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NEW YORK STATE  
CORRECTIONS AND COMMUNITY SUPERVISION

REQUEST FOR PROPOSALS 2016-02

For an  
Inmate Telephone System  
November 2016

BIDDERS' CONFERENCE  
Correctional Services Training Academy  
1134 New Scotland Road  
Albany, New York  
December 8, 2016  
1:00 P.M.

ATTENDEES

NYS DEPARTMENT OF CORRECTIONS & COMMUNITY SUPERVISION:

Deputy Commissioner Daniel Martuscello - Executive

Assistant Commissioner Jim O'Gorman, Executive

Deputy Commissioner Jeff McKoy, Executive

Associate Commissioner Robert Kennedy, Executive

Suzanne Cristo, Office of Counsel

Frank Arpey, CPU

Velma Berry, CPU

Director Patti Bartlett, Support Operations

Stefan Kousakis, Program Management

Marie Josee Washington, M/WBE

\*\*\*\*\*

Julie Bashant, GCOM Software, Inc.

Jim Mahar, DiRAD Technologies, Inc.

Jeffrey Sargent, CenturyLink

Adam Mercer, Securus Technologies, Inc.

Roy Davis, Unisys

Mike Spadoni, Unisys

Tim Nichols, IC Solutions

Jeffrey Harris, IC Solutions

Greg Stroman, IC Solutions

Brad Coens, IC Solutions

Verbatim Record by:

Ellen J. Frankovitch, Shorthand Reporter/Notary Public

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## P R O C E E D I N G S

DEPUTY COMMISSIONER MARTUSCELLO: Good afternoon, everyone. I appreciate your patience. I was trying to wait a few more minutes before we start to give one or two other vendors some time to arrive, but we're going to get started.

I would like to first start by introducing myself. My name is Dan Martuscello. I'm the Deputy Commissioner for Administrative Services for DOCCS. I'm going to introduce the key DOCCS staff members that are present here today very quickly.

We have Assistant Commissioner James O'Gorman. Associate Commissioner Robert Kennedy. Suzanne Cristo from our counsel's office. Frank Arpey from our Contract Procurement Unit. Velma Berry, Contract Procurement Unit. Patti Bartlett, our Director of Support Operations. Stefan Kousakis, from ITS Program Management. And Francis Grant from our Contract Procurement Unit from our M/WBE Section, as well as Marie Washington, also Contract Procurement Unit.

Just a couple of housekeeping issues

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1 before we get started. Restrooms, so if you  
2 go out this door, take a left, the men's room  
3 is on your right-hand side. Women's room,  
4 again, out this door, take a right and go up  
5 the stairs and take a right and it's down the  
6 hall on the left-hand side.

7 For fire exits, similarly we'll go out  
8 this door, take a right, get to the hallway,  
9 we're going to take a right and a left and up  
10 the first flight of stairs and then exit to  
11 the exterior of the building.

12 Cell phones, I just ask that you silence  
13 your cell phones throughout the presentation.

14 As we'll see in the front, we are  
15 providing a transcription of this prebid  
16 conference today, so I would ask that if  
17 during the presentation, both for DOCCS staff  
18 as well as anyone from the vendor community,  
19 if you're speaking if you could first provide  
20 your name and the company you're with, or your  
21 title in the case of DOCCS staff, it will be  
22 helpful for the transcriptionist. If you  
23 forget, we'll remind you but hopefully you  
24 won't.

25 Questions and responses at the

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1 conference, I know we've accepted a few  
2 questions in advance. If they are not  
3 answered here today throughout my  
4 presentation, certainly, as outlined in the  
5 RFP, we'll provide our official responses in  
6 writing to the entire vendor community as  
7 present here at the prebid conference, which  
8 is a mandatory prebid conference.

9 At the conclusion of today's  
10 presentation, if you have questions that you  
11 would like to submit in writing, Velma Berry,  
12 from our Contract Procurement Unit, will be  
13 accepting those questions and will get the  
14 answers out as our official responses.  
15 Throughout today, if we do provide answers as  
16 outlined in the RFP, those are unofficial  
17 responses. The official responses will come  
18 in the form of a written response to your  
19 formal questions, and we will provide that to  
20 all parties present today.

