOC). All correctional facilities in the State (except for a privately managed federal detention center) are located in a single complex known as the Pastore Howard Center. On the Howard Center compound are seven facilities. In Calendar Year 2000, these facilities collectively held an average daily total population of 3,298 inmates: 669 awaiting trial and 2,630 sentenced. In Calendar Year 2000, there were a total of 15,743 releases from the collective facilities: 11,700 pre-conviction releases; 3,223 were releases of convicted offenders; and 820 were civil purge releases.

Proposed Contract Term: 3/1/12- 2/28/14, option to renew for up to three additional years.

SECTION 3 - SCOPE OF WORK

REQUIREMENTS:

A. Victim Registry and Services

1. The Vendor shall provide toll free telephone number(s) for the public to call in from anywhere within the United States to register and/or to search the system for information on an inmate.
2. If the registry/information system is an automated system, the process must be backed by live operators on a 7x24 basis both for rotary phone users and for users who require assistance beyond that offered in the automated system.
3. The vendor will provide a means by which appropriate personnel at RIDOC can optionally provide direct registration services for individual victims.
4. The victims information fields should include at the least name, telephone number, address, e-mail address;
5. The system shall allow for a victim to register for multiple inmates;
6. The inquirer must be able to search for an inmate by multiple criteria such as inmate name, DOC inmate ID number, the crime committed, case number, date of birth, social security number, date sentenced, length of sentence and/or other identifiers.
7. The service must provide customized information about RIDOC when a caller makes an inbound call to search for information about an inmate.
8. The incoming capacity of the system must be such that:
 - At least 99.9% of inquirers do not receive a busy signal;
 - Callers either have their calls immediately or are placed in automatic queue for no more than 30 seconds;
 - The wait for live operator assistance is no longer than 2 minutes.

B. Notification Process

1. The Vendor's system has the capacity for notification to a registered victim via telephone within 10 minutes of receipt of trigger data.
2. The notification will include all appropriate information about the specific inmate and will also include general instructions on how the inquirer can seek further information.

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3. The telephone transmission must allow for the caller to reach a live operator (i.e. “press 0 if you do not understand this message”);
4. The system must have the capacity to continue to call victim’s number in case of line busy, no answer, or answer by recording for a set number of times and/or a set length of time.
5. The system must have a means for the victim to verify that she/he has received the message (such as with use of a pin number).
6. The Vendor must provide for a mailing option, whereby letters are sent out to victims. The system should allow for RIDOC to select the appropriate notification methodology by category of trigger or other category.

C. Other Requirements

1. The Vendor will be responsible for all telecommunications costs for operating the system. This includes the hardware and software to transmit data to the call center, the cost of transmitting data on a scheduled basis, the cost of monitoring all equipment on a 24 hour basis, the telephone costs for callers dialing the toll-free number(s), and the cost for providing troubleshooting and equipment support around the clock. **Qualified technical staff must be available 24 hours a day, 7 days per week, for immediate response, to resolve any service problem(s). The Rhode Island Department of Corrections defines an acceptable “immediate response” as a maximum of 2 hours after the trouble call is made and logged in.**
2. Every call in and out of the system will be recorded with a historical transaction record that indicates the called number or calling number, length, and the result of the call. This information must be available for reporting in a standard transaction file format with secured access. Access to data and data reports shall be limited to authorized Agency employees and authorized Vendor employees. The Vendor will retain the history files for a period of 7 years. Also, statistics showing the number of incoming calls must be maintained and available for reporting at no additional cost to RIDOC.
3. A professional person, with experience in voice recording, must do all recordings of messages. RIDOC must approve all recordings prior to their use.
4. The messages sent to notify victims must be customized for RIDOC. RIDOC must approve all scripts and approve all recorded messages.
5. The Vendor shall provide a system where a letter is produced on-site by RIDOC when a notification call made regarding the transfer of an inmate from one prison to another, or the release of an inmate from prison, is incomplete after an agreed upon number of tries. The Bidder should describe how this would be accomplished.

