



Corrections and Community Supervision

Request for Information (RFI) #2016-03

Tablets for Inmates

Issued: January 21, 2016

Response Due Date: February 12, 2016

1.0 INTRODUCTION

The New York State Department of Corrections and Community Supervision (DOCCS), guided by the Departmental Mission, is responsible for the confinement and rehabilitation of approximately 53,000 individuals under custody held at 54 state facilities and 36,000 parolees supervised throughout seven regional offices.

The Contract Procurement Unit (CPU) for DOCCS is seeking information from vendors who can provide tablets specifically designed for correctional facilities for use by inmates. This will also include the installation, infrastructure setup, maintenance, and operation of equipment in the facilities. Tablets have the capability to offer inmates the opportunity for self-improvement and personal development by providing an alternate means to access educational programs and legal research. Additionally, they can provide inmates access to securely use media services (music, books, movies, etc.) and the potential to securely communicate with correctional facility staff, friends, and family.

2.0 PURPOSE

The purpose of this RFI is to acquire information regarding the interest and capabilities of vendors that can provide tablets for use in a correctional setting. This RFI invites input and ideas on how a tablet system can be implemented as well as rough cost estimates. Interested entities experienced and capable in providing a tablet system should respond to this RFI by sending the information requested in Section 4. It is DOCCS' intention that the information received as a result of this RFI will assist in the preparation of a competitive solicitation to offer tablets to inmates.

This RFI is an inquiry only. No contract or agreement will be made from the results of this RFI.

Responding to this RFI is entirely voluntary and will in no way affect DOCCS' consideration of any proposal submitted in response to a subsequent solicitation.

3.0 INQUIRIES

All inquiries shall be sent via email to the following address: DOCCScontracts@doccs.ny.gov
Please include "RFI #2016-03" in the subject line of your email.

This is not a bid. Please do not request bid documents.

4.0 INFORMATION REQUESTED

Basic requirements for a tablet would include a high quality construction with a shatter resistant and tamper-proof housing, 7"-10" touch screen, internal rechargeable non-removable battery, no Internet access, and no camera.

Responses should also include the following information:

4.1 DESCRIPTION OF SYSTEM FUNCTIONALITY: Documentation should be provided that is descriptive of the functions supported by the system. Existing product literature and prepared marketing materials may be included; however, this information is less useful than a more detailed user and technical document. Please include information on the following:

- a) Types of educational and legal research content available
- b) Access to commercially prepared instructional materials
- c) Ability to add custom DOCCS content
- d) How the tablet can be used for entertainment purposes (i.e. music, books, videos, etc.)
- e) Electronic Mail communications options available to inmates, including details on the ability to limit communications and/or screen email contents and the ability to store sent and received emails for future review. Include base cost per email, as well as any additional costs associated with additional features (See Section 4.4)
- f) Telephonic communication options available to inmates, including details on the ability to interface with the existing DOCCS Inmate Phone vendor to ensure existing security protocols are maintained. Include any additional cost per minute for utilizing the tablet device (See Section 4.4)
- g) Language translation
- h) How the tablet is adaptive for the sensorial disabled

4.2 DESCRIPTION OF TECHNICAL DESIGN: Respondents should provide information about overall system design including, as applicable, the following:

- a) Hardware specifications
- b) Operating system/software environment
- c) Physical security features, dimensions, battery life
- d) Detailed network requirements and protocols
- e) Data Security protocols
- f) Database environment and storage
- g) Description of the user interface, including browser-based screens for all functions of the system
- h) Description of the installation process
- i) Description of application security and auditing features (Identify options available for remote tablet control and monitoring by staff)
- j) Detailed interface requirements for inmate accounting
- k) Visual presentation of solution architecture

4.3 DESCRIPTION OF PRODUCT SUPPORT AND MAINTENANCE:

Respondents are requested to comment on the following:

- a) Manuals
- b) Onsite and offsite training
- c) Helpdesk Operations
- d) Frequency and acquisition of upgrades
- e) User feedback procedures
- f) 24/7 and 365 support procedures
- g) Warranty, returns and exchanges

4.4 ESTIMATED CHARGES – PRICING: As this document is an RFI, costs can only be estimated. Information on charges will be used for budgeting and planning purposes only – this is not a bid opportunity. All pricing assumptions should be identified including initial costs and recurring costs.

4.5 DELIVERY OF SERVICE:

How long does infrastructure take to install?

How soon does the system become available to inmates after install?

What is the delivery time after the order of a tablet?

4.6 CORPORATE INFORMATION AND REFERENCES: The following information is requested for those responding to this RFI:

- a) At least two references from law enforcement organizations that have used the system within the last two years
- b) Information on the single largest concurrent user installation
- c) Description of business experience
- d) Number of years in business
- e) Size of law enforcement/corrections customer base

5.0 INDUSTRY DAY

DOCCS intends to host an Industry Day meeting for all vendors that have an interest in having their products considered for use in its correctional facilities. The date and time of this meeting will be announced at a later date based on the responses received from this RFI.

6.0 SUBMISSION OF RESPONSE

A point of contact for each respondent should be provided, including name, address, email, and phone number. Responses should contain the above information, as appropriate.

Responses should be labeled as “RFI #2016-03 Tablets for Inmates” and addressed to:

NYS Department of Corrections and Community Supervision
Support Operations – Contract Procurement Unit
Attn: David Gambacorta
550 Broadway
Menands, NY 12204

Responses are due by 3:00 PM on February 12, 2016.

Responders to this RFI will not be precluded from responding to a future solicitation.

7.0 RFI RESPONSE CLARIFICATIONS

DOCCS may seek additional information (clarifying or otherwise) regarding any of the respondents’ services following the receipt of the RFI responses. Information may be sought via telephone or email communication.

8.0 DISCLAIMER

This RFI is not a contract offer and it is not an open solicitation for any services but rather an informational inquiry by DOCCS. This RFI does not commit DOCCS to award a contract, pay any costs incurred in preparing a response, or to procure or contract for services or supplies. 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. Respondents are advised that all costs associated with responding to this RFI will be solely at their 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.

9.0 PROCUREMENT LAW

Since this is not a solicitation that will result in a contract, it does not fall under procurement lobbying law; therefore, there is no restricted period.