21 With that, I am going to get started.  
22 Again, I want to thank you for coming to the  
23 mandatory prebid conference for the Inmate  
24 Telephone System. I want to start with  
25 providing an overview of the RFP and walk you

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1 through some of the key sections. It's a  
2 pretty lengthy solicitation; I'm not going to  
3 cover every single aspect of it; some of it I  
4 will provide you brief highlights, but others  
5 I will give a little more context. So I'll  
6 start with the introduction of our existing  
7 telephone system.

8 Pursuant to Correction Law 623, DOCCS  
9 currently has an inmate telephone service  
10 provider that manages the Inmate Call Home  
11 Program. It allows inmates to place telephone  
12 calls to family and friends. Pre-established  
13 numbers in the system that were pre-registered  
14 with the counselor of the assigned inmate.

15 The system is a customized network  
16 comprised of premise-based communication  
17 equipment and centralized call processing and  
18 data collection and storage device.

19 It supports approximately 3,685 inmate  
20 phones currently. They range from as few as  
21 four phones at a facility to upwards of 180.  
22 And just so you have a context, we currently  
23 have in the system 54 correctional facilities  
24 that we operate geographically dispersed  
25 throughout the State of New York.

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1           The telephone instruments are wired with  
2           standard category 3 cables. DOCCS does not  
3           guarantee the number of facilities, other  
4           locations, number of phones at any facility or  
5           other locations.

6           DOCCS maintains a mainframe application  
7           by which we administer a lot of our  
8           administrative authorizations and activities,  
9           such as registering the inmate phone numbers  
10          that they're allowed to call, placing blocks  
11          on the system, as well as some investigative  
12          tools that we currently utilize in monitoring  
13          live conversation and/or recording  
14          conversation.

15          DOCCS -- obviously, the inmate phone  
16          program for inmates is a vital tool for them  
17          to connect to their families and their  
18          friends. It provides them a means of contact  
19          with the outside world and it really fosters  
20          that reunification upon when we return them  
21          back to society hopefully so they don't return  
22          to us. So we are interested in a contract for  
23          a comprehensive full-featured ITS solution  
24          that serves all of our facilities all at the  
25          same time, supports the related administrative

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1 and investigatory activities as described in  
2 the RFP.

3 As vital as this service is to our  
4 population, it's as vital to us. We can glean  
5 a lot of intelligence from the inmate phone  
6 system, whether it be pre-incident and we can  
7 avert an incident from occurring because of  
8 our monitoring activities, and/or  
9 post-incident, to understand what the driving  
10 force behind that was and how we can avert  
11 future disturbances that may occur subsequent  
12 to those activities.

13 Again, we intend to implement an  
14 enterprise solution that can be deployed  
15 statewide and managed off of a single  
16 platform. And more important to this bullet  
17 is the smooth migration from our existing  
18 solution to the new platform that we're going  
19 to go with, and that migration should occur  
20 within 90 calendar days of the contract  
21 approval with no disruption in service.

22 And, as outlined in the RFP, where we  
23 have existing callers in our current contract,  
24 that allows for that smooth transition and  
25 continuity of service in that final for the



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1 operation of our facilities.

2 A little information about the call  
3 volume. Over a six-month average, 7.7 million  
4 calls, 112 million minutes of traffic, again,  
5 both administrative, operational and support  
6 services at a variety of levels as described  
7 in the RFP, with provisioning deployment and  
8 ongoing support of the equipment, again,  
9 leading to that smooth transition in how we  
10 continue to maintain those telephones and the  
11 operation.

12 Part of the RFP is a requirement that  
13 it's an environment that ensures all  
14 information will remain within the United  
15 States, and specific procedures relative to  
16 training and tools necessary to operate, back  
17 up the system or recover it in the event there  
18 are issues with that.

19 Again, key to it is migration of the  
20 current system, as I talked about, and the  
21 customer service forum.

22 Schedule of Events: Key dates that were  
23 outlined in the RFP. The mandatory bidders'  
24 conference, which is today.

