

STATE OF NEW MEXICO

New Mexico Corrections Department



REQUEST FOR INFORMATION

RFI# 50-770-15-04988

Commercial, Off The Shelf (COTS) Offender Management System (OMS)
Technology Software Products and Related Services

Issue Date: June 23, 2015

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2 Purpose of this Request for Information (RFI)

- 2.1 The purpose of this RFI is to gather information to help the New Mexico Corrections Department (NMCD) determine the most advantageous way to replace the current legacy client/server offender management system with a new offender management system (OMS) based on current technology.
- 2.2 NMCD is seeking information from interested companies that could provide a Commercial, Off-the-Shelf (COTS) OMS solution that can manage all the necessary activities of providing inmate and offender management in a prison and community supervision environment.
- 2.3 NMCD may follow-up the receipt of written responses to solicit additional information. Please feel free to share this RFI with anyone you believe may be interested.
- 2.4 THIS IS A REQUEST FOR INFORMATION (RFI) ONLY. This RFI is issued solely for information and planning purposes – it does not constitute a Request for Proposal (RFP) or a promise to issue an RFP in the future. This request for information does not commit the State of New Mexico to contract for any supply or service whatsoever. Further, the NMCD is not at this time seeking proposals and will not accept unsolicited proposals. Those parties responding are advised that the State of New Mexico will not pay for any information or administrative costs incurred in response to this RFI; all costs associated with responding to this RFI will be solely at the interested party's expense. Not responding to this RFI does not preclude participation in any future RFP, if any is issued.

3 Background

The New Mexico Corrections Department (NMCD) has made the reduction of recidivism (the rate of return of an inmate after release) by 10% over the next 3 years its' top priority. The current 15-year old client-server offender management system is end-of-life, end-of-support, and needs to be replaced in order to support the changing business processes to accomplish this and other agency goals.

The offender management system must use new technology and design standards to streamline and improve business processes for end-users who manage and supervise offenders. The Agency's direction to accomplish this is to purchase a Commercial-off-the-shelf (COTS) web system using current technologies. The complete offender management system (OMS) will have at least seventeen (17) unique modules as necessary components to manage inmates and offenders through the correctional system and will provide much-needed new functionality to support and improve the business process.

Providing one seamless web-based system for the management of inmates and offenders supports the state government initiatives relating to reducing the cost of government operations, improving customer service and increasing public safety. The ability to manage the application online, instead of pushing out updates to over a thousand computers will greatly reduce support and maintenance costs.

Please see the NMCD website for more information at <http://www.cd.nm.gov/>

3.1 Agency Vision & Mission

Vision

The NMCD shall set the ethical standards and correctional best practices for the statewide corrections community.

Mission

The New Mexico Corrections Department (NMCD) adopted this oath as its mission: ***“We commit to the safety and well-being of the people of New Mexico by doing the right thing, always”.***

3.2 Agency Description

The Department provides a balanced system approach to corrections from incarceration to community-based supervision with training, education, programs and services that provide opportunities for offenders to successfully transition back to communities. The NMCD must track approximately 26,000 offenders that are under the jurisdiction of the Corrections Department. It is essential for the Department to have high-quality data, tracking and reporting related to the housing, services and programs for offenders.

The NMCD Administrative central office is located in Santa Fe at 4337 State Road 14. The NMCD has a total of 2,458 authorized positions statewide. The agency has a Cabinet Secretary and two Deputy Secretaries: Administration and Operations. There are several cabinet-level offices and multiple divisions/offices under Administration and Operations, as outlined below:

