

**NYS Department of Corrections & Community Supervision  
RFP 2016-04  
Official Responses to Vendor Questions**

<b>Question number</b>	<b>Questions from Vendors</b>	<b>Responses to Questions</b>
<b>1.</b>	Are the services in the RFP being contracted through an outside vendor and if so, by whom?	NYS DOCCS has published the RFP with the expectation that the most qualified vendor will be selected, and the five-year contract will be completed with the successful bidder for this RFP. The services are currently provided by Appriss, Inc.
<b>2.</b>	<p>For the 24/7 live agent piece</p> <ul style="list-style-type: none"> <li>a. What are the agents taking calls on?</li> <li>b. What is the call length?</li> <li>c. Projected call volume?</li> <li>d. Call volume of language line calls?</li> </ul>	<ul style="list-style-type: none"> <li>a. Live agents are responding to callers that may not have sufficient information, such as the identifiers related to the particular offender, to complete the registration for notifications. Callers may want to know the security level of the correctional facility in which the offender is located (e.g. maximum security, medium security). Callers may request an explanation of the earliest release date and if that release date is a guaranteed release date. Office of Victim Assistance (OVA) will provide a list of responses to inquiries that live agents can use for most calls. Also, live agents will have a list of the categories for which the agents must refer callers to the DOCCS' OVA for responses.</li> <li>b. Call length is dictated by what has prompted the caller to speak with an agent. Calls can be as brief as one minute or could take longer if the victim is highly emotional and in need of time to organize their question(s) and understand the responses.</li> <li>c. Call volume is difficult to project. Volume may be higher as callers learn of the availability of the service but decrease as they become more familiar with using the service. OVA staff will provide regional instructional and awareness training to local crime victim service agencies so that the agencies have</li> </ul>

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	<i>(Continued from the last page.)</i>	<p>sufficient familiarity with utilizing the online registration services. This training will also decrease the number of calls to agents. DOCCS anticipates that a good web design will allow callers to register without the need to speak with a live agent.</p> <p>d. English and Spanish are the two most commonly used languages, and DOCCS' OVA anticipates that language line will not be needed for the two most common languages. While callers may need assistance in other languages, it is not anticipated to be a high volume.</p>
3.	Can we be considered to offer a part of the services?	No, DOCCS is interested in securing one contractor or service provider. Service providers who are not able to provide all of the services listed as "mandatory" will not be reviewed further for scoring of the desirables.
4.	On page 8, <i>Vendor Requirements</i> – item 2. Requires that the contractor be in compliance with the technical guidelines and standards for the operation of a statewide automated victim notification system as outlined in the BJA document STATEWIDE AUTOMATED VICTIM INFORMATION (SAVIN) GUIDELINES AND STANDARDS.pdf. This document was produced in October 2006. Based on the age of this document, we wanted to confirm that these are the most current guidelines and standards that you wish us to follow.	That is the most current document. Realizing the age of the document and the likelihood technology has improved since 2006, the desirables allow for respondents to describe how they are able to exceed the standards specified in the document.

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5.	On page 9, <i>Notification of Events</i> , item 6. Although not specifically listed, how should a release from DOCCS/admission to local corrections be handled? Is it treated simply as a release? Also, how should a release from a DOCCS' facility to DOCCS' community supervision be handled?	A table of two-digit release data codes will be provided. Each release code (including release from DOCCS/admission to local corrections and release from a DOCCS' facility to DOCCS' community supervision) will have a corresponding script provided by the DOCCS. In addition, DOCCS will provide instructions specifying which two-digit release codes will result in an automated deletion of the offender's record. Similarly, DOCCS will provide release codes signifying that the offender needs to be retained in the data system for possible subsequent data updates.
6.	On page 11, <i>Vendor Requirements</i> , item B. Can you clarify what you are referencing when you refer to data that cannot be incorporated in the proposed data system? We are not clear as to what you are asking for in this section.	For a situation where DOCCS data sent in any SFTP file cannot be applied/incorporated in the vendor's data system, and, therefore, the updated/modified data does not get applied to the offender's record, bidders should provide information as to how this situation will be reported to DOCCS. For example, if DOCCS sends a code that the contractor's system cannot apply, how will the information be reported to DOCCS?
7.	On page 11, <i>Registration and Notification Events</i> , and page 13, item A. regarding the listed languages. Based on your experience providing victim assistance and victim notification services in New York State, do you have any analytics available to help gauge the anticipated volume of each of the listed	There is no analytical data available. These languages are per the Governor's Executive Order which is provided as a link in the RFP, Section 4.18.  (Continued on the next page.)