25 Final written questions due from the

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1           bidders on 12/16 of '16. So if you have  
2           questions that you would like to submit at the  
3           conclusion of today, you still have the  
4           opportunity to continue to do so until 12/16.

5           Official responses, which will be the  
6           final responses and the official. And we also  
7           want to discuss in terms of unofficial answers  
8           today, if that were to occur and there would  
9           be a conflict, the official written responses  
10          would be the final agency responses.

11          The closing date for receipt of  
12          proposals: Thursday, January 19th.

13          Bid opening: January 24th.

14          On-site or real-time demonstration:  
15          Again, to be determined. It's going between  
16          February 17th and February 26th is  
17          anticipated.

18          Selection of the contractor: 3/1.

19          And contract signed by DOCCS and the  
20          vendor: 3/22.

21          And contract award: 6/30.

22          Project initiation meeting: 7/5, with an  
23          implementation date -- or implementation  
24          completion date of 10/2.

25          Okay. So Section 2 of the RFP, the

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1 Bidder Information. The agreement's going to  
2 run for a five-year period, October 1st of '17  
3 through September 30th of 2022, contingent  
4 upon approval of the Office of the State  
5 Comptroller, as with any procurement for New  
6 York State executive agencies.

7 Bidders must submit proposals describing  
8 the complete range of services as outlined in  
9 the RFP. Ensure all mandatory sections are  
10 addressed in your bid submissions.

11 Scope of Service, Section 3. System  
12 Architecture: Any proposed architecture must  
13 meet the general business requirements needed  
14 for DOCCS, and will be evaluated based on its  
15 merits, based on your submissions, including  
16 in some of those topics the scalability, the  
17 network services, recording and monitoring.

18 I wanted to highlight that above the  
19 investigative support. The RFP requires that  
20 the vendor shall provide live real-time  
21 investigative analysis that allows authorized  
22 users employed by both you, as the vendor, as  
23 well as DOCCS, or the Department, to view and  
24 analyze a percentage of call data to establish  
25 links between selected inmates and called

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1 parties, to include activities such as gang,  
2 drug, victimization, extortion and other  
3 nefarious activities; provide reports on  
4 call-pattern analysis and call-volume  
5 distortions in real time.

6 This I highlight because, as I mentioned  
7 early on, this is a very important piece to  
8 the intelligence that helps us operate safe  
9 and secure facilities for the 52,000 offenders  
10 that we currently incarcerate.

11 Scope of Service addresses the storage,  
12 the retrieval, the equipment and the network  
13 access, the access to the recordings, call  
14 monitoring suppression, fault management, the  
15 configuration, account management, as well as  
16 performance indicators, which we outlined in  
17 the RFP.

18 Section 3, continues. Some of the  
19 mandatory functions that are listed in the  
20 RFP, the bidder must describe in detail and  
21 provide a detailed call-flow diagram where  
22 specified, illustrating how its proposed  
23 solution will meet DOCCS' requirements as  
24 outlined in the RFP.

25 The alert groups, pre-recorded names,

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1 access to the rape crisis programs, the access  
2 to the toll-free assistant lines, and the  
3 announcements to the system, the automated  
4 number identification, the billing name and  
5 address lookup, class of restriction.

6 The mandatory features are required  
7 elements to the Inmate Telephone System.  
8 Again, in the proposal you need to discuss  
9 specifically how this connection is going to  
10 address those specific areas as outlined in  
11 the RFP and provide the same functionality for  
12 each of the features.

13 Again, harassment blocks -- which we  
14 talked about as an administrative function  
15 where we can block certain numbers.

16 Call termination and number control. The  
17 personal allowed numbers; that's an  
18 administrative function we register up to 15  
19 numbers.

20 The personal identification number in  
21 order to access that phone list and make  
22 calls.

23 The ability to detect third-party call  
24 detection.

25 Our standard operating hours that we make

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1           our phones available to inmates, 7:00 a.m. to  
2           11:00 p.m., and a maximum call duration of one  
3           half hour.

