**RFP 17-055**

**TECHNICAL PROPOSAL**

**ATTACHMENT F**

**Instructions: Please provide answers in the shaded areas to all questions. Reference all attachments in the shaded area.**

***Respondent’s Name:***

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**2.4. Guidelines**

Respondents must provide a written response in the yellow shaded area where indicated for the requirements set forth herein, following the numbering and format of this Technical Proposal. For each section the Respondent must provide a response where indicated. If the response calls for documentation, then the documentation must be provided with Respondent’s Proposal, with its location clearly indicated.

If you are not agreeing to meet any specification, you must expressly state in your response that you will not meet the specification. Failure to provide a response requesting agreement or failure to include requested documentation will in most cases result in disqualification of the proposal, without further consideration.

Each proposal will be reviewed to determine if it is complete prior to the actual evaluation. For purposes of this Technical Proposal, PEN Products (PEN), the Indiana Department of Correction (IDOC), and the State shall be deemed the same. The State reserves the right to eliminate from further consideration any proposal deemed to be substantially or materially unresponsive to the specifications contained herein.

All specifications are to be considered mandatory unless indicated otherwise in the specification.

* + 1. **Tablet**

IDOC requires a tablet (handheld device) that meets the following minimum specifications. The requirement is to provide each adult and juvenile offender with a tablet, at a 1:1 ratio, with ample backup supply for replacements as needed.

***The Vendor must provide all details of its proposed tablet and tablet accessories below, filling in the solution description in the yellow boxes.***

| **Tablet Specifications** | **Description of proposed solution and how it meets or exceeds the Tablet specification:** |
| --- | --- |
| 1. New/unused tablets for each adult and juvenile offender (1:1 ratio) in all adult and juvenile facilities with appropriate back-up/replacement supply available at all facilities *(note: replacement tablets may be refurbished but must meet minimum refresh requirements, outlined in Specification 2.4.6.1)* |  |
| 1. Tablet with a 7” inch screen |  |
| 1. Tablet with a touch screen interface |  |
| 1. Tablet with an integrated 3.5mm headphone jack |  |
| 1. Ear buds or standard headphones for each tablet compatible with the required 3.5mm jack |  |
| 1. Tablet must not have a USB port or any other ports |  |
| 1. Tablet must not have a camera (or must have the camera disabled camera) |  |
| 1. Tablet must include a tamper-resistant, protective case suitable for a correctional environment |  |
| 1. Tablet must include an integrated battery. Please describe the battery life of the proposed tablet. |  |
| 1. Tablets must include multiple charging options, including individual chargers and cart chargers, complete with all charging accessories required. Describe the proposed charging model. If different by facility, please provide the proposed model by facility. |  |
| 1. Tablets must provide sufficient storage to store and run applications and content and must be upgradable if needed to accommodate future requirements |  |
| 1. Tablet interface must provide a simple, user-friendly navigation |  |
| 1. The tablet should not allow for any Internet web browsing (must not be able to connect to the internet) |  |
| 1. Tablet must include supporting software to translate applications/information from English to other languages |  |
| 1. Tablet must include accessibility for the hearing impaired |  |
| 1. Tablet must include software and functionality for visually impaired users |  |
| 1. **Optional:** Please provide a description of any other relevant tablet information that you’d like to provide to the state. |  |

**Kiosks**

Although tablets are specified for delivery of digital content to offenders, the Vendor will be required to additionally provide some services through kiosks that stand alone in common areas of each facility. At a minimum, the Kiosk must allow for video visitation, commissary ordering, e-mails, and offender services such as filling out and submitting forms.