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	languages? If not, can you please list each of the languages by your priority? When you reference Chinese, is there a particular dialect or dialects that you expect would be most useful?	
<b>8.</b>	<p>For page 12, <i>Operator Support for Registrants</i>, can you make available usage reports from previous years that might include:</p> <ul style="list-style-type: none"> <li>• number of live operator assists;</li> <li>• duration of time for each operator assist;</li> <li>• number of times that consecutive live language interpretation was utilized, by language; and</li> <li>• any other reports, statistics, and analytics that might be useful in providing insight into the system or your requirements?</li> </ul>	See the attached tables.
<b>9.</b>	<p>In the RFP page 10, mandatory requirement #2, desirable item B states “advise how the bidder will provide detailed report to DOCCS’ OVA contract liaison for the data that cannot be incorporated in the proposed data system.”</p> <p>•What types of data is this requirement referring to? For example, is the state interested in how the bidder will report registrations on crime type</p>	<p>Please see response to question number 6 above.</p> <p><i>(Continued on the next page.)</i></p>

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	association? Or, is this in reference to data that is unavailable to be processed?	
<b>10.</b>	We would like to know what the monthly call traffic was for off-hours operator assistance in 2015?	That data is not available. If the bidder is capable of capturing and reporting this data, please indicate how the bidder proposes to do so.
<b>11.</b>	<p><b>Section 1.3, para 2:</b> DOCCS has a set not-to-exceed funding amount of \$175,000 per year.</p> <p><b>If implementation and annual costs for the first year exceed this amount, can this be accommodated through cost savings in the out years? That is, if the first year cost exceeds the Annual Rate, but the average of annual costs over the 5 year term does not exceed the amount, will that still be grounds for disqualification?</b></p>	The grant funds must be spent in the year the grant is awarded. There is no opportunity to spend higher funds one year and then “realize” the savings in future years.

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12.	<p><b>Section 2.1, para 1:</b> Bidders are advised that the DOCCS' intention is to ensure that only one qualified and reliable contractor enter into a contract to perform the work.</p> <p><b>Does DOCCS intend to continue with the current system?</b></p>	Please see response to question number 1 above.
13.	<p><b>Section 2.1, para 1:</b> If the bidder's proposal does not address the mandatory qualifications, the proposal may be rejected prior to the scoring process:</p> <p><b>Are alternative approaches permitted or must the system take the same approach as the current system?</b></p>	The mandatory requirements must be met. The approach for meeting the mandatory requirements should be described in sufficient details to confirm the respondent's ability to provide the mandatory requirements. The respondent's approach does not need to replicate the current system.
14.	<p><b>Section 2.1, subsection 2:</b> Contractor must be in compliance with technical guidelines and standards for the operation of a statewide automated victim notification system as outlined by the Bureau of Justice Assistance (BJA).</p> <p><b>A high-ranking member of the current vendor is listed as a Standards Advisory Committee member for the specified guidelines, which are required by the solicitation and which reflects, in large part,</b></p>	<p>The current vendor may respond to the RFP if they choose to do so. Please refer to # 4 above for more information.</p> <p><i>(Continued on the next page.)</i></p>

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	<p><b>the capabilities of the vendor's system. Is the current vendor allowed to bid?</b></p>	
<p><b>15.</b></p>	<p><b>Section 2.1, subsection 4:</b> A four-digit PIN code will be selected by registrant at time of registration for telephone notification.</p> <p><b>Is a 4-digit PIN code required or is an alternative permissible? For example, would a code of between 3 and 6 characters be permissible? Or a secret question and answer methodology?</b></p>	<p>The four-digit code is required for telephone notification only so a secret question and answer methodology would not be “user friendly” for registrants. Because telephone notification services offered through separate contracts (not contracted by the DOCCS) require a four-digit code to confirm telephone notification, it is believed a four-digit code for the telephone notification through the vendor offering the best solution will be more user friendly than other options (e.g. a three- to six-digit code).</p>
<p><b>16.</b></p>	<p><b>Section 2.1, subsection 4:</b></p> <p><b>Are there other options, such as not requiring a PIN and allowing voicemail to be considered delivered if the phone number is a personal cell number?</b></p>	<p>A four-digit PIN is preferred for confirmation that the notification has been received.</p>

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17.	<p><b>Section 2.1, subsection 4:</b></p> <p><b>What about providing options on emails and texts or from the logged in website to allow the recipient to confirm receipt of notification of event and stop calls as a result?</b></p>	<p>Describing that type of option as an additional means to confirm telephone notification will be reviewed for “user friendliness.”</p>
18.	<p><b>Section 2.1, subsection 5:</b> Registrations will be anonymous</p> <p><b>Is this mandatory that registrants not provide any name or address data or is it that it's not required? So, a victim can create a pseudonym or mark themselves as anonymous, but if willing to do so, can provide contact information?</b></p>	<p>The selected vendor will not collect information other than telephone number, text number and/or email address.</p>
19.	<p><b>Section 2.1, subsection 7:</b> Once triggered, notification calls will be placed for 24 hours EXCEPT for the hours of 10 p.m. to 7 a.m.</p> <p><b>What is the retry rate for unconfirmed calls?</b></p>	<p>Notification calls will be triggered for 24 hours. Once the initial call is placed and not confirmed, the re-try rate would be every other hour.</p>