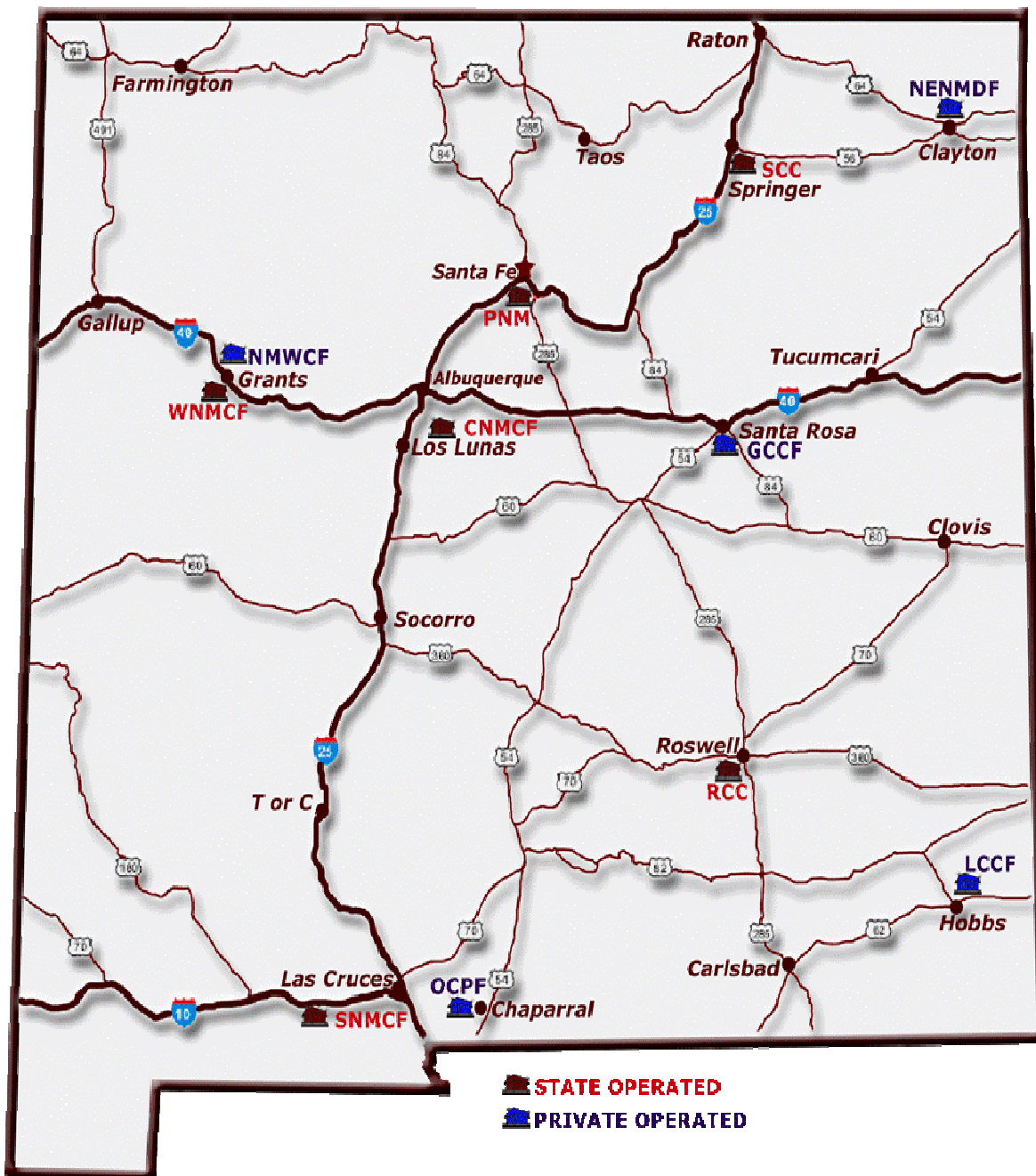
Operations

- Adult Prisons
- Probation and Parole
- Office of Security Threat Management
- Office of Recidivism Reduction
- Corrections Industries