IDOC requires kiosks in all facilities that meet the following minimum specifications. Please respond with a description of your proposed product/solution, including detailed product specs as appropriate and how it meets the minimum specifications outlined in the table below:

| **Kiosk Specifications** | **Description of proposed solution and how it meets/exceeds the Kiosk specification:** |
| --- | --- |
| 1. Provide standalone kiosks in each facility, meeting or exceeded minimum number of kiosks per facility. |  |
| 1. Describe the privacy capabilities of each kiosk (e.g., privacy filters/wings). |  |
| 1. Kiosks must be either wall or floor mounted. Describe mounting requirements for the kiosks. |  |
| 1. Describe network requirements for each kiosk. Vendor should use the same Vendor-provided network, to be described in detailed in Specification 2.4.2. |  |
| 1. Describe power requirements for each kiosk and how Vendor will provide power. |  |
| 1. **Optional:** Please provide a description of any other relevant kiosk information that you’d like to provide to the state. |  |

***The Vendor must provide its proposed number of kiosks for each facility, filling in the yellow boxes. Vendor must meet or exceed the current number of kiosks available at each location today.***

| **Facility Name** | **Facility Address** | **Offender Type** | **Number of Offenders (as of September 1, 2016)** | **Number of Kiosks Today** | **Vendor Proposed Number of Kiosks**  ***(must be equal to or greater than current number)*** |
| --- | --- | --- | --- | --- | --- |
| 1. Branchville Correctional Facility | 21390 Old State Road 37  Branchville, IN 47514 | Adult | 1221 | 11 |  |
| 1. Camp Summit | 2407 N 500 W, Laporte, IN 46350 | Juvenile | 53 | To Be Determined |  |
| 1. Chain O’Lakes Correctional Facility | 3516 E 75  South Albion, IN 46701 | Adult | 121 | 2 |  |
| 1. Correctional Industrial Facility | 5124 Reformatory Rd  Pendleton, IN 46064 | Adult | 1434 | 13 |  |
| 1. Edinburgh Correctional Facility | P.O. Box 470, 23rd & Schoolhouse Rd.  Edinburgh, IN 46124 | Adult | 327 | 4 |  |
| 1. Heritage Trail Correctional Facility | 501 W. Main Street  Plainfield, Indiana 46168 | Adult | 751 | 9 |  |
| 1. Indiana State Prison | 1 Park Row  Michigan City, IN 46360 | Adult | 2181 | 27 |  |
| 1. Indiana Women’s Prison | 2596 Girl’s School Road  Indianapolis, IN 46214 | Adult | 607 | 12 |  |
| 1. Indianapolis Re-Entry Educational Facility | 401 North Randolph Street  Indianapolis, IN 46201 | Adult | 289 | 10 |  |
| 1. Logansport Juvenile Correctional Facility   Treatment and Intake Unit | 1118 South State Road 25  Logansport, IN 46947 | Juvenile | 145 | To Be Determined |  |
| 1. Madison Correctional Facility (Women) | 800 MSH Bus Stop Drive Madison, IN 47250 | Adult | 565 | 11 |  |
| 1. Madison Juvenile Correctional Facility | 1130 MSH 4th Street  Madison, Indiana 47250 | Juvenile | 44 | 4 |  |
| 1. Miami Correctional Facility | 3038 West 850 South  Bunker Hill, IN 46914 | Adult | 3082 | 63 |  |
| 1. New Castle Correctional Facility | 1000 Van Nuys Road P.O. Box E  New Castle, IN 47362 | Adult | 3164 | 62 |  |
| 1. Pendleton Correctional Facility | 4490 W. Reformatory Rd.  Pendleton, IN 46064-9001 | Adult | 1716 | 29 |  |
| 1. Pendleton Juvenile Correctional Facility | 9310 South State Road 67  Pendleton, IN 46064 | Juvenile | 170 | 3 |  |
| 1. Plainfield Correctional Facility | 727 Moon Road  Plainfield, IN 46168 | Adult | 1502 | 20 |  |
| 1. Putnamville Correctional Facility | 1946 West U.S. Hwy 40  Greencastle, IN 46135 | Adult | 1985 | 22 |  |
| 1. Reception Diagnostic Center | 737 Moon Road  Plainfield, IN 46168 | Adult | 455 | To Be Determined |  |
| 1. Rockville Correctional Facility (Women) | 811 W. 50 N  Rockville, IN 47872 | Adult | 1012 | 22 |  |
| 1. South Bend Community Re-Entry Center | 4650 Old Cleveland Road  South Bend IN, 46628 | Adult | 147 | 3 |  |
| 1. Wabash Valley Correctional Facility | 6908 S. Old U.S. Highway 41 P.O. Box 500  Carlisle , IN 47838 | Adult | 1980 | 20 |  |
| 1. Westville Correctional Facility | 5501 South 1100 West  Westville, IN 46391 | Adult | 2822 | 37 |  |

* + 1. **Network & Security**

IDOC requires a Vendor-provided network that is secure and independent of the State’s network (the Vendor-provided network must not touch or interact with the State’s backbone).