4                   Testing.

5           Language: In New York State there's an  
6           Executive Order to ensure that we provide  
7           services to a multitude of languages as  
8           outlined in the RFP.

9                   The ANI verification. Relay services.  
10           Call-pattern analysis and alerting.

11                   Voice recognition, identification and  
12           analysis, which we'll talk about a little  
13           later in the presentation.

14                   And the emergency shutdown procedures.

15                   Equipment, whether it be the telephones,  
16           the portable phones, the pedestals and the  
17           enclosures and the tablets. Today at the  
18           conclusion and as part of the RFP, we asked  
19           that you bring a sample of your tablet so that  
20           we can review it and have our security staff  
21           take a look at the device specifications. You  
22           can describe it, but we also want to touch and  
23           feel it and do the work as well. And that's  
24           the sample tablets.

25                   And new to this is we have acquired up to

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1 approximately 5,000 tablets which we will  
2 deploy into our restricted housing. That can  
3 be anywhere from our special housing units to  
4 our regional mental health units, our regional  
5 medical units, but it would be deployed in  
6 those type areas.

7 Again going on to equipment, we talk  
8 about the wiring, the compliance, the  
9 restoration, the inventory, the environmental,  
10 the servers, the equipment. And how we'll  
11 replace all equipment -- all existing  
12 premise-based equipment between the main  
13 distribution frame and the network point of  
14 presence, as well as software enhancements and  
15 upgrades when they're available to the general  
16 community, and how it would impact the  
17 Department.

18 Maintenance. It outlines responsibility  
19 of maintenance of the contract, when damage  
20 occurs who's responsible. The maintenance  
21 window, center location, the staff experience,  
22 preventive maintenance, remedial maintenance  
23 and maintenance request reports.

24 In Transition/Migration, the RFP outlines  
25 that the vendor is going to assume all

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1           responsibilities for all inmate phone services  
2           effective on a specified date as set by DOCCS  
3           prior to the official contract award and acts  
4           as DOCCS' agent to ensure uninterrupted Inmate  
5           Telephone System operations.

6           The vendor shall be responsible for  
7           establishing that agreement between the  
8           previous vendor and the new awardee. Again,  
9           our previous contract allows for or requires  
10          for those types of relationships to occur, but  
11          it's up to whoever is being awarded the  
12          contract to actually promulgate agreements  
13          with the previous vendor.

14          The existing vendor has committed to  
15          deliver to DOCCS a phase-out plan 80 days  
16          prior to the contract completion or  
17          termination and maintain contract compliance  
18          during the period leading up to the  
19          expiration.

20          Again, through this we have outlined with  
21          specificity on project management to ensure a  
22          smooth transition which, again, as I said  
23          earlier, is vital to our operation and safe  
24          operation of our facilities. Without phones  
25          it can lead to countless incidents that I



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1 don't want to think about.

2 Data exchange, the information ownership  
3 and the security of such, the phase-out plan  
4 and training, documentation and reporting.

5 Customer Service: Particularly, customer  
6 service comes in twofold for this. We have  
7 customer service as outlined in the RFP both  
8 for DOCCS as the agency, which actually manage  
9 the correctional facilities and have certain  
10 requirements that are to be met for our  
11 customer service to us, as the owner, if you  
12 will, as well as the support services to the  
13 customers: the inmate families and friends  
14 that are using these systems to contact their  
15 loved ones and continue to build on that  
16 family reunification.

17 On the DOCCS side, principal technical  
18 support reps, the toll-free access, as well as  
19 certain reps that are authorized DOCCS' reps.  
20 Certainly the gate clearance system in terms  
21 of when you need to come to a facility.

22 The ticketing system is allowed so we can  
23 make sure to troubleshoot and resolve issues.

24 And the DOCCS access to the customer  
25 information.

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1           In terms of the customers themselves,  
2 toll-free access.

3           The customer account access, in detail  
4 how you want the customer to be able to access  
5 their accounts.