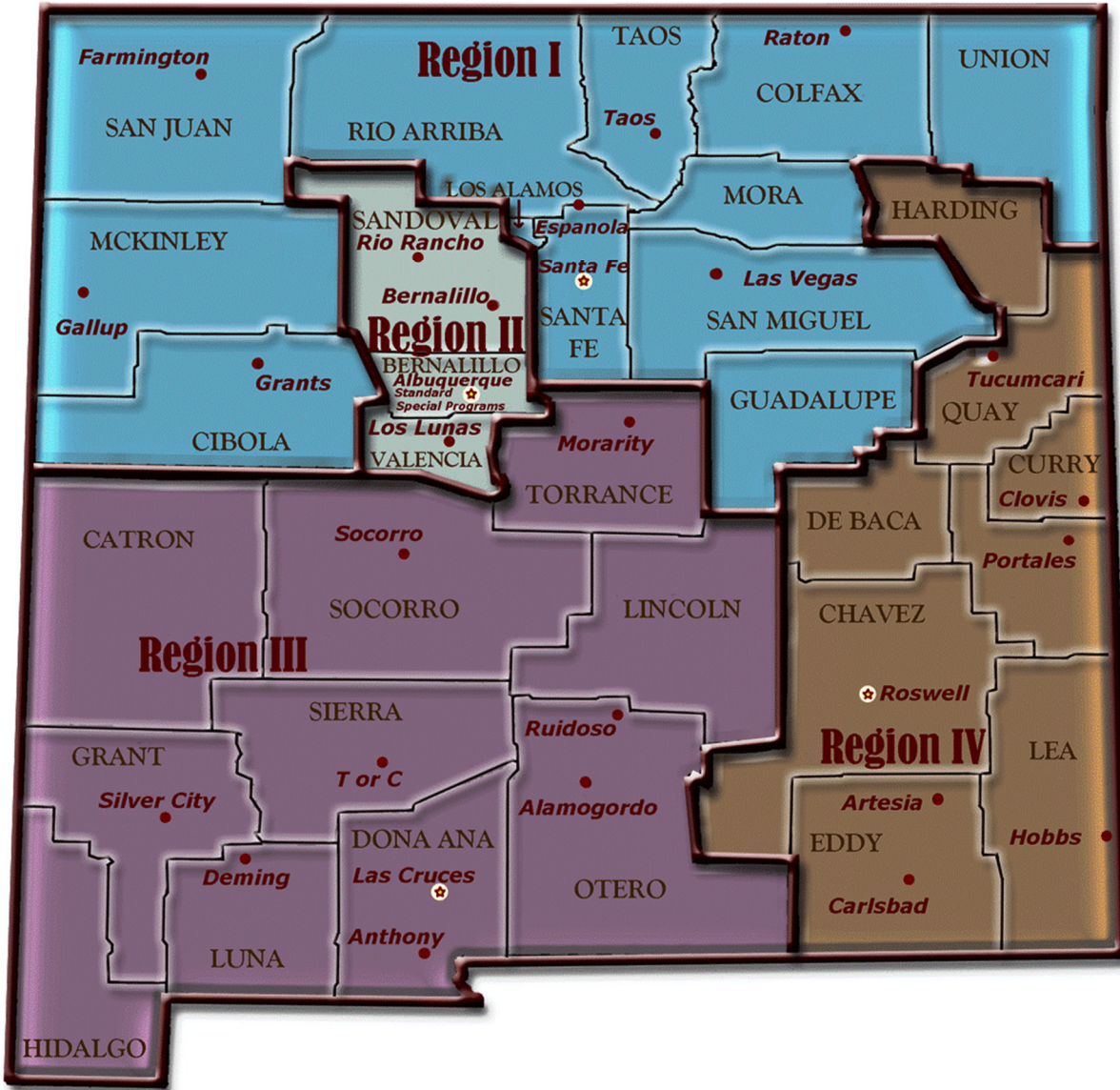
Administration

- Training Academy
- Administrative Services
- Information Technology
- Office of Inspector General