The Vendor is required to install, operate, and maintain a network at each of IDOC’s 23 facilities, the locations of which are listed in Specification 2.4.2 of this Technical Proposal.

Award of this RFP shall not be considered as pre-approval by IOT for any proposed solution. The Vendor’s solution is subject to final approval by the Indiana Office of Technology (IOT) before installation into any IDOC correctional facility.

***The Vendor must provide all details of its proposed network below, filling in the solution description in the yellow boxes.***

| **Network & Security Specifications** | **Description of proposed solution and how it meets/exceeds the Network & Security specifications:** |
| --- | --- |
| 1. Vendor-provided wireless network that is private, secure and independent of the state’s network (the vendors network may not touch the state backbone) |  |
| 1. Describe the architecture of your proposed network; if different by location, please specify the architecture for each location |  |
| 1. Describe the server location of your proposed network |  |
| 1. Describe the network equipment of your proposed network. Describe how it meets or exceeds Indiana Office of Technology’s network requirements. |  |
| 1. Describe the wiring, cabling and fiber of your proposed network. If different for each facility, please describe for each facility |  |
| 1. Bandwidth: Please describe the bandwidth to be made available. If different by facility, please outline the bandwidth for each facility. |  |
| 1. Bandwidth: IDOC requires that the Vendor provide adequate bandwidth for a user-friendly experience. The IDOC shall have the right to request additional bandwidth be provided by the Vendor. |  |
| 1. Security: Please describe how the proposed network meet security requirements for a correctional environment, including potential hacking or unauthorized use of the network. |  |
| 1. With the proposed wireless network, wireless connectivity must be encrypted using at a minimum WPA2 encryption. The wireless network must not broadcast the service set identifier (SSID). |  |
| 1. The wireless network must have intrusion detection capabilities and prevent access from unauthorized devices. |  |
| 1. All data at rest must be encrypted. |  |
| 1. All data storage must reside in the Continental United States of America. |  |
| 1. The Vendor will have sole responsibility for any network/data breaches and unauthorized disclosures, including notification of anyone affected by such breach or unauthorized disclosure. |  |
| 1. The Vendor’s architecture/security must be certified by a third party as secure. |  |

* + 1. **Education Content**

| **Education Content Specifications** | **Description of proposed solution and how it meets/exceeds the Education Content specifications:** |
| --- | --- |
| 1. The provided solution shall allow the IDOC the ability to determine and supply the educational content to the handheld device via a content/application delivery vehicle. |  |
| 1. All provided educational content must be interactive content. |  |
| 1. The system must include a LMS (learning management system) |  |
| 1. The solution must provide career readiness services. Describe the offering provided by your solution. |  |
| 1. The solution must provide literacy services. Describe the offering provided by your solution. |  |
| 1. The system shall allow for self-paced educational modules, to be provided as part of this solution by the Vendor. |  |
| 1. The system must allow users to print educational materials to a central printer. |  |
| 1. IDOC requires a system that provides services to comply with the Workforce Innovation and Opportunity Act (WIOA). Please describe your ability to provide education services that are WIOA-compliant, including specific service names. Include any Vendor content that will be made available. |  |
| 1. IDOC requires a system that provides for Test of Adult Basic Education (TABE) testing. Please describe your ability to provide TABE testing. |  |
| 1. IDOC requires a system that provides for self-help programming, such as Phase I substance abuse. Please describe your ability to provide self-help programming, including specific program names. Include any Vendor content that will be made available. |  |
| 1. IDOC requires a system that allows for professional development courses and exercises. Please describe your ability to provide professional development programs, along with specific program names. Include any Vendor content that will be made available. |  |
| 1. The IDOC requires that the tablet allow for a third party program for offender legal research. Such research will include a search engine and case reporters searchable in an electronic format. The IDOC is currently using LexisNexis for offender legal research services.   The IDOC will be responsible for contracting with and paying the legal research provider for its services. The Vendor of the digital media/tablet services being sought through this RFP will allow the legal research provider (currently, LexisNexis) to place its legal research services on the Vendor’s Tablet (through and APP or URL) at no cost to the IDOC, and at no cost to IDOC offenders, or the legal research provider. |  |
| 1. The Vendor shall make its tablet and/or kiosks available as on open platform to access educational content provided by the IDOC or third party vendors contracted with the IDOC, at no cost to the IDOC or third parties for such availability on the platform, with an app based interface the most likely means to access the content. |  |
| 1. **Optional:** Please describe any other educational applications that will be available with your solution. |  |