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20.	<p><b>Section 2.1, subsection 8:</b> Notification will occur to registrant’s phone number, e-mail address and/or text number.</p> <p><b>How many phone numbers, email addresses and text numbers must be supported by the solution?</b></p>	<p>The number of registrants is dependent on the number of victims and members of the community who register. Registrations are anonymous and do not require “permission” from DOCCS or vendor to register.</p>
21.	<p><b>Section 2.1, subsection 9:</b> ... to confirm notification has occurred.</p> <p><b>Does DOCCS only require confirmation of phone notification and not email or text?</b></p>	<p>Yes, phone notification confirmation is the only confirmation the DOCCS requires. If confirmation is an option for other types of notifications, please describe in your proposal.</p>
22.	<p><b>Section 2.1, subsection 10:</b> Operator assistance is required to aid system users in registering to receive notifications and for referring registrants to the DOCCS’ OVA regarding additional concerns and information.</p> <p><b>How many incoming calls per day on average are currently received in which registration support is required?</b> <b>How many, on average, occur during non-working hours or non-notification hours?</b></p>	<p>Please refer to # 10 above concerning non-working or non-notification hours and see the attached tables.</p>

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23.	<p><b>Section 2.1, subsection 11:</b> Provide live operators that will have the ability to utilize consecutive live language interpretation services.</p> <p><b>What percentage of incoming calls require interpretation services?</b></p>	<p>That data is not available. If the bidder is capable of capturing and reporting this data, please indicate how the bidder proposes to do so.</p>
24.	<p><b>Section 2.1, subsection 12:</b> Data will be sent by DOCCS via SFTP three (3) times daily on prescribed schedule.</p> <p><b>Is DOCCS source data system capable of using web services for data exchange rather than flat files?</b></p>	<p>Yes. Technical discussions would be required between DOCCS and vendor.</p>
25.	<p><b>Section 2.1, subsection 13:</b> A fourth data file will be sent by DOCCS daily via SFTP at a prescribed time, which will update data, but not trigger notifications.</p> <p><b>Are the other data files not used to update Website data?</b> <b>Is the fourth data file formatted the same as the others?</b></p>	<p>It is expected the fourth data file will update the Website data. The fourth data file will be formatted like the other files.</p>

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26.	<p><b>Section 2.1, subsection 14:</b> Automated reconciliation of data will occur on a monthly basis per a schedule prescribed by DOCCS.</p> <p><b>Can this be automated through the use of Web Services rather than manual review of files?</b></p>	<p>Yes. Technical discussions would be required between the DOCCS and vendor.</p>
27.	<p><b>Section 2.1, subsection 15:</b> Receive a file of registrations from current vendor to initialize data files for future notification.</p> <p><b>Can the state promise that a data dictionary will be provided with the initial data set from the current vendor?</b></p> <p><b>Can the state assure that test data files would be provided well before the 30 days prior point?</b></p>	<p>The data will be delivered to the selected vendor by the current vendor in a format prescribed by DOCCS. DOCCS assures that the test data files will be provided at least 30 days prior to the services with the selected vendor are initiated.</p>
28.	<p><b>Section 2.1, subsection 15:</b> Receive a file of registrations from current vendor to initialize data files for future notification.</p> <p><b>Would it be permissible to use the vendor data to send out information about the new solution and request people create accounts in the new system rather than try</b></p>	<p>The option for the selected vendor to require phone numbers, text numbers and/or emails to be confirmed in order to validate the registrants' data supplied by the current vendor can be described in the response submitted to the RFP.</p> <p><i>(Continued on the next page.)</i></p>

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	to import thousands of records that may or may not be valid?	
29.	<p><b>Section 2.1, subsection 17:</b> Provide monthly reports based on new registrations</p> <p><b>Can DOCCS provide report list and formats?</b></p>	<p>Reports may include the number of new registrations and how the registration occurred (e.g. with operator assistance, by phone, through the web). Reports may also include the method by which the registrant wants to be notified (e.g. by phone, email and/or text). Bidders may list and describe the formats in their proposals.</p>
30.	<p><b>Section 2.1, subsection 18:</b> Vendor is required to produce a file of registrations to initialize data file to assist in transition at end of contract if necessary.</p> <p><b>Is this [the] current vendor? Or is this something the new vendor (if a change is made) must agree to do if the contract is not renewed in 5 years?</b></p>	<p>The selected vendor will be required to produce and provide a file of registrations to initialize the data necessary for transition to a new vendor, if applicable, at end of the five-year contract.</p>

