



Solicitation Information

6 June 06

LOI # B06427

TITLE: Victim Information and Notification System

Submission Deadline: 6 July 06 @ 2:00 PM (Eastern Time)

Questions concerning this solicitation may be e-mailed to the Division of Purchases at questions@purchasing.state.ri.us no later than 22 June 06 @ 12:00 Noon (EDT). Questions should be sent in a *Microsoft Word* attachment. Please reference the LOI # on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: No

BOND REQUIRED: No

**Jerome D. Moynihan, C.P.M., CPPO
Administrator of Purchasing Systems**

**Vendors must register on-line at the State Purchasing Website at
www.purchasing.state.ri.us.**

NOTE TO VENDORS:

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

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

SECTION 1 - INTRODUCTION

The Rhode Island Department of Administration/Office of Purchases, on behalf of the Rhode Island Department of Corrections is soliciting proposals from qualified firms to provide an automated victim information and notification system, in accordance with the terms of this Request for Proposals 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.state.ri.us>

This is a Request for Letters of Interest, not an Invitation for Bid: responses will be evaluated on the basis of the qualifications of the responder, in addition to price; there will be no public opening and reading of responses received by the Office of Purchases pursuant to this Request, other than to name those offerors who have submitted letters of interest.

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.
- Proposals misdirected to other State locations or which are otherwise not present in the Division of Purchases at the time of opening for any cause will be determined to be late and may not be considered. The "Official" time clock is in the reception area of the Division of Purchases.

In accordance with Title 7, Chapter 1.1 of the General Laws of Rhode Island, no foreign corporation 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). This will be a requirement only of the successful bidder (s).

Offerors are advised that all materials submitted to the State of Rhode Island for consideration in response to this Request for Proposals 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.

- 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 State of Rhode Island has a goal of ten per cent (10%) participation by MBE's in all State procurements. For further information, visit the web site www.rimbe.org. To speak with an M.B.E. Officer, call (401) 222-6253.
- Interested parties are instructed to peruse the Division of Purchases web site on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP / LOI

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

SECTION 2 - BACKGROUND AND PURPOSE

SUMMARY:

This is a solicitation to administer an automated victim information and notification system. In such a system, victims can: (1) inquire as to the incarceration status of an offender; (2) register for automatic notification upon change or prospective change in status. The solicitation is made on behalf of the Rhode Island Department of Corrections.

Proposed Term of Services: Five years from the date of the purchase order. 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, RI enacted the Victims' Bill of Rights Act. Among other provisions, the legislation expanded the responsibilities of the RI Department of Corrections regarding 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 turn 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;

Also, RIGL§ 42-56-21-1 requires that the RIDOC Classification board notify a related victim (or victim's family in case of homicide) prior to the release of any prisoner on Work Release.

In response to the legislative requirement, the RI Department of Corrections has had an automated victim notification system since 2001. It is a contracted service under PO#203728, which contract will soon end.

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. All correctional facilities in the State (except for a privately managed federal detention center) are located at the John O. Pastore Center, and are

collectively know as the ACI (Adult Correctional Institutions). On the compound are eight 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 14,936 releases from the collective facilities: 10,146 awaiting-trial releases; 4,021 were convicted offender releases; 537 civil purge releases; and 232 other types (mostly transfer to other jurisdictions).

SECTION 3 - SCOPE OF WORK

A. Planning/Design:

1. The contractor 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 contractor's databases
 - At least two (2) methods for notification for various categories of notification events, seriousness of offense, etc.;
 - Selection of fields of offender data to be included in the system;
 - Methodologies for confidential, anonymous victim/other parties registration procedures;
 - Strategy for alerting the victim community to availability of program, including design/development of public service announcements, brochures, etc.

B. Inmate Database:

1. The contractor will establish and maintain a database of information on applicable RIDOC Inmates. Data will be obtained through a controlled linkage with RIDOC's INFACETS system. All data transmissions performed by the Contractor must be highly secured; either through advanced encryption and/or by using physically secured communication 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 Contractor's system will be scheduled with immediate updates on time-sensitive notifications, such as escapes. RIDOC must be able to initiate a transmission to the victim notification system upon demand. RIDOC also requires the Contractor to have the ability to adjust the frequency of data transfer as may be determined later. The Contractor should have the capability of transferring data twenty-four (24) times per day (i.e. hourly).

4. Action trigger data will include at the least those identified in the statutory reference above (Section 2-B), including parole hearing and parole. Other triggers may be added in the initial design or subsequently. The system must be able to accommodate future trigger fields.