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6. Notifications and information provided during an inquiry call must be made available in English and Spanish.
7. Their overall program must provide for software, hardware, and telecommunications backup/redundancy which allow for continuation of service in the event of failure of the primary equipment/hardware or telecommunications complement.
8. The Vendor will assist with training for user groups and will provide appropriate training materials. The Vendor will produce written materials and audio/visual presentations to accomplish the training task.
9. The Vendor must provide reports and a historical record of all calls in and out of the service.
10. The Vendor shall provide RIDOC with a means to directly access the victim database.
11. The Vendor will provide the means for RIDOC to obtain managerial reports. The methodology of transmission must include security measures that protect the confidentiality of these transmissions and that limit access to authorized employees of RIDOC and Vendor. Some required managerial reports are listed below:
 - The number of inmates in the automated notification database.
 - The call volume for an inmate or inmates or jurisdictions.
 - The count and names and telephone numbers of people registered for automated notification and in which inmate records.
 - The number of times automated notification is activated by a change of status for inmates.
 - The number of outgoing calls made for automated notification, the success rate in reaching victims, and the nature of failures to achieve automated notification.
 - The number of inquires made by the public.
 - The daily report on failure to achieve automated notification in 24 hours of trying so that manual notification methods can be used if judged necessary.

CONTRACTOR RESPONSIBILITIES:

A. Planning/Design

1. The Vendor will guide RIDOC in the design of a specific model that best meets the needs of this jurisdiction. Design facets will include at the least:
 - Protocols for linkage of RIDOC and Vendor's databases;

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- Method of notification for various categories of trigger actions, seriousness of offense, etc.;
- Selection of fields of offender data to be included in the system;
- Methodologies for victim registration procedures;
- Strategy for alerting victim community to availability of program, including design/development of public service announcements, brochures, etc.

B. Inmate Database

1. The Vendor will establish and maintain a database of information on applicable RIDOC Inmates. Data will be obtained through a controlled linkage with RIDOC's INFACTS system. All data transmissions performed by the Vendor must be highly secured, either through advanced encryption and/or by using physically secured communications lines.
2. The data transfer process must be able to address blocking of specific fields of data in individual cases (e.g. not identifying specific location of certain protective custody inmates).
3. The normal frequency of information transferred from RIDOC to the Vendor's system will be scheduled with immediate updates on time-sensitive notifications, such as escapes. For example, if the transfer of data to the victim notification system is conducted twice daily, RIDOC must be able to initiate a transmission to the victim notification system upon demand. RIDOC also requires the Vendor to have the ability to adjust the frequency of data transfer as may be determined later. The Vendor should have the capability of transferring data on a time range as small as every 15 minutes up to once a day.
4. Action trigger data will include at the least those identified in the statutory reference above. Other triggers may be added in the initial design or subsequently. The system must be able to accommodate future trigger fields.

RIDOC RESPONSIBILITIES:

A. Current Procedures:

RIDOC has a home-grown Inmate Tracking System (INFACTS). INFACTS is an Oracle database residing on a Sun Solaris Unix Server which is part of a larger Microsoft NT network server.

RIDOC currently has an informal process relating to victim notification. There is no "marketing" to the victim community. If a victim takes the initiative to contact RIDOC for information on the status of an incarcerated offender, the inquiry is directed either to the Records and Identification Unit or the Victim Services Unit. When supplied by a victim, a R&ID employee records the contact information in a comment field in the offender's record in INFACTS.

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The SOP for cases of escape calls for an investigator to immediately check the inmate's record for victim information; the investigator will personally contact the listed victim.

In cases of an offender's reclassification to Work Release status, the classifications unit is responsible for notifying victims of offenders. An employee of the unit checks police records, and other sources, and sends a written notification to the victim.

In cases of release upon expiration of sentence, the R&ID officer will check for a listed victim and will notify the victim via telephone. This is a manual record-check process, as the information is held in a generic comment field which may also include non-victim information.

The Parole Board, which is independent of RIDOC in its program activities, has had a long-standing statutory responsibility to notify victims both of prospective parole hearings and of prospective release by parole. This unit employs an investigator to locate applicable victims through review of police reports, etc. The notification is by mail.

Last, RIDOC currently participates in the victim notification process for victims of pre-convicted detainees by the daily faxing of lists of released detainees to the Attorney General's Office (which body has the statutory responsibility to notify victims of these cases).

SECTION 4 - PROPOSAL SUBMISSION

Interested offerors may submit proposals to provide the services covered by this Request on or before the date listed on the cover page. Proposals received after this time and date will not be considered.