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31.	<p><b>Section 2.1, subsection 21:</b> Contractor will supply an emergency data feed . . . available to DOCCS to provide 24/7 off-cycle data. . .</p> <p><b>What is meant by emergency data feed available to DOCCS? Is this a different file format that DOCCS can send to SFTP when emergency updates are needed? Is it more of a transaction based data stream? Manual update of offender(s) custody status thru Admin tool? Something else?</b></p>	<p>It is anticipated there will be times when notifications need to occur be sent other than when data is sent by SFTP. An example would be if an inmate escapes. In those cases when emergency updates are needed, the notification to registrants should not be delayed for the next SFTP file to be sent, so an option for an emergency data feed is necessary.</p>
32.	<p><b>Section 2.1, subsection 22:</b> Undeliverable notifications by telephone, email and text must be tracked and recorded in monthly report.</p> <p><b>Can DOC provide report format desired?</b></p>	<p>The proposal should describe how the vendor will report that information.</p>
33.	<p><b>Section 2.1, subsection 22:</b> Undeliverable notifications by telephone, email and text . . .</p> <p><b>Would DOCCS prefer a failover methodology such that unused contact data for the registrant for a particular notification be attempted on failure of selected methods?</b></p>	<p>Bidders may offer any recommended methodology in their responses to this mandatory requiring that the vendor track and record the information in a report.</p>

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34.	<p><b>Section 2.1, subsection 22:</b> Undeliverable notifications by telephone, email and text . . .</p> <p><b>What constitutes undelivered email: is it all bouncebacks or only those in which the ISP reports the email undeliverable (so does not include "Out of Office" replies)?</b></p>	<p>The report, at minimum, should include those emails for which the ISP reports the email as undeliverable. If the vendor wishes to include "out of office" replies they should include that in their proposal.</p>
35.	<p><b>Section 2.1, subsection 24:</b> An annual allowance of \$5,000 is included in the contract amount to purchase "swag" items...</p> <p><b>Can you describe what these are? Are they the sticky pad and door hanger items?</b></p>	<p>Prior examples of "swag" items include chap stick, flower seed packets, pens and lens cleaning cloths.</p>
36.	<p><b>Section 2.1, subsection 24:</b> . . .selected and designed by DOCCS</p> <p><b>Does DOCCS have designs already in place? If so, can copies be provided?</b></p>	<p>The designs differ based on the swag items. For example, the design included on the chap stick swag item differed from the design used on the lens cleaning cloths due to the sizes of the items.</p>

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37.	<p><b>Section 2.2, Notification Events subsection, Item #9 description, item B:</b> The bidder will provide a program that requires the PIN number to be re-entered to confirm receipt of the telephone call at end of the script.</p> <p><b>So, if the recipient enters the correct code prior to delivery of the script, but then doesn't enter the code again, is that considered undelivered?</b></p>	<p>Entry of the four-digit code at the beginning of the script would count as confirmation of delivery.</p>
38.	<p><b>Section 2.2, Notification Events subsection, Item #9 description, item C:</b> The bidder proposes a program allowing a prescribed code less than four digits long (e.g. *99) that can be entered by the recipient to stop the current notification call and permanently remove the recipients phone number from the system at the time that the notification call is received.</p> <p><b>Is this for people who forget their PIN? Or is this for people who inherit a phone number and don't know the PIN?</b></p> <p><b><del>If</del> [For] people who forget their PIN, is it permissible to do this from the website (or as a link from an email with the same info or as reply to text)?</b></p>	<p>The notification script would clearly state that by entering the prescribed code (less than four digits long), the recipient understands their phone number will be PERMANENTLY removed from the notification service. It will be the recipient's choice to permanently remove the phone number or not. Because registrations are anonymous there will be no way to determine or verify if the recipient of the notification call is someone who has inherited the phone number or someone who has forgotten their PIN number.</p> <p>Because not all registrants register with both a phone number and an email address, it will not be possible to email Website instructions to registrants who register with a phone number only.</p>

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39.	<p><b>Section 2.2, Technical Requirement subsection, Item #12 description, item A:</b> Describe how the system you propose will exceed the BJA standards.</p> <p>Are there particular sections of the standard [that] DOCCS is interested in exceeding?</p>	Please refer to the response for question 4 above.
40.	<p><b>Section 2.2, Administration subsection, Item #23 description, item A:</b> Provide details as to how DOCCS' approved scripts will be available in any or all of the following languages: Chinese, Russian, Haitian/Creole, Korean, and Italian.</p> <p><b>Is Vendor responsible for translation of messages to supported languages or will DOCCS provide additional language text?</b></p>	DOCCS will provide scripts in English only. Bidders should describe how they plan to translate and support any of the languages listed in their proposals.
41.	<p><b>Section 3.1:</b> Once approved by OSC, the contract resulting from this RFP will commence on July 1, 2016.</p> <p><b>If you change vendors, does the new system go Live on July 1?</b></p> <p><b>Can DOCCS guarantee that the award will be made by March 24, according to the</b></p>	<p>The <i>Schedule of Events</i> provides the date that the tentative award recommendation will be approved internally by DOCCS. The announcement will follow as well as the tentative award letter to the successful bidder.</p> <p><i>(Continued on the next page.)</i></p>