6           Customer outreach.

7           The notification of call blocking.

8           The various vendor account policies and  
9 policy changes and the risk to the customer.

10          And the aggregated billing account for  
11 DOCCS-approved organizations.

12          Performance Standards: As outlined in  
13 the RFP, there's certain performance standards  
14 which we outlined, which are: Service  
15 objectives over the facility and the customer  
16 level, as well as in the area of resolution of  
17 reported problems, particularly as deals with  
18 Priority Level 5.

19          Escalation requirements, as well as  
20 ongoing performance reviews to ensure that  
21 we're getting that level of service as we  
22 expect.

23          Vendor Qualifications: As outlined in  
24 the RFP, the bidders shall submit evidence  
25 that it has at least three years current

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1           experience providing ITS production systems  
2           and services for commercial or government  
3           clients.

4           This next bullet is very important. In a  
5           nutshell: Basically, New York State DOCCS  
6           will not be a test site to test technology.  
7           We want evidence that what you're proposing to  
8           us is something that you have already outlined  
9           or have working in this type of environment,  
10          and that we don't want the ground -- entering  
11          at ground level to test something that you  
12          think may work. We want a proven solution  
13          that -- moving forward.

14          Onsite or real-time demonstration of the  
15          technology must be provided prior to  
16          finalization of the scoring for this  
17          procurement. It goes back to the time  
18          schedule during that to-be-determined time  
19          frame, where we're meeting with the vendors  
20          and scheduling you to come in and show us a  
21          live demonstration of actually seeing  
22          something in real time, not something stored  
23          on the computer in a virtual scenario. We  
24          want to see a live demonstration of your  
25          system at work when you walk us through the

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1 various aspects of what you're proposing and  
2 telling us you already have working in another  
3 environment. It supports us not being a test  
4 case.

5 Past performance.

6 Staff qualifications, the numbers and  
7 disqualifications and staff resignations, as  
8 well as the vendor responsibility, the  
9 requirements and the previous complaint  
10 history.

11 Section 7 on the rates and fees. As most  
12 of you are aware -- if you're not, I'll go  
13 over it quickly.

14 Under Correction Law, New York State is  
15 prohibited from collecting commissions on our  
16 phone rates, so that's something that our RFP  
17 reflects, that we will not be accepting  
18 commissions.

19 The rate structure, as you have seen in  
20 the RFP, you have to set the call rate for  
21 domestic calls at a maximum rate not to exceed  
22 0.050.

23 The international calls, DOCCS currently  
24 does not allow for international calls to  
25 occur. In the event that our policy changes,

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1 we do provide you the ability to submit to us,  
2 as part of this procurement, a rate for  
3 international calls.

4 Requirements.

5 Ancillary service charges.

6 Call patterns.

7 Billing to occur both via collect as well  
8 as prepaid accounts.

9 DOCCS is not liable for any of the  
10 accounts that are not reconciled with any of  
11 the end users.

12 And the financial stability.

13 The last thing I want to mention, and  
14 then I'm going to turn it over to our Contract  
15 Procurement Unit to go over more on the  
16 Section 8 and 9 information.

17 Also in Section 8, you will see the  
18 Inmate Secure Messaging Option. We outlined  
19 in this section that DOCCS is interested in  
20 exploring secure inmate messaging and  
21 utilizing the infrastructure as you described  
22 in your submissions on how, in the future if  
23 we so desire to engage in that type of  
24 activity and contractual relationship, that we  
25 would utilize the current -- or the

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1 infrastructure that you recommended to us  
2 through this procurement process to then roll  
3 out or explore a secure messaging.

4 So that's an important feature we're very  
5 interested in potentially for a future phase.

6 I'm way ahead of schedule, because I do  
7 talk quick.

8 So Velma.

9 I'm going to introduce Velma Berry from  
10 our Contract Procurement Unit. She's going to  
11 go over some of the more technical contract  
12 procurement type of activities.

13 MS. BERRY: Well, basically Sections 8  
14 and 9, they outline the requirements that may  
15 be new for some of you when it comes to the  
16 insurance requirements. You want to cover  
17 those thoroughly so that you understand that  
18 if you are the successful bidder that you have  
19 everything you need. And review the  
20 information about the performance payment  
21 bond, too.