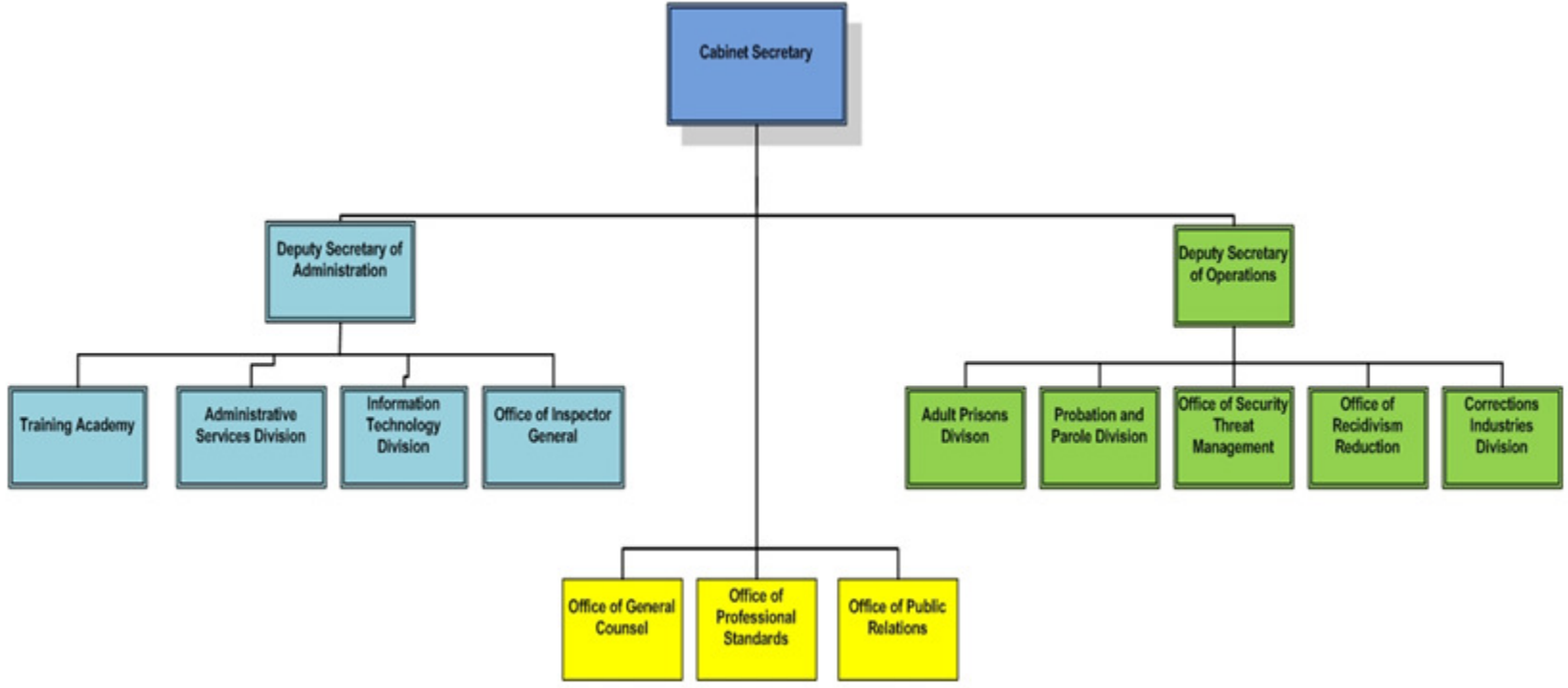
The Adult Prisons Division has six (6) public and four (5) private prisons statewide. The following map depicts those locations.



The Probation and Parole Division has 43 offices, including district and sub offices in four (4) regions across the state. The following map depicts those locations.



3.3 Agency Organizational Chart



3.4 Technical Environment Overview

The agency runs an Active Directory environment to office locations statewide. The internal local area network (LAN) provides data throughput up to 1GB; the wide-area network provides MPLS and MOE, with speeds ranging from 1.5 mbps to 100 mbps, depending on location.

3.5 Information Technology Services

The NMCD currently has 35 Full-Time Equivalent (FTE) positions in the areas of application development/database, business analysis and research, infrastructure, and the project management office (PMO), as outlined below.

Infrastructure

The Infrastructure section consists of the help desk, desktop hardware and software support, server hardware and software support, security, video conferencing and surveillance, and telecommunications, ensuring excellent customer service to the NMCD users.