* + 1. **Offender Services Content**

| **Offender Services Content Specifications** | **Description of proposed solution and how it meets/exceeds the Offender Services Content specification:** |
| --- | --- |
| Forms: IDOC requires a system that is able to create, maintain and change common forms used in IDOC facilities, and forms used for offenders to use to complete specific case management requirements. The Vendor will provide the IDOC with a resource for converting such forms for use in the tablet. Such forms include, but are not limited to:   * Remittance Slips * Request Slips * Grievance Forms * Policies and Procedures (document repository to allow offenders to access key information; IDOC will have the ability to upload the documents that offenders may access)   While the IDOC does not intend for every IDOC form in use to be utilized, which may number in the hundreds, it would prefer the potential to convert of all its forms to the tablet, if possible. The Respondent shall indicate if it has any limit on the number of forms the IDOC will be allowed convert for use on the tablet. |  |
| 1. IDOC requires a system that will allows for adult and juvenile offenders to view their current offender trust fund balances, applicable account dates, and at minimum, their 20 most recent transactions. The system must also allow adult and juvenile offenders to order commissary items. Please describe your ability to offer offender trust fund and commissary ordering services. Additionally, describe how you would interface with PEN Products, the IDOC division that currently manages the IDOC commissary, and our current commissary Vendor, Union Supply. |  |
| 1. The IDOC requires a system that will interface with the IDOC’s Offender Management System to allow offenders to check certain important dates such as their earliest possible release date (EPRD), Work Release Eligibility Date, etc. |  |
| 1. IDOC requires a system that allows for controlled communication to case management staff and other correctional staff as identified off of the state email system. Please describe your system’s ability to facilitate controlled communication between offenders and case managers. |  |
| 1. IDOC requires a system that allows for messaging between offenders and friends/family. The system must be archive all communication and must be searchable by IDOC internal affairs. |  |
| 1. IDOC requires a system that allows customized communication workflows and the ability to push notifications/alerts with an audit trail to be able to see who has opened and read the alerts. Please describe your system’s ability to meet these requirements. |  |
| 1. **Optional:** Please describe any other offender services applications that will be available with your solution. |  |