22 The Section 9 is addresses proposal  
23 submission. It's very important that your  
24 cost proposals be separate from your technical  
25 proposals, packaged separately and labeled as

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1           such. You can include the Diversity  
2           practices, the Appendix M with your technical  
3           proposal.

4                   Basically, that's about it. If you have  
5           any questions about location, they're all in  
6           the RFP. We want to receive everything, and  
7           it's the bidder's responsibility, by the due  
8           date and time as listed there at the address  
9           as specified for delivery.

10                   And I guess that's about all I have to  
11           say.

12                   But I would like to introduce our M/WBE  
13           liaison to speak a little bit about the  
14           compliance for the M/WBE goals, Marie-Josee  
15           Washington who will speak a little bit about  
16           that and take a look at women and minority  
17           diversity practices since that's really in  
18           your obligations.

19                   I want to mention that I'm going to send  
20           everyone in attendance at conference an  
21           addendum that I will ask you to sign. And  
22           it's the new language from the Governor's  
23           Office. It's a simple two-page document. You  
24           can review it and sign it and mail it back to  
25           me.

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1 MS. WASHINGTON: My name is Marie-Josee  
2 Washington and I am one of the Minority  
3 Business Specialists at DOCCS. I am here to  
4 assist you in obtaining firms to meet your  
5 M/WBE and SDVOB goals, and also to make sure  
6 that you are compliant with Article 15-A and  
7 17-B of the Executive Law which governs the  
8 M/WBE and SDVOB programs, respectively.

9 Each New York State procurement is  
10 assessed for M/WBE and SDVOB goals based on  
11 the availability of M/WBE and SDVOB certified  
12 vendors. The M/WBE goals for the Inmate  
13 Telephone System RFP is set at 30 percent;  
14 that's 15 percent for minority business  
15 enterprises, and 15 percent for women  
16 business-owned enterprises. The SDVOB goal is  
17 set at 6 percent.

18 You're required to obtain New York State  
19 certified firms to fulfill these goals. If  
20 there are any firms that you are already  
21 familiar with and that are New York State  
22 Certified, you may contract with them, or you  
23 are free to search the M/WBE database at  
24 [www.ny.newyorkcontracts.com](http://www.ny.newyorkcontracts.com). You can find the  
25 directory by clicking on the "MWBE Database"



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1 link at the right of the website. There is  
2 another directory for SDVOB. You can find  
3 that at the OGS services website. The address  
4 is <http://www.ogs.ny.gov/Core/SDVOBA.asp>, and  
5 then click on the link for the List of  
6 Certified New York State Service-Disabled  
7 Veteran-Owned Businesses. It's like an Excel  
8 spreadsheet. You click on the link and it  
9 will take you to the database.

10 So we've identified two areas in the RFP  
11 where you can have some possible participation  
12 for M/WBE and SDVOB. The areas are: Cable  
13 and other equipment installation. The  
14 purchase of cable and equipment, including  
15 telephones, landlines and portable telephones,  
16 wiring and tablets.

17 Any item or service that you do not have  
18 personnel to perform or supply is an  
19 opportunity to subcontract to an M/WBE or  
20 SDVOB.

21 Once the tentative award has been made --  
22 or awards, we will reach out to your  
23 designated person and work with them  
24 one-on-one regarding utilization. We will  
25 send them all the forms that need to be

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1 completed per Appendix C of the RFP. We will  
2 discuss the reports that will need to be filed  
3 and at what frequency.

4 If it is determined there are no  
5 subcontracting possibilities, or that the  
6 total percentages of utilization cannot be  
7 fulfilled, then and only then will I request  
8 you complete a waiver form which in turn will  
9 be sent to the Executive Chamber for approval.

10 This is separate from the M/WBE program,  
11 but there's a Diversity Practice  
12 Questionnaire. It's important to fill out and  
13 complete and return with your technical  
14 proposal. It's a requirement and it will be  
15 factored into your technical score. The  
16 Diversity Practice Questionnaire can be found  
17 in Appendix M of the RFP.

18 If awarded a contract, you will be  
19 required to submit a quarterly workforce  
20 utilization report EEO-1, which will be sent  
21 to you upon tentative award.