Applications/Database

The Application section is comprised of application developers who are responsible for the design, development, implementation, maintenance and operations of NMCD applications both large and small. NMCD's main application, Criminal Management Information System (CMIS), tracks over 26,000 offenders from intake to successful community reentry and reintegration.

The Database section is responsible for the development and design of database strategies, monitoring and improving database performance and capacity, and planning for future expansion requirements for both small and large databases such as the CMIS.

Business Analysis/Research

The Business Analysis section consists of business analysts who elicit and document needs based on business processes and translate them into specific and identifiable requirements that can be developed to enhance existing systems or create new systems such as our Criminal Management Information System (CMIS).

The Research group is responsible for all reporting and statistical analysis from our criminal management system.

The two groups work together providing data analysis and potential corrective action for all data entered into the CMIS system.

Project Management Office

The PMO is designed to integrate project management practices within the organization. The PMO is responsible for execution and delivery of projects, soliciting business solutions, executing governance and control, communications throughout the organization and ensuring successful project delivery.

3.6 Project Objectives

Below are the high-level objectives for this project. In addition to the high-level objectives, any COTS solution must provide all the necessary module functionality as defined by the Corrections Technology Association (CTA) Specifications and Standards.

Business

NUMBER	DESCRIPTION
B-OBJ-1	Release inmates timely and accurately.
B-OBJ-2	Automate the calculation of inmate good time and institute method of modifying rules surrounding good time based on changing laws.
B-OBJ-3	Provide ability for Probation and Parole to link directly with courts to provide pre-sentence, diagnostic, executive clemency and other reporting services to the court.
B-OBJ-4	Send and receive court sentencing data electronically.
B-OBJ-5	Provide system mobility to allow Probation and Parole officers more time in the field supervising offenders.
B-OBJ-6	Notify office of the DA and victims of inmate releases via real-time processing rather than batch updates.
B-OBJ-7	Track offender program costs and report on program efficacy accurately to enable administrators to make better program choice decisions.
B-OBJ-8	Implement industry best practices for segregation and other alternative placement scenarios.
B-OBJ-9	Improve cross-jurisdictional data sharing and collaboration with other public safety/justice entities.
B-OBJ-10	Improve public safety through enhanced ability to classify, re-classify and provide housing, movement, transportation and other services to inmates.

Technical

NUMBER	DESCRIPTION
T-OBJ-1	Replace / discontinue use of legacy OMS application.
T-OBJ-2	Collapse development and maintenance overhead due to multiple, disparate systems.
T-OBJ-3	Provide the technical components and platform to allow application mobility.
T-OBJ-4	Migrate existing data and data structures from Informix to NIEM and GRA-compliant data format, to ease migration to new COTS OMS.
T-OBJ-5	Provide ability for COTS OMS application to be database independent.
T-OBJ-6	Ensure that the technical aspects and capabilities of the new OMS application is service-oriented to the business need.
T-OBJ-7	Replicate production data to separate environment for the purpose of disaster recovery, reporting, statistical analysis and business intelligence efforts.
T-OBJ-8	Ensure that NMCD IT staff gains sufficient experience and knowledge to implement the COTS OMS application and to maintain after implementation independently.
T-OBJ-9	Document the COTS OMS application thoroughly, both from a functional and technical perspective prior to implementation and ensure process for future updates and maintenance of the documentation.
T-OBJ-10	Create a virtual server environment for high-availability, increased reliability, redundancy and streamlined administration of the COTS OMS.

3.7 RFI Manager

The agency has designated an RFI Manager who is responsible for the conduct of this RFI and whose name, address, and telephone number are listed below:

Name: Mr. Jerry D. Brinegar, PMP
Title: Deputy Chief Information Officer
Address: 4337 State Rd. 14
Santa Fe, NM 87508
Telephone: (505) 827-8605
E-mail: jerry.brinegar@state.nm.us

Any inquiries or requests regarding this RFI should be submitted to the RFI Manager in writing. Respondents may contact ONLY the RFI Manager regarding the RFI. Other state employees do not have the authority to respond on behalf of the NMCD.