* + 1. **Behavior/Rewards Content**

| **Offender Behavior/Rewards Content Specifications** | **Description of proposed solution and how it meets/exceeds the Offender Behavior/Rewards Content specifications:** |
| --- | --- |
| 1. IDOC requires a system that will provide reward/behavior-based content to offenders. Please describe your solution offering. |  |
| 1. IDOC requires a system that will allow facility staff to oversee behavioral rewards. Please describe your system’s ability to enforce time restraints on access to entertainment/recreation content via the handheld device. |  |
| 1. IDOC requires a system that allows access to offender leisure materials. Please describe your system’s ability to provide e-books to offenders on the platform. Please provide a complete catalog of offerings, and describe if the content is available to offenders for free, or if priced. If priced, please provide a price list with the attached catalog of offerings. |  |
| 1. IDOC requires a system that allows access to offender leisure materials. Please describe your system’s ability to provide music services to offenders on the platform. Please provide a complete catalog of offerings, and describe if the content is available to offenders for free, or if priced. If priced, please provide a price list with the attached catalog of offerings. |  |
| 1. IDOC requires a system that allows access to offender leisure materials. Please describe your system’s ability to provide video games to offenders on the platform. Please provide a complete catalog of offerings, and describe if the content is available to offenders for free, or if priced. If priced, please provide a price list with the attached catalog of offerings. |  |
| 1. IDOC requires a system that allows access to offender leisure materials. Please describe your system’s ability to provide movies to offenders on the platform. Please provide a complete catalog of offerings, and describe if the content is available to offenders for free, or if priced. If priced, please provide a price list with the attached catalog of offerings. |  |
| 1. IDOC requires a system that allows access to offender leisure materials. Please describe your system’s ability to provide magazines and newspapers to offenders on the platform. Please provide a complete catalog of offerings, and describe if the content is available to offenders for free, or if priced. If priced, please provide a price list with the attached catalog of offerings. |  |
| 1. IDOC requires a system that allows access to offender leisure materials. Please describe your system’s ability to provide photographs to offenders on the platform. Please provide a complete catalog of offerings, and describe if the content is available to offenders for free, or if priced. If priced, please provide a price list with the attached catalog of offerings. |  |
| 1. IDOC requires a system that allows access to offender leisure materials. Please describe your system’s ability to provide AM/FM radio to offenders on the platform. Please provide a complete catalog of offerings, and describe if the content is available to offenders for free, or if priced. If priced, please provide a price list with the attached catalog of offerings. |  |
| 1. The IDOC shall have the right to deny access to or have removed any data, programs or media, made available to offenders that are found to be in violation of its policies. The Vendor should have a system for filtering movies that are unsuitable for the correctional environment due to excessive depictions of sex, violence, and drug use. Please describe your proposed solution to meet these requirements |  |
| 1. **Optional:** Video mail (sometimes called “video grams”) are files that contain a video message from friends and family. If this service is available, please describe the type and number of video mail that will be available to offenders on the tablets. |  |
| 1. **Optional:** Please describe any other behavior/rewards applications that will be available with your solution. |  |

* + 1. **Kiosk- based Applications**

The Vendor must provide all kiosks with the following functionality. This functionality is current provided to IDOC by JPay, Inc. Please respond to each specifications, outlining the application used to support the specifications. Include any assumptions.

| **Kiosk Applications Specifications** | **Description of proposed solution and how it meets/exceeds the Kiosk Applications specifications:** |
| --- | --- |
| 1. Video visitation services *(Note: This cannot be performed on tablet due to no-camera specification for tablets)* |  |
| 1. Offender email services |  |
| 1. Electronic commissary ordering, to be integrated with PEN Products commissary ordering system. This must be a free service. |  |
| 1. **Optional:** Video mail (sometimes called “video grams”) are files that contain a video message from friends and family. If this service is available, please describe the type and number of video mail that will be available on the kiosk. |  |
| 1. Offender Information Portal for checking incarceration status (e.g, earliest release date, etc.) |  |
| 1. **Optional:** Please describe any other kiosk applications that will be available with your solution. |  |

* + 1. **Web-based Applications**

The Vendor must provide a website to provide the following functionality. This functionality is current provided to IDOC by JPay, Inc. Vendor must provide all hosting for the site.

| **Web-Based Applications Specification** | **Description of proposed solution and how it meets/exceeds the Web-Based Applications specifications:** |
| --- | --- |
| 1. Vendor hosted, externally-facing website to provide the applications listed below. Website will be accessed by offender friends and family members. |  |
| 1. External offender trust fund deposits (Processing payments made by friends and families of offenders into the trust fund accounts of offenders, including all banking and licensing requirements). |  |
| 1. Release debit card services for offenders, including all banking and licensing requirements. (No fee prior to release and no fee for the first transaction following release) |  |
| 1. Lockbox services for payments into offender trust fund by check or money order (no fee). |  |
| 1. Electronic submission for Visitation Applications for friends and family, mirroring the current process and application. |  |
| **Optional:** Please describe any other web-based applications that will be available with your solution. |  |

* + 1. **Interface**

The Vendor will be required to interface the tablet, kiosk and web-based applications with several other IDOC systems. Below is a list of required data interfaces.