22 If you have any questions or need any  
23 assistance with M/WBE Utilization, Diversity  
24 Practices or EEO-1 Reports, I can be reached  
25 at (518)436-7886, extension 3140.

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1           A VOICE: Would you repeat that again,  
2           please.

3           MS. WASHINGTON: Sure. (518)436-7886  
4           extension 3140. Or via email, and the email  
5           is marie-josee.washington@doccs.ny.gov.

6           If you need any help searching the  
7           database, we can assist, because you have to  
8           do many searches in order to find potential  
9           vendors to work with. We can make suggestions  
10          of lists for you to work from.

11          DEPUTY COMMISSIONER MARTUSCELLO: Before  
12          we do questions, real quick, I just want to --  
13          I breezed over something pretty quickly that I  
14          meant to cover.

15          In Section 3 about the Voice Recognition  
16          Identification and Analysis, I just want to go  
17          over this quick. The solution that we're  
18          seeking is provided by voice biometrics for  
19          identification, it will create and store voice  
20          prints for all inmates and compare the  
21          caller's voice to the stored voice print using  
22          a set of measurements and comparison methods  
23          at the beginning of the call as well as  
24          throughout the duration of the call.

25          So I just want to comment on that real

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1           quick because, again, that goes into our  
2           intelligence as well as some of the  
3           administrative things we're looking for on the  
4           investigative side.

5                     At this time I would open it up to  
6           questions. What I will tell you is that  
7           because this is such a complex RFP and to go  
8           all from memory on our responses, we're hoping  
9           to take in the questions, make sure we get  
10          them recorded, and then we'll provide you the  
11          official response in writing. But certainly,  
12          again I would remind you that if you do have a  
13          question, if you could just state your name  
14          and the company you're for, and if we are to  
15          respond by email and by name, if you can just  
16          also say your name and your title so our  
17          transcriptionist can make sure she has  
18          accurate records.

19                    Any questions?

20                    MR. DAVIS: Roy Davis, Unisys  
21           Corporation.

22                    So the design implications of the  
23           biometrics voice recognition, what's the DOCCS  
24           plan for providing details to allow us to do a  
25           network design for a wireless network?

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1 DEPUTY COMMISSIONER MARTUSCELLO: Again,  
2 the only -- I'll just respond. Once the  
3 contract is awarded and we do on-site visits  
4 and we do appropriate configurations to ensure  
5 that we have the continuity of service,  
6 deliver phones via the tablet application once  
7 the solicitation is awarded.

8 MR. DAVIS: So that seems to be a major  
9 cost component of every bidder's solution, so  
10 you're not going to be able to determine  
11 appropriate coverage, you have yet to provide  
12 the number of sites or the specific number of  
13 devices in the specific sites. And once you  
14 do that you need to determine what type of  
15 coverage you need to be able to establish a  
16 wireless network to provide the service that  
17 you need. So there's going to have to be some  
18 type of design process before the bids are  
19 submitted to allow the bidders to be able to  
20 do appropriate costing on what it would take  
21 to build up that number.

22 DEPUTY COMMISSIONER MARTUSCELLO: We'll  
23 get back to you with an additional response to  
24 this.

25 MS. BASHANT: Julie Bashant, GMOM

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1 Software. Are you able to share the prebid  
2 attendee list for today?

3 DEPUTY COMMISSIONER MARTUSCELLO: Prebid  
4 attendee list?

5 MS. BERRY: It's not a public document  
6 but it can be FOIL'd.

7 DEPUTY COMMISSIONER MARTUSCELLO: We have  
8 no problem sharing the list, but we will  
9 follow up with an official response.

10 Is your request that you would like a  
11 copy of the attendees? We would provide that  
12 to all parties and we'll get back to you with  
13 an official response.

14 Sir?

15 MR. SARGENT: Jeff Sargent, with  
16 CenturyLink. Who owns the phones, are they  
17 state-owned phones or the incumbent firm or  
18 the current provider?

19 DEPUTY COMMISSIONER MARTUSCELLO: All of  
20 the -- as outlined in the current RFP, all of  
21 the phones are now owned by the state.