3.8 Definition of Terminology

This section contains definitions that are used within this RFI, including appropriate abbreviations.

"Agency" means the New Mexico Corrections Department (NMCD)

"CJIS" means Criminal Justice Information Services, the largest division of the FBI.

"CMIS" means Criminal Management Information System, the current legacy offender management system for the NMCD.

"CMMI" means Capability Maturity Model Integration, a process improvement training and appraisal program and service administered and marketed by Carnegie Mellon University and required by many DoD and U.S. Government contracts, especially in software development.

"CTA" means Corrections Technology Association, a public, non-profit network of professionals actively involved in leveraging technology in the field of Corrections.

"Commercial Off-The-Shelf" or "COTS" means pre-built software usually from a 3rd party vendor.

"DA" means District Attorney.

"Deliverable" means any measurable, tangible, verifiable outcome, result, or item that shall be produced to complete a project or part of a project and to receive payment. A Deliverable may be composed of one or more interrelated project Work Products.

"Department of Information Technology" or "DoIT" means the New Mexico Department of Information Technology which has Project oversight authority and is responsible for operating all communications related items and the State's Data Center located at 715 Alta Vista in Santa Fe. DoIT has the responsibility to review all solicitations involving any form of information technology for technical sufficiency.

"Documentation" refers to training materials, manuals, handbooks, maintenance libraries, and other publications supplied with software or supplied in connection with services.

"GRA" means Global Reference Architecture, designed as an information sharing architecture to meet the needs of government at all levels, and fulfill the need for improved collaboration across communities.

"Invitation to Bid" or "ITB" means all documents, including those attached or incorporated by reference, used for soliciting closed-bid proposals. The Agency may publish one or more related ITBs subsequent to the completion of this RFI process.

"MPLS" means Multi-protocol Label Switching, a mechanism in high-performance telecommunications networks that directs data from one network node to the next based on short path labels rather than long network addresses, avoiding complex lookups in a routing table.

“MOE” means Metropolitan-area Optical Ethernet, is a metropolitan area network (MAN) that is based on Ethernet standards. It is commonly used to connect subscribers to a larger service network or the Internet.

"Mountain Time" means the local time in the Mountain Time Zone whether it be standard or daylight savings time.

“NIEM” means National Information Exchange Model, a community-driven, standards-based approach to exchanging information.

"NMAC" means New Mexico Administrative Code.

“NMCD” means the New Mexico Corrections Department.

“OMS” means Offender Management System.

“PMO” means Project Management Office, a group or department within a business, agency or enterprise that defines and maintains standards for project management within the organization. The PMO strives to standardize and introduce economies of repetition in the execution of projects.

"Prime Contractor" means a Contractor who has full responsibility for coordinating and controlling of all aspects of the project, including support to be provided by any Subcontractor(s).

"Request for Information" or "RFI" means all documents, including those attached or incorporated by reference, used for requesting information or recommendations through a structured, non-binding process from a specific target audience or the general public.

"RFI Manager" means the person or designee authorized by the Agency to manage or administer a Request for Information (RFI) process.

"Request for Proposals" or "RFP" means all documents, including those attached or incorporated by reference, used for soliciting proposals. The Agency may publish one or more related RFPs subsequent to the completion of this RFI process.

“SAN” means storage area network, an architecture used to remotely attach computer storage using fiber channels

"Systems Development Life Cycle" or "SDLC" means the process of creating or altering information systems, and the models and methodologies that people use to develop these systems.

"State" or "the State" means the State of New Mexico, and any department, commission, council, board, committee, institution, legislative body, agency, government corporation, educational institution or official of the executive, legislative or judicial branch of the government of this state.

"Subcontractor" means a person who performs work under an agreement with the Prime Contractor.

"Work Products" means the documented results of the Scope of Work activities. One or more work products collectively form a deliverable.