C. Victim Registry and Services

1. The Contractor 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 [with at least one (1) Spanish speaker per shift] on a 24-hour, 7-day basis both for rotary phone users and for users who require assistance beyond that offered in the automated system. Such operators will have received training in understanding and dealing properly with needs of victims.
3. The contractor will provide a means by which appropriate personnel at RIDOC can optionally directly register individual victims.
4. The victim information fields should include at the least telephone number of registered victim. They should also include optional fields for victim name, mailing and/or home address, and 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 answered 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 and/or the caller is informed of the waiting period for a live operator.
9. The system will include a prompt for callers to access commonly used community resources for crime victims.

D. Notification Process

1. The contractor's system shall have 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.
3. The telephone transmission will allow for the victim to reach a live operator (such as "press 0 if you do not understand this message").
4. The system must have the capacity to continue to call the victim's number in case of a busy signal, 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 s/he has received the message (such as with use of a pin number).
6. The Contractor must provide for a mailing option, whereby letters are sent out to victims. The system should allow for registered parties and/or RIDOC to select the appropriate notification methodology by category of trigger or other category.

E. Other Requirements

1. The Contractor 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, type of notification, 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 RIDOC employees and authorized Contractor employees. The Contractor 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. 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. Notifications and information provided during an inquiry call must be made available in English and Spanish
6. The overall program must provide for software, hardware and telecommunications backup/redundancy which will allow for continuation of service in the event of failure of the primary equipment/hardware or telecommunications complement.
7. The Contractor will assist with training for user groups, and will provide appropriate training materials. The Bidder will produce written materials and audio/visual presentations to accomplish the training task.
8. The Contractor must provide reports and a historical record of all calls in and out of the service.
9. The Contractor shall provide RIDOC with a means to directly access the victim database.
10. The Contractor 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 Contractor. Some required managerial reports are listed below:
 - The number of inmates in the automated notification database
 - 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 failures to achieve automated notification within 24 hours of trying so that manual notification methods can be used if judged necessary.
11. The Contractor will allow RIDOC to revise scripts as needed. Such changes must be completed and running live within two (2) months.

SECTION 4 – QUESTIONS & RESPONSE SUBMISSION

Questions concerning this solicitation may be e-mailed to the Division of Purchases at questions@purchasing.state.ri.us no later than the date/time listed on the cover page. Please reference this LOI# on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information. For computer technical assistance, call the Purchases Hotline at 401 222-2142, ext 103.

Interested offerors may submit responses 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 RIVIP Bidder Certification Cover Form, signed by an 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. This form should be included in each response copy submitted to the State.
- 2) A signed and sealed Cost Proposal reflecting the fee structure, proposed for this scope of service. **The cost proposal should identify separately:**
 - a. start-up cost (if any)
 - b. annual maintenance cost for each of the five years
 - c. any other cost.
- 3) A certification of intention to comply with all of the provisions in the Scope of Work section of this solicitation, or an explanation of either inability to comply with a specific provision (along with explanation), and certification of intent to comply with all other provisions of the Scope of Work section.
- 4) Statement of Experience and Background:
 - a. A comprehensive listing of similar projects undertaken and/or similar clients served, including a brief description of the projects, and contact name and Tel or e-mail from each such project:
 - b. A description of the business background of the offeror (and all subcontractors proposed), including a description of their financial position: and
 - c. 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 percent (10%) participation by MBE's in all State procurements.

Two (2) copies of the Cost component, and Five (5) copies of all other components should be mailed or hand-delivered in a sealed envelope marked "Automated Victim Information and Notification System" and this Solicitation # B06426:

**RI Dept. of Administration
 Division of Purchases, 2nd floor
 One Capitol Hill
 Providence, RI 02908-5855**

NOTE: Responses received after the above-referenced due date and time will not be considered. Proposals misdirected to other State locations or which are otherwise not presented in the Division of Purchases by the scheduled due date and time will be determined to be late and may not be considered. Proposals faxed, or emailed, to the Division of Purchases will not be considered.

SECTION 5 – EVALUATION AND SELECTION

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

Capability, Capacity and Qualifications of the Offeror	35 points
Certification of compliance with all provisions in Scope of Work section of this solicitation	20 points
Cost [calculated as lowest responsive cost proposal) this cost proposal X 50 points]	45 points

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

Responses found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further. *Proposals must receive a minimum of 40 of 55 technical points to warrant further consideration.* Proposals receiving less than 40 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.