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	<p>schedule? If not, can DOCCS guarantee that go Live will be permitted to slip an amount equal to the difference between that and the actual award date?</p>	
<p><b>42.</b></p>	<p><b>Mandatory Requirement 11:</b> Live operators will have the ability to utilize a consecutive live language interpretation service</p> <p><b>Does DOCCS already have a service they use?</b></p>	<p>The vendor will not be required to use the same live language interpretation service utilized by DOCCS.</p>
<p><b>43.</b></p>	<p><b>Mandatory Requirement 12:</b> Data will be sent by DOCCS via SFTP three (3) times daily on prescribed schedule.</p> <p><b>Does DOCCS data file contain all Offender Data or just the delta since the last creation of the data file?</b></p>	<p>Data sent via SFTP three times daily on a prescribed schedule will not repopulate existing data that has not changed. Only data that will require an ADD, DELETE or MODIFY action will be sent.</p>

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44.	<p><b>Mandatory Requirement 13:</b> A fourth data file will be sent by DOCCS via SFTP at a prescribed time daily which will update data but trigger no notifications.</p> <p><b>How is this data file different from the 3-times per day file?</b></p>	<p>The fourth data fill will be in the same format as the other data files however will be utilized to update data and not to trigger notifications.</p>
45.	<p><b>Mandatory Requirement 15:</b> Vendor will receive file of registrations from current vendor to initialize data files for future notifications.</p> <p><b>Can vendor provide formats for current vendor to populate rather than receive data file from current vendor?</b></p>	<p>The data format will be prescribed by the new vendor and, after DOCCS' approval, coordinated with the current vendor.</p>
46.	<p><b>Mandatory Requirement 15:</b> Data file acquisition will occur thirty (30) days prior to vendor transition</p> <p><b>What is the current record count and for active registrations (those in which the offender is still tracked by DOCCS) and the expected record count at time of transition?</b></p>	<p>The current record count is higher than what will be provided to the new vendor. DOCCS will review the data from the current vendor, eliminate data for offenders that are no longer tracked by DOCCS, and supply the reduced data file to the new vendor.</p>

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47.	<p><b>Mandatory Requirement 16:</b> Data file design will be per DOCCS specifications (see Attachment F, Exhibit 2).</p> <p><b>This file doesn't differentiate between the 3-times per day file, the end of the day file and the emergency file. Do all use the same format?</b></p>	<p>The four files sent by SFTP will utilize the same data layout. The emergency data file (see the response to question 31 above) will contain MODIFY records only.</p>
48.	<p><b>Mandatory Requirement 17:</b> Vendor will be responsible for the monthly report based on new registrations per VOCA crime categories.</p> <p><b>Can an offender have multiple crime categories? If so, how would that be represented in the data file? If an offender has multiple crime categories, should a registrant link to one specific category?</b></p>	<p>An offender can have multiple crime categories; however, only four crimes will be in the offender's record shared with the vendor. The vendor should link to any and all crime types included in the four crime options supplied. For example, if an offender is in custody for both murder and robbery, the crime category should link to both murder and robbery.</p>
49.	<p><b>Mandatory Requirement 20:</b> DOCCS will have 24/7 access to private portal</p> <p><b>How many users?</b></p>	<p>Five</p>

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50.	<p><b>Mandatory Requirement 24:</b> An annual allowance of \$5000 is included in the contract amount to purchase “swag” items selected and designed by DOCCS to “advertise” the availability of the services.</p> <p><b>By included, does that mean that the costs for these items consumes part of the allowed budget or that these items are in addition to the allowed budget?</b></p>	<p>The annual allowance is included in the contract amount.</p>
51.	<p><b>Mandatory Requirement 24:</b> An annual allowance of \$5000 is included in the contract amount to purchase “swag” items . . .</p> <p><b>What items are currently used by DOCCS?</b></p>	<p>Please refer to the response for question 35 above.</p>
52.	<p><b>Cost Proposal:</b> Annual Rate</p> <p><b>Cost proposal does not consider initial startup cost for first year? Is this intentional? If not, can the table be expanded to include year by year costs?</b></p>	<p>Please refer to the response for question 11 above.</p>

**NYS Department of Corrections & Community Supervision  
RFP 2016-04  
Official Responses to Vendor Questions**

<b>Question number</b>	<b>Questions from Vendors</b>	<b>Responses to Questions</b>
53.	<p><b>General Question:</b> What are the monthly average counts for Email, Text, and Phone calls in terms of individual events (one offender/victim notification action)?</p>	<p>Texting is not currently an option in NY but is considered a mandatory for purposes of this RFP. For the other counts, see the attachment at the end of the questions and responses.</p>
54.	<p><b>General Question:</b> What is the average phone call repeat count?</p>	<p>That data is not available.</p>
55.	<p><b>General Question:</b> What is the current offender population and average sentence term?</p>	<p>As of December 31, 2015, there were 52,363 offenders in DOCCS custody and approximately 36,000 on community supervision status. Of the 52,363 in custody, 33,641 were in custody for violent felony offenses. Data as of January 1, 2014, revealed the median minimum sentence was 66 months and the median maximum sentence was 84 months (see reports posted at <a href="http://www.doccs.state.ny.gov">www.doccs.state.ny.gov</a> under media/publications for further information.)</p>

**NYS Department of Corrections & Community Supervision  
RFP 2016-04  
Official Responses to Vendor Questions**

<b>Question number</b>	<b>Questions from Vendors</b>	<b>Responses to Questions</b>
<b>56.</b>	<b>General Question:</b> What is the current count of active registrants (number of registrants associated with an offender currently tracked by DOCCS)?	Please refer to the response for question 46 above.