File exchanges will initially be between the Vendor’s system and DOC’s Offender Information System (OIS) and Offender Trust System (OTS). In the future, it is expected the file exchanges will be with DOC’s new Total Offender Management System (TOMS). This transition should be transparent to the Vendor as the same file formats and processing schedule will be used. The only exception may be a server change where files are deposited and received. If another type of data exchange is preferred, such as a web service, that can be discussed starting no sooner than 2018.

Additionally, file exchanges will also be between the Vendor’s system and PEN Products for commissary ordering.

***Please respond to each requested interface below, with a description of the proposed solution.***

| **Interfaces Specifications** | **Description of proposed solution and how it meets/exceeds the Interfaces specifications:** |
| --- | --- |
| 1. Vendor will need to be able to send and receive data in a predefined flat file format for all requested interfaces. Generally, the transfer of date must comply with the additional specifications set out in Attachment H to this RFP. |  |
| 1. Vendor will receive and process trust fund balance information sent via a flat file nightly from the trust fund accounting system which will include a minimum of the last 15 transactions. |  |
| 1. Vendor will need to send data in flat file for purposes of commissary ordering from the tablet and kiosk applications nightly |  |
| 1. Vendor will need to receive data of qualified individuals for visitation in a flat file for video visitation nightly |  |
| 1. Vendor will need to send approved visitation applications from the web-based system in a flat file nightly |  |
| 1. Vendor must have error handling capabilities in file processing. Errors must be identified when they occur and the appropriate people notified. |  |
| 1. Originating data files created by the Vendor must be kept for at least seven days in case of error or system failure where a process needs to be repeated. |  |
| 1. Other interfaces with IDOC systems as needed. |  |
| 1. Optional: IDOC may want to integrate OIS/TOMS with the Vendor-provided grievance form (assuming customization of the form is available to mirror what is required in OIS/TOMS). If IDOC desires, this will be included at no cost to IDOC as part of this implementation. |  |

* + 1. **Device Management**

The IDOC requires that the Vendor provide a solution to manage devices, per the requirements below. Please describe your proposed solution, and how it meets the device management requirements.

| **Device Management Specifications** | **Description of proposed solution and how it meets/exceeds the Device Management specifications:** |
| --- | --- |
| 1. IDOC requires a handheld device that offers authentication/ access security through secure logins that tie to profiles for individual offenders. The login username and password will be tied to documents that will help authenticate the identity and active status of the user. Please describe your ability to create profiles for individual offenders and any other relevant information about authentication/access security. |  |
| 1. In addition to other security features, the device is to have a mortality lock and should deploy a boot loader to ensure only approved software applications are installed. |  |
| 1. IDOC requires the tablet devices and kiosks have Mobile Device Management (MDM) capabilities. This includes but is not limited to software that allows IDOC to control content, access and functionality of tablets remotely. Such management should allow at a minimum for the devices to be remotely disabled either singly or in a group, and for turning off certain applications. |  |
| 1. The IDOC shall have the ability to control device access by offender, facility, housing unit, etc. |  |

* + 1. **Device Maintenance & Support**

The Vendor must provide all ongoing support and maintenance for the overall Vendor-managed solution. Please respond to each specification below, outlining how the Vendor-proposed solution will address ongoing solution support and maintenance specifications.

| **Device Maintenance & Support Specifications** | **Description of proposed solution and how it meets/exceeds the Device Maintenance & Support specifications:** |
| --- | --- |
| 1. The Vendor must have a system (for example, a Cloud based system) for the retrieval and replacement of data that is lost through device malfunction or breakage. Such system should allow an offender to retrieve purchased content (if any) from the Vendor’s system upon release. |  |
| 1. IDOC requires that the Vendor include refresh and upgrades of handheld devices, kiosks, and all other hardware at each facility. Please describe your proposed schedule for refreshing and upgrading all devices. Provide specific information for each device as applicable. |  |
| 1. Please describe your approach to maintaining device inventory and asset management. |  |
| 1. The IDOC requires that a sufficient number of back stock be maintained at each facility to cover broken or defective devices for both tablets and kiosks. |  |
| 1. IDOC requires that the Vendor be responsible for providing for maintaining the kiosks and tablets at each facility. Please describe your maintenance and support model. |  |
| 1. Service level agreement: A service level agreement (SLA) will be required for the entire solution. Please describe your proposed SLA for device deployment to new offenders entering the IDOC, support and maintenance. |  |