Proposals must include the following:

1. A completed and signed *R.I.V.I.P. generated bidder certification cover form* (downloaded from the R.I. Division of Purchases Internet home page at: <http://www.purchasing.ri.gov>).
2. A *letter of transmittal* signed by the owner, officer, or authorized agent of the firm or organization acknowledging and accepting the terms and conditions of this Request and tendering an offer to the State;
3. A signed and sealed *Cost Proposal* reflecting the fee structure proposed for this scope of service, including completion of the *Cost Proposal Summary* form, enclosed; and;
4. **Separately packaged**, The *Technical Proposal(s)* and the *Price Proposal(s)* must be separately packaged. All copies of the Technical Proposal and all copies of the Price Proposal should contain a completed and signed RIVIP Bidder Certification Form. A *Technical Proposal* describing the background, qualification, and experience with and for

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similar programs, as well as the work plan or approach proposed for this requirement. *The Technical Proposal must contain the following sections:*

- a. Technical Proposal Cover, enclosed, or may be substituted for the RIVIP Certification Cover Form.
- b. Executive Summary – The Executive Summary is intended to highlight the contents of the Technical Proposal and to provide State evaluators with a broad understanding of the Contractor's technical approach and ability.
- c. Offeror's Organization and Staffing – This section shall include identification of all staff and/or subcontractors proposed as members of the project team and the duties, responsibilities, and concentration of effort which apply to each (as well as resumes, curricula vitae, or statements of prior experience and qualification).
- d. Work Plan/Approach Proposed –This section shall describe the Contractor's understanding of the State's requirement, including the result(s) intended and desired, the approach and/or methodology to be employed, and a work plan for accomplishing the results proposed. The description of approach shall discuss and justify the approach proposed to be taken for each task and the technical issues that will or may be confronted at each stage on the project. The work plan description shall include a detailed proposed project schedule (by task and sub-task), a list of tasks, activities, and/or milestones that will be employed to administer the project, the assignment of staff members and concentration of effort for each, and the attributable deliverables for each.
- e. Previous Experience and Background, including the following information:
 - 01) A comprehensive listing of similar projects undertaken and/or similar clients served, including a brief description of the projects, and a contact name and telephone number from the client;
 - 02) A description of the business background of the offeror (and all subcontractors proposed), including a description of their financial position.

PROPOSALS - Original plus six (6) copies of the Technical component and an original plus two (2) copies of the Cost component should be mailed or hand-delivered in a sealed envelope marked with the LOI # and Title as listed in the cover sheet of this LOI. Deliver to:

**RI Department of Administration
Division of Purchases (2nd Floor)
One Capitol Hill
Providence, RI 02908-5855**

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NOTE: Proposals misdirected to other State locations or which are otherwise not present in the Division of Purchases by the scheduled due date and time of opening will be determined to be late and will *not* be considered. Proposals faxed or e-mailed to the Division of Purchases will *not* be considered. **For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the Division of Purchases.**

SECTION 5 - EVALUATION AND SELECTION

The State will commission a Technical Review Committee, which will evaluate and score all proposals, using the following criteria:

Criteria	Possible Points
Capability, Capacity, and Qualifications of the Offeror and its staff	35 Points
Quality of the Work plan	15 Points
Suitability of Approach/Methodology	25 Points
Minority Business Enterprise Consideration [Offeror is a registered Minority Business Enterprise, or proposal includes workable plan for use of MBE in subcontracts]	5 Points
Total Possible Technical Points	80 Points
Cost [calculated as (lowest responsive cost proposal) divided by (this cost proposal) times 20 points]	20 Points
Total Possible Points	100 Points

Notwithstanding the above, the State reserves the right to award on the basis of cost alone, accept or reject any or all bids, and to act in its best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further. *The proposal must receive a minimum 50 of 80 technical points to warrant further consideration. Proposals receiving less than these minimum technical points will not have their cost proposals opened or evaluated.*

The State may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award.

The Technical Review Committee will present written findings to the State's Architect/Engineer and Consultant Services Selection Committee (A/E/SC), which will recommend three finalists to the Director of the Department of Administration, who will make the final selection for this requirement.

COST PROPOSAL SUMMARY

Offeror:	_____
Address:	_____ _____
Taxpayer ID#:	_____
Authorized Agent:	_____
Title:	_____
Telephone & Fax#:	_____
E-Mail:	

Cost Proposal: \$_____ Annual fee to be paid in monthly installments
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Signature of Authorized Agent: _____

Date: _____