## Attachment to the Official Responses to Vendor Questions

**Notification - Release to Parole**

Month	Phone Events			TTY Events			Email Events		
	Confirmed			Confirmed			Delivered		
	Yes	No	Total	Yes	No	Total	Yes	No	Total
Jan, 15	130	280	410	0	5	5	660	75	735
Feb, 15	123	243	366	0	6	6	637	61	698
Mar, 15	151	288	439	0	7	7	758	73	831
Apr, 15	129	263	392	0	8	8	709	80	789
May, 15	140	293	433	0	5	5	629	63	692
Jun, 15	167	349	516	0	3	3	878	131	1,009
<b>Totals</b>	<b>840</b>	<b>1,716</b>	<b>2,556</b>	<b>0</b>	<b>34</b>	<b>34</b>	<b>4,271</b>	<b>483</b>	<b>4,754</b>

**Notification - Conditional Release to Parole**

Month	Phone Events			TTY Events			Email Events		
	Confirmed			Confirmed			Delivered		
	Yes	No	Total	Yes	No	Total	Yes	No	Total
Jan, 15	76	170	246	0	1	1	380	43	423
Feb, 15	71	182	253	0	1	1	366	57	423
Mar, 15	87	123	210	0	3	3	415	47	462
Apr, 15	89	153	242	0	0	0	369	36	405
May, 15	72	158	230	0	4	4	463	42	505
Jun, 15	64	168	232	0	2	2	373	36	409
<b>Totals</b>	<b>459</b>	<b>954</b>	<b>1,413</b>	<b>0</b>	<b>11</b>	<b>11</b>	<b>2,366</b>	<b>261</b>	<b>2,627</b>

## Attachment to the Official Responses to Vendor Questions

### Notification - Another State Agency

Month	Phone Events			TTY Events			Email Events		
	Confirmed			Confirmed			Delivered		
	Yes	No	Total	Yes	No	Total	Yes	No	Total
Jan, 15	2	6	8	0	0	0	1	2	3
Feb, 15	3	6	9	0	0	0	5	1	6
Mar, 15	4	2	6	0	0	0	9	7	16
Apr, 15	2	5	7	0	0	0	10	1	11
May, 15	2	3	5	0	0	0	5	0	5
Jun, 15	1	4	5	0	0	0	3	0	3
<b>Totals</b>	<b>14</b>	<b>26</b>	<b>40</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>33</b>	<b>11</b>	<b>44</b>

### Notification – Absconder

Month	Phone Events			TTY Events			Email Events		
	Confirmed			Confirmed			Delivered		
	Yes	No	Total	Yes	No	Total	Yes	No	Total
Jan, 15	0	0	0	0	0	0	1	0	1
Feb, 15	0	0	0	0	0	0	0	0	0
Mar, 15	0	3	3	0	0	0	3	0	3
Apr, 15	0	0	0	0	0	0	0	0	0
May, 15	0	0	0	0	0	0	0	0	0
Jun, 15	0	0	0	0	0	0	0	0	0
<b>Totals</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>4</b>

## Attachment to the Official Responses to Vendor Questions

**Notification - Death DOC State**

Month	Phone Events			TTY Events			Email Events		
	Confirmed			Confirmed			Delivered		
	Yes	No	Total	Yes	No	Total	Yes	No	Total
Jan, 15	1	0	1	0	0	0	3	0	3
Feb, 15	1	3	4	0	0	0	2	0	2
Mar, 15	2	0	2	0	0	0	13	0	13
Apr, 15	0	0	0	0	0	0	3	0	3
May, 15	0	5	5	0	0	0	3	1	4
Jun, 15	0	2	2	0	0	0	4	3	7
<b>Totals</b>	<b>4</b>	<b>10</b>	<b>14</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>28</b>	<b>4</b>	<b>32</b>

**Notification - Sentence Served**

Month	Phone Events			TTY Events			Email Events		
	Confirmed			Confirmed			Delivered		
	Yes	No	Total	Yes	No	Total	Yes	No	Total
Jan, 15	33	53	86	0	3	3	127	14	141
Feb, 15	14	60	74	0	0	0	93	14	107
Mar, 15	24	48	72	0	1	1	120	13	133
Apr, 15	23	36	59	0	0	0	95	22	117
May, 15	22	64	86	0	2	2	124	19	143
Jun, 15	26	45	71	0	1	1	105	16	121
<b>Totals</b>	<b>142</b>	<b>306</b>	<b>448</b>	<b>0</b>	<b>7</b>	<b>7</b>	<b>664</b>	<b>98</b>	<b>762</b>