* + 1. **Network Maintenance & Support**

| **Network Maintenance & Support Specifications** | **Description of proposed solution and how it meets/exceeds the Network Maintenance & Support specifications:** |
| --- | --- |
| 1. IDOC requires that the Vendor be responsible for network support and maintenance at all 23 facilities in a timely and efficient manner. |  |
| 1. Please describe your proposed uptime and how you will address network outages. |  |
| 1. If the performances of the tablets are impacted negatively by the bandwidth demands of Vendor’s services, the IDOC shall have the right to request additional bandwidth be provided by the Vendor. |  |
| 1. IDOC requires that the Vendor include refresh and upgrades of infrastructure and other network equipment by facility as technology advances. Please describe your proposed cycle for refreshing this equipment to keep the network running optimally on an ongoing basis. |  |
| 1. Service level agreement: A service level agreement (SLA) will be required for the entire solution. Please describe your proposed SLA for the network. |  |

* + 1. **Content Licensing, Maintenance & Support**

| **Content Licensing, Maintenance & Support Specifications** | **Description of proposed solution and how it meets/exceeds the Content Licensing, Maintenance & Support specifications:** |
| --- | --- |
| 1. The Vendor shall be responsible for obtaining all licensing, copyright permissions, and clearing ownership of any content provided by the Vendor in its proposal, as well as collecting and paying all sales taxes, as applicable. Vendor shall ensure that all programs, data, creative works, such as music, movies, art, games, programs, are duly licensed for the purposes set forth in this RFP, with the appropriate permissions and licenses obtained by the Vendor. Vendor shall hold the State harmless and indemnify the State for any third party claim due arising out of the digital content, programs, creative works, educational materials, provided to the IDOC or provided or sold to offenders pursuant to the Contract resulting from this RFP. |  |
| 1. The Vendor shall refresh educational content. Please describe your refresh approach for educational content. |  |
| 1. The Vendor shall refresh offender services content. Please describe your refresh approach for offender services content. |  |
| 1. The Vendor shall refresh behavior/rewards content. Please describe your refresh approach for behavior/rewards content. |  |
| 1. Content support: please describe your approach for support all included content. |  |

* + 1. **End User Support**

| **End-User Support Specifications** | **Description of proposed solution and how it meets/exceeds the End-User Support specifications:** |
| --- | --- |
| 1. The Vendor shall provide support to end users for tablets and kiosks via a help desk, and to the public for use of the web-based applications. Describe your support model and help desk. |  |
| 1. The Vendor shall make available to PEN Products on a wholesale or discounted cost, dedicated components for the tablets such as keyboards, headphones, and cases, etc. for re-sale on the IDOC Commissary. PEN Products shall have the option of purchasing these items from the Vendor or purchasing them from another Vendor for use by offenders. Note: **These additional products are in addition to the minimum requirement that each offender be provided with a tablet that comes with a case and set of headphones.** |  |
| 1. Service level agreement: A service level agreement (SLA) will be required for the entire solution. Please describe your proposed SLA for end user support. |  |

* + 1. **Reporting**

The Vendor shall provide routine data files and reports to the IDOC for data analytics and outcome analysis. At minimum, the Vendor will provide data files that are provided to IDOC currently under the JPay, Inc. Contract. Currently, IDOC receives a nightly file which provides details of trust fund deposits.

***Vendor to respond with a list of all reports that will be available to the IDOC for the proposed solution, in the yellow box below.***

|  |
| --- |
|  |

* + 1. **Business Model**

IDOC requires a revenue generating (preferred) or cost neutral model to deploy the proposed solution and all required components to the IDOC. IDOC will not pay for any of the required hardware, software, products, or services requested in this RFP.