22 MR. SARGENT: They're owned by the state?

23 DEPUTY COMMISSIONER MARTUSCELLO: Yes.

24 Again, this is all subject to  
25 verification on our official response.

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1 MR. SARGENT: Same thing with the  
2 pedestals and enclosures; is that correct?

3 DEPUTY COMMISSIONER MARTUSCELLO: The RFP  
4 outlines that DOCCS reserves the right to  
5 allow the bidder to utilize pedestals  
6 currently in place or to replace them. We'll  
7 point you to the section of the RFP and in the  
8 official response, and we will provide a  
9 response for you.

10 MR. SARGENT: Do you guys have visitation  
11 booths and are they recorded and monitored?  
12 Or do you just have phones that are recorded  
13 for visitation?

14 DEPUTY COMMISSIONER MARTUSCELLO: This  
15 RFP is just for the inmate telephone system,  
16 not for any type of video visitation. That's  
17 not part of it.

18 MR. SARGENT: But do you have a phone and  
19 you talk through the window, type of thing, to  
20 the person? Not video.

21 DEPUTY COMMISSIONER MARTUSCELLO: Okay,  
22 no. I misunderstood your question.

23 MR. SARGENT: That's all I have for now.  
24 I'll have more later.

25 DEPUTY COMMISSIONER MARTUSCELLO: Okay,

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1           just submit them by the date indicated.

2           Anyone else?

3           MR. MERCER: Adam Mercer, Securus  
4           Technologies. And I may be jumping ahead a  
5           bit, but in the Calling Patterns section it  
6           says that the bidders will be provided with  
7           six months of calling patterns at the bidders'  
8           conference. Will we be provided with that  
9           today?

10          It's on page 37.

11          DEPUTY COMMISSIONER MARTUSCELLO: We'll  
12          be getting those out to all bidders, not  
13          today, but we will provide them to those  
14          present here today.

15          I want to take the opportunity to thank  
16          all of you for attending our mandatory prebid  
17          conference. This is a very important  
18          procurement for DOCCS. As I said earlier on,  
19          our Inmate Phone Network is critical in  
20          continuing to build family ties and  
21          unification of family upon return, as well as  
22          providing us with very important intelligence  
23          in order to make sure we take corrective  
24          action when necessary to ensure that we run  
25          safe and secure facilities. We look forward



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1 to receiving any further questions that you  
2 have. And I know there were a number of  
3 questions that were submitted that will also  
4 be responded to that were received prior to  
5 the conference, and any future questions, as  
6 long as they're submitted by the date which is  
7 official following written questions due from  
8 bidders, December 16, 2016. And we'll supply  
9 our responses by January 5, 2017.

10 Again, thank you very much, and that  
11 concludes today's mandatory bidders  
12 conference.

13 MR. DAVIS: Roy Davis, Unisys.

14 The response to the questions, it is a  
15 one-time response only, or will you respond to  
16 them incrementally?

17 DEPUTY COMMISSIONER MARTUSCELLO: We're  
18 going to give a one-time response on the date  
19 indicated.

20 MR. DAVIS: And clarifications after  
21 those answers come out so if there's an answer  
22 that -- there's a secondary question --

23 DEPUTY COMMISSIONER MARTUSCELLO: If you  
24 have clarification, you can send it to the  
25 contact as listed in the RFP, and we'll get

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1 out a clarification and send it to the entire  
2 vendor community to ensure that everyone has a  
3 clear understanding of the follow-up question  
4 as well as the response.

5 Okay, thank you all very much. Have a  
6 good day.

7 Velma Berry will be collecting the  
8 tablets at the conclusion. Thank you very  
9 much.

10 (Meeting concluded 1:49 p.m.)

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C E R T I F I C A T I O N

I, ELLEN J. FRANKOVITCH, Shorthand Reporter and Notary Public in and for the State of New York, do hereby CERTIFY that the foregoing record taken by me at the date and place noted in the heading hereof is a true and accurate transcript of same, to the best of my ability and belief.



ELLEN J. FRANKOVITCH

Dated: December 19, 2016