



# Corrections and Community Supervision

Request for Information (RFI) #2015-A  
Automated System for Victim Notification

July 9, 2015

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# 1 Introduction

The New York State Department of Corrections and Community Supervision (DOCCS), Office of Victim Assistance (OVA) intends to use this Request for Information (RFI) to gather information that will provide this agency with existing options for an automated notification system that a victim, family member of a victim, a witness or any member of the general public may utilize to obtain information relating to the crime and sentence of an inmate who is serving a determine or indeterminate sentence of imprisonment. The services sought are for 24/7 access to review the custody status of inmates; to register victims for telephone, email, and/or text notifications; and to provide information and notification in English and Spanish.

The State's desire is that this RFI will open a dialogue with stakeholders and other participants to gain a better understanding of the breadth of solutions that are currently available or could realistically be designed and implemented.

Interested entities experienced and skilled with systems that can address the requirements DOCCS has established for notifying victims when critical information is available as described herein should respond to this Request for Information (RFI) by emailing the designated contact ([Designated Contact](#)). It is DOCCS' intention that the information received as a result of this RFI will assist in the preparation of a competitive solicitation to secure an automated system for victim notification that will meet the agency needs and those affected by crime in New York State.

## 2 Background and Vendor Requirements

DOCCS has a set funding of \$175,000 a year based on the [Crime Victims Fund](#) established under the 1984 Victims of Crime Act (VOCA) to help victims and victim service providers with program funding. The system must be in compliance with the technical guidelines and standards for the operation of a statewide automated victim information and notification system as outlined by the Bureau of Justice Assistance, Office of Justice Programs. The guidelines and standards are available at [Statewide Automated Victim Information \(Savin\) Guidelines and Standards.pdf](#)

### Vendor Requirements

1. The automated notification system must be available 24 hours a day and seven (7) days a week in both English and Spanish. The notifications will utilize registrants' phone numbers, email addresses and/or text numbers. Notifications will be made in English or Spanish based on registrant's choice at time of registration.
2. Vendor will have dedicated toll-free number, a separate, secure website and application for registrants' use to register for notifications and to look up inmates' location and earliest release date information.
3. DOCCS will have 24/7 access to private portal for usage reports, canceling calls, deleting phone numbers and updating telephone personal identification number (PIN) that each registrant will be required to enter at time of registration for telephone notifications.

4. An annual allowance of \$5,000 is included in the contract amount to purchase “swag” items selected and designed by DOCCS for DOCCS to “advertise” the availability of the service.

### **Notification events**

5. Notification events will include release, escape, death, transfer to furlough or work release and/or transfer to other state agency, as well as return to DOCCS’ custody.
6. A self-selected four-digit PIN will be attached to the registered phone number at time of registration. The four-digit PIN must be entered at time of notification to confirm notification was received by registrant.
7. Notification scripts must be approved by DOCCS’ OVA staff.

### **Operator Support**

8. DOCCS requires 24/7 live operator support. Operator assistance is required to aid system user in registering to receive notifications and for referring registrants to the DOCCS’ OVA regarding additional concerns and information. Additional information needed by registrants will be provided by DOCCS’ OVA.
9. Live operators will have ability to utilize language line.

### **System Requirements**

10. Data file design will be per DOCCS’ specifications.
11. Data is to be sent by DOCCS by file transfer protocol (SFTP or secure web service) file a minimum of three (3) times daily on prescribed schedule.
12. An emergency data feed will be available to DOCCS to provide 24/7 data concerning escapes and return from escape.
13. Data updates will occur after inmate is released from custody but no notifications will occur.
14. Registration options will include toll-free automated telephone registration system, secure web site and/or cell phone app for most smart phones.

### **RFI Response Clarifications**

DOCCS may seek additional information (clarifying or otherwise) following the receipt of the RFI Responses. This may be through phone conversations or emailed questions.

### **Designated Contact**

For all questions and to submit a response to this RFI, please email the designated contact:

Velma L. Berry  
Contract Management Specialist 2, Contract Procurement Unit/Support Operations  
518 436-7886 ext. 3135 | [Doccscontracts@doccs.ny.gov](mailto:Doccscontracts@doccs.ny.gov)

Please place the title of the RFI in the subject line of your email correspondence:  
***RFI #2015-A - Automated System for Victim Notification.***

### **Disclaimer**

This RFI is not a contract offer, and DOCCS cannot award a contract based on responses to the RFI. DOCCS will not pay any costs incurred in preparing a response.