## Attachment to the Official Responses to Vendor Questions

**Notification - Court Order**

Month	Phone Events			TTY Events			Email Events		
	Confirmed			Confirmed			Delivered		
	Yes	No	Total	Yes	No	Total	Yes	No	Total
Jan, 15	1	2	3	0	0	0	18	1	19
Feb, 15	1	2	3	0	0	0	4	1	5
Mar, 15	1	2	3	0	0	0	7	4	11
Apr, 15	1	4	5	0	0	0	11	2	13
May, 15	2	9	11	0	0	0	17	3	20
Jun, 15	0	9	9	0	0	0	21	5	26
<b>Totals</b>	<b>6</b>	<b>28</b>	<b>34</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>78</b>	<b>16</b>	<b>94</b>

**Notification – Unknown**

Month	Phone Events			TTY Events			Email Events		
	Confirmed			Confirmed			Delivered		
	Yes	No	Total	Yes	No	Total	Yes	No	Total
Jan, 15	0	0	0	0	0	0	3	0	3
Feb, 15	0	0	0	0	0	0	0	0	0
Mar, 15	0	0	0	0	0	0	0	0	0
Apr, 15	0	0	0	0	0	0	0	0	0
May, 15	0	0	0	0	0	0	0	0	0
Jun, 15	0	0	0	0	0	0	0	0	0
<b>Totals</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>3</b>

## Attachment to the Official Responses to Vendor Questions

### Notification - Unsupervised Custody

Month	Phone Events			TTY Events			Email Events		
	Confirmed			Confirmed			Delivered		
	Yes	No	Total	Yes	No	Total	Yes	No	Total
Jan, 15	0	0	0	0	0	0	0	0	0
Feb, 15	0	0	0	0	0	0	0	0	0
Mar, 15	0	0	0	0	0	0	0	0	0
Apr, 15	0	0	0	0	0	0	0	0	0
May, 15	0	1	1	0	0	0	1	0	1
Jun, 15	0	0	0	0	0	0	2	0	2
<b>Totals</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>3</b>

### Notification - Work Release

Month	Phone Events			TTY Events			Email Events		
	Confirmed			Confirmed			Delivered		
	Yes	No	Total	Yes	No	Total	Yes	No	Total
Jan, 15	5	5	10	0	0	0	24	0	24
Feb, 15	6	5	11	0	0	0	35	3	38
Mar, 15	3	7	10	0	0	0	27	5	32
Apr, 15	8	10	18	0	2	2	42	3	45
May, 15	1	2	3	0	0	0	15	1	16
Jun, 15	3	5	8	0	1	1	20	3	23
<b>Totals</b>	<b>26</b>	<b>34</b>	<b>60</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>163</b>	<b>15</b>	<b>178</b>

## Attachment to the Official Responses to Vendor Questions

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**Notification - Rebook from Court Release Order**

	Phone Events			TTY Events			Email Events		
	Confirmed			Confirmed			Delivered		
Month	Yes	No	Total	Yes	No	Total	Yes	No	Total
Jan, 15	0	1	1	0	0	0	0	0	0
Feb, 15	0	0	0	0	0	0	0	0	0
Mar, 15	0	0	0	0	0	0	4	1	5
Apr, 15	0	0	0	0	0	0	0	0	0
May, 15	0	0	0	0	0	0	0	0	0
Jun, 15	0	0	0	0	0	0	0	0	0
<b>Totals</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>5</b>

**Notification - Rebook from Error**

	Phone Events			TTY Events			Email Events		
	Confirmed			Confirmed			Delivered		
Month	Yes	No	Total	Yes	No	Total	Yes	No	Total
Jan, 15	0	0	0	0	0	0	0	0	0
Feb, 15	0	0	0	0	0	0	0	0	0
Mar, 15	0	0	0	0	0	0	0	0	0
Apr, 15	1	0	1	0	0	0	4	1	5
May, 15	0	0	0	0	0	0	0	0	0
Jun, 15	0	0	0	0	0	0	0	0	0
<b>Totals</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>5</b>

## Attachment to the Official Responses to Vendor Questions

**Notification - Rebook from Ascendance / Escape**

Month	Phone Events			TTY Events			Email Events		
	Confirmed			Confirmed			Delivered		
	Yes	No	Total	Yes	No	Total	Yes	No	Total
Jan, 15	0	2	2	0	0	0	0	1	1
Feb, 15	0	0	0	0	0	0	0	0	0
Mar, 15	0	3	3	0	0	0	3	0	3
Apr, 15	0	0	0	0	0	0	1	0	1
May, 15	0	0	0	0	0	0	0	0	0
Jun, 15	2	0	2	0	0	0	11	0	11
<b>Totals</b>	<b>2</b>	<b>5</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>15</b>	<b>1</b>	<b>16</b>