The offenders must not be charged for use of the tablet, use of the network, tablet case and one set of headphones, and may not be charged for certain content/services. However, the IDOC will allow the Vendor to charge a fee or range of fees from offenders and users for some services with a commission to the IDOC to offset the overall cost of the solution.

It is also acceptable for the Respondent to propose offering some services at no cost to offenders or users. In such case, the IDOC will not require a commission.

For those service where a fee can be charged, if a fee is charged to the user, the IDOC shall receive a commission of no less than 10% of each fee charged.

Below is a list of the services for which the Vendor may or may not charge a fee to offender/users.

| **Service/Content** | **Delivery Mode** | **Vendor Ability to Charge a Fee?** |
| --- | --- | --- |
| 1. Education Content K to 12 | Tablet | No. |
| 1. Literacy | Tablet | No. |
| 1. WIOA compliant courses | Tablet | No. |
| 1. Self Help/Substance Abuse, Addiction Recovery, etc. | Tablet | No. |
| 1. Post-Secondary Education | Tablet | Yes. No commission to the IDOC. |
| 1. Offender Services (Forms, Communications with Staff) | Tablet & Kiosk | No. |
| 1. Behavior Rewards Content | Tablet & Kiosk | Yes. Commission to IDOC. |
| 1. Commissary ordering | Tablet & Kiosk | No. |
| 1. Video Visitation | Kiosk | No for juveniles; Yes for adults |
| 1. Trust Fund Deposits | Web application/Lockbox | Yes. Commission to IDOC |
| 1. Video Games/Music/Books | Tablet | Yes. Commission to IDOC |
| 1. Legal Research Services | Tablet | No. |
| 1. FM Radio | Tablet | No. |
| 1. Commissary Ordering | Tablet & Kiosk | No. |
| 1. Photographs/E-mail/Video Mail. | Tablet & Kiosk | Yes. Commission to IDOC |
| 1. IDOC provided content (educational, informational, and forms) or such content contracted by the IDOC | Tablet & Kiosk | No. |
| 1. Debit Release Cards | Issued to offenders at each facility at release from custody. | Card issuance and 1st transaction at no cost. Fees may be charged for services thereafter. |

The IDOC believes the revenue generated from these services will offset the cost of the all services being requested under this RFP and will likely generate expected revenue to the IDOC. Accordingly, the IDOC will give preference to proposals where all the services requested in the RFP, including the tablets and network services, are provided with revenue being generated to the state (preferred) or at no cost to the State (minimum requirement), and with the Vendor generating revenue solely from fees charged offenders, friends and families, and other non-State users for use of the services in which fees are allowed.

***Vendor shall provide in detail their proposed business model to provide a revenue generating (preferred) or cost neutral model (minimum requirement) to the state.***

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* + 1. **Implementation Approach**

Due to logistics, the IDOC will accept a phased implementation approach. However, the assumption of the services currently being provided by JPay, Inc., with the exception of video visitation, will be expected to be provided at the start date set forth in the contract resulting from this RFP. The Respondent must provide the following required information related to its implementation approach to roll the solution out to all IDOC facilities. The Respondent may use attachments if needed, but they must be clearly labeled and referenced in an appendix to the proposal.

| **Implementation Approach Specifications** | **Description of proposed implementation approach and how it meets/exceeds the Implementation Approach specifications:** |
| --- | --- |
| 1. Respondent shall set forth its approach to implementation to include deliverables. At a minimum, Respondent should include the following components in its response to this specification:  * A detailed rollout plan * Weekly status reports * Testing schedule and plan * Scripts for each facility * Requirements/fit-gap analysis * Project Plan * Timeline of implementation schedule |  |
| 1. Respondent shall provide a detailed timeline to rollout the solution to each facility, including the installation of the proposed network and deployment of devices in each facility. |  |
| 1. Training: Please outline your training program and approach for training IDOC staff and offenders on utilizing the platform, tablets, and Vendor provided services, including the ancillary technology services. |  |
| 1. Project management: Please outline your project management approach and practices. |  |
| 1. Respondent should indicate it capability to assume the services currently provided by JPay, Inc. along with a proposed timeline for assuming the services. |  |