Qualified entities are encouraged to respond to this RFI; however, failure to submit a response will not impact a respondent's ability to submit a response to any future competitive solicitation process (if any) for projects. DOCCS reserves the right to accept or reject any or all information received, or to modify or cancel in part or in its entirety this RFI at any time. Respondents are advised that all costs associated with responding to this RFI will be solely at the respondent's expense. There are no representations or warranties regarding the accuracy or completeness of the information contained in this RFI. Respondents are responsible for making their own evaluation of information and data contained in this RFI and for preparing and submitting responses to this RFI.

### 3 Response Instructions

All interested entities are to respond by email with the following items included in the response:

1. A cover letter approximately one page in length on company letterhead. The letter must include the contact information (address, phone, fax, and email address) for an official that is authorized by the company to respond to solicitations.
2. A completed *Response Table* (see attached) containing the vendor requirements.
3. A short narrative (two to five pages in length) describing your entity's services. Reference items from the completed table by the item number in your narrative to facilitate the department's review.

Return the above-mentioned cover letter, the narrative, and the completed table to the following designated contact by email:

**Designated Contact:**

Velma Berry, CMS 2  
Phone: 518-436-7886 ext. 3135  
Email: [doccscontracts@doccs.ny.gov](mailto:doccscontracts@doccs.ny.gov)

**Alternate Designated Contact:**

Kathleen Gallagher, CMS 2  
Phone: 518-436-7886 ext. 3135  
Email: [doccscontracts@doccs.ny.gov](mailto:doccscontracts@doccs.ny.gov)

**Note:** This is not a Request for Proposals. It is an invitation to furnish DOCCS with information regarding interest and capabilities of companies that can provide the desired services at the specified correctional facilities.

#### **Submission Instructions**

Email the response to this request in Microsoft Word format to the [designated contact](#). Attach the completed table and any documents to the email transmitting the response.

#### **RFI Questions Deadline**

Interested companies may submit questions up to 3:00 p.m. on Monday, August 3, 2015. Email questions to the designated contact. Include the title of the RFI in the subject line: ***RFI #2015-A - Automated System for Victim Notification.***

### **Responses to Questions**

DOCCS will post responses on the [New York State Contract Reporter \(http://www.nyscr.ny.gov/\)](http://www.nyscr.ny.gov/) by COB Tuesday, August 11, 2015.

### **RFI Response Deadline**

Email responses must be received by 3:00 p.m. on Wednesday, August 19, 2015. Send responses and attachments to [doccscontracts@doccs.ny.gov](mailto:doccscontracts@doccs.ny.gov). Insert the following in the subject line: ***RFI #2015-A- Automated System for Victim Notification/Response***

## 4 Response Table

Requirement number	Summary of Requirement	Description of Available Services and/or Vendor's Experience with the Subject and Proposed Approach
1	Supply a notification system that is available 24 hours a day and seven (7) days a week in both English and Spanish.	
2	Provide a dedicated toll-free number, a separate, secure website, and an application for registrants' use to register for receiving notifications and to look up inmates' locations and earliest release dates information.	
3	Offer DOCCS 24/7 access to private portal for usage reports, canceling calls, deleting phone numbers, and updating telephone PINs that registrants enter at time of registration notifications.	
4	Provide DOCCS with \$5,000 swag annually for DOCCS to advertise or publicize the availability of the services.	
5	Send notifications of inmates' events including release, escape, death, transfer to furlough or work release, etc.	
6	Require registrants to self-select a four-digit PIN to enter to confirm receipt of telephone notifications.	
7	Notification scripts approved by DOCCS will be utilized for all notifications whether notifications occur by phone, email or text.	

**Response Table (continued)**

Requirement number	Summary of Requirement	Description of Available Services and/or Vendor's Experience with the Subject and Proposed Approach
8 and 9	Provide operators that are trained to use language line.	
10	Utilize a data file design consistent with DOCCS specifications.	
11	Receive data by SFTP or secure web service a minimum of three (3) times daily on prescribed schedule.	
12	Ensure that an emergency data feed will be available to DOCCS that provides 24/7 data concerning escapes and return from escapes.	
13	Incorporate data updates after inmate is released from DOCCS custody without sending notifications.	
14	Make available registration options including a toll-free automated telephone registration system, a secure web site and/or a cell phone app to be available for smart phones.	

**5 Response Table Instructions:**

Complete the third column by providing information about the available technology or the approach that your business would recommend. Include this table with the other items in [Response Instructions](#).