**Notification - Rebook from Work Release**

Month	Phone Events			TTY Events			Email Events		
	Confirmed			Confirmed			Delivered		
	Yes	No	Total	Yes	No	Total	Yes	No	Total
Jan, 15	1	0	1	0	0	0	8	2	10
Feb, 15	1	2	3	0	0	0	4	0	4
Mar, 15	0	1	1	0	0	0	3	0	3
Apr, 15	0	1	1	0	0	0	4	0	4
May, 15	2	0	2	0	0	0	4	0	4
Jun, 15	0	1	1	0	0	0	11	1	12
<b>Totals</b>	<b>4</b>	<b>5</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>34</b>	<b>3</b>	<b>37</b>

## Attachment to the Official Responses to Vendor Questions

**Notification - Rebook from Unsupervised Custody**

Month	Phone Events			TTY Events			Email Events		
	Confirmed			Confirmed			Delivered		
	Yes	No	Total	Yes	No	Total	Yes	No	Total
Jan, 15	0	0	0	0	0	0	0	0	0
Feb, 15	0	0	0	0	0	0	0	0	0
Mar, 15	0	0	0	0	0	0	0	0	0
Apr, 15	0	0	0	0	0	0	0	0	0
May, 15	0	1	1	0	0	0	0	0	0
Jun, 15	0	0	0	0	0	0	0	0	0
<b>Totals</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Notification - Rebook from Another State Agency**

Month	Phone Events			TTY Events			Email Events		
	Confirmed			Confirmed			Delivered		
	Yes	No	Total	Yes	No	Total	Yes	No	Total
Jan, 15	2	3	5	0	0	0	4	0	4
Feb, 15	1	2	3	0	0	0	4	0	4
Mar, 15	1	5	6	0	1	1	10	0	10
Apr, 15	6	6	12	0	0	0	5	2	7
May, 15	2	0	2	0	0	0	2	0	2
Jun, 15	1	8	9	0	0	0	10	2	12
<b>Totals</b>	<b>13</b>	<b>24</b>	<b>37</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>35</b>	<b>4</b>	<b>39</b>

## Attachment to the Official Responses to Vendor Questions

### Notification - Rebook from Parole

Month	Phone Events			TTY Events			Email Events		
	Confirmed			Confirmed			Delivered		
	Yes	No	Total	Yes	No	Total	Yes	No	Total
Jan, 15	74	239	313	0	3	3	429	78	507
Feb, 15	76	223	299	0	1	1	410	79	489
Mar, 15	109	235	344	0	5	5	575	89	664
Apr, 15	91	199	290	0	4	4	524	76	600
May, 15	112	269	381	0	6	6	527	74	601
Jun, 15	103	274	377	0	3	3	590	83	673
<b>Totals</b>	<b>565</b>	<b>1,439</b>	<b>2,004</b>	<b>0</b>	<b>22</b>	<b>22</b>	<b>3,055</b>	<b>479</b>	<b>3,534</b>

### Notification - DOC Error

Month	Phone Events			TTY Events			Email Events		
	Confirmed			Confirmed			Delivered		
	Yes	No	Total	Yes	No	Total	Yes	No	Total
Jan, 15	0	0	0	0	0	0	0	0	0
Feb, 15	0	0	0	0	0	0	0	0	0
Mar, 15	1	0	1	0	0	0	4	1	5
Apr, 15	0	0	0	0	0	0	0	0	0
May, 15	0	0	0	0	0	0	0	0	0
Jun, 15	0	0	0	0	0	0	0	0	0
<b>Totals</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>5</b>

## Attachment to the Official Responses to Vendor Questions

### Notification - Civil Commitment

Month	Phone Events			TTY Events			Email Events		
	Confirmed			Confirmed			Delivered		
	Yes	No	Total	Yes	No	Total	Yes	No	Total
Jan, 15	0	0	0	0	0	0	0	0	0
Feb, 15	0	0	0	0	0	0	4	0	4
Mar, 15	0	1	1	0	0	0	2	2	4
Apr, 15	0	1	1	0	0	0	4	0	4
May, 15	0	0	0	0	0	0	1	0	1
Jun, 15	1	3	4	0	0	0	3	0	3
<b>Totals</b>	<b>1</b>	<b>5</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>14</b>	<b>2</b>	<b>16</b>

### Notification - New Admit

Month	Phone Events			TTY Events			Email Events		
	Confirmed			Confirmed			Delivered		
	Yes	No	Total	Yes	No	Total	Yes	No	Total
Jan, 15	17	29	46	0	0	0	48	13	61
Feb, 15	8	29	37	0	0	0	61	17	78
Mar, 15	7	32	39	0	0	0	69	12	81
Apr, 15	10	29	39	0	0	0	63	11	74
May, 15	8	28	36	0	0	0	55	8	63
Jun, 15	8	37	45	0	0	0	70	15	85
<b>Totals</b>	<b>58</b>	<b>184</b>	<b>242</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>366</b>	<b>76</b>	<b>442</b>