4 Requested Information

NMCD intends to use the information provided by respondents to build a business case to request funding for the project. The business case needs to include estimated costs for software, licensing, hardware, data migration and integration/implementation services and maintenance.

a) Respondent Qualifications. Please provide narrative response regarding:

1. Corporate Industry Experience
2. Respondent /Subcontractor Experience – to include completed implementations of your COTS OMS solution in a prison and community supervision environment and contact names for the state or jurisdiction of the implementation

b) Functional Experience. Please thoroughly describe the capabilities in providing a COTS OMS and the associated business processes at the top-level of the system and in each of the following 17 functional areas:

Ability to globally search, display, export or share information from anywhere in the system

1. Reception and Commitment
2. Security (Facility/Count)
3. Property
4. Sentence and Time Accounting
5. Classification
6. Offender Programming/Scheduling
7. Caseload Management
8. Housing/Bed Management
9. Investigation (Gang)
10. Medical
11. Discipline
12. Grievances
13. Trust Accounting

14. Visitation

15. Release and Discharge

16. Community Supervision

17. Parole Board

c) Hardware and Software.

1. Detail the specific hardware requirements necessary for the COTS OMS, providing both an on-premise and a hosted cloud solution option.
2. List proposed OMS base software components, initial installation costs associated with each software component, and including costs associated with additional client configuration. Describe the basis for all licenses (concurrent user, seat, server, etc.) and licensing fees. What is the break-even point for individual licenses versus an enterprise license?
3. Describe any database requirements to house data stored for the COTS OMS.
4. Describe the software's mobility options.
5. Describe the software's ability for internal/built-in business analytics/intelligence via reporting, dashboards, etc.

d) Project Planning and Scheduling

1. Please thoroughly describe the respondents approach to project management, including planning, staffing, implementation, including options for staged or phased implementation, performance monitoring and oversight, project coordination, quality assurance and reporting and along with proposed costs.

e) Training

1. Please thoroughly describe the respondents approach to training along with costs.

f) Scope of Work

1. The scope of work shall consist of the procurement of the software, licensing, installation and client configuration of a COTS OMS and associated business processing rules.

g) Cost Response Form

1. Respondents are requested to complete Cost Response Form in Section 6.

5 Specifications

Unless otherwise specified, Respondents are requested to respond in the form of a thorough narrative to each mandatory requirement and to each desirable item that the Respondent proposes to provide.

I. MANDATORY AND DESIRABLE REQUIREMENTS

Mandatory (M) functionality is defined as solutions that must be provided to meet the minimum requirements.

Desirable (D) requirement are nice to have, but are not necessary to meet minimum requirements.

Note: Below and for all requirements on the following pages, each Mandatory requirement is identified by a check mark in the "M" column. Each Desirable requirement is indicated by a check mark in the "D" column.

a) Respondent Qualifications

Please describe your team's corporate industry experience.

1.	CORPORATE INDUSTRY EXPERIENCE	M	D
	Respondent and/or proposed subcontractors must submit a statement of relevant corporate experience within the last five years for Offender Management, and associated business workflow. This statement must include:		
a	Project Manager- PMI Certified		D
b	CMMI Level 3 or higher assessed		D
c	Application is CJIS compliant in a hosted solution	M	
c	Vendor agrees to provide an on-site product demonstration (if required).	M	
2.	RESPONDENT/SUBCONTRACTOR EXPERIENCE	M	D

	The narrative in response to this factor must thoroughly describe the Respondents and/or subcontractors' experience with the design, configuration, implementation and maintenance of a COTS business workflow (similar to that sought by this RFI. This statement must include:		
a	Describe your company leadership, experience, longevity, and financial stability	M	
b	Provide demonstration of customer success and high retention rates	M	
c	Describe your industry best practices and application expertise	M	
d	Provide details regarding product innovation and market leadership		D
e	Describe availability of 24 hour x 7 day support and geographic presence.		D
f	Listing of completed COTS OMS implementations in a prison and community supervision production environment and agency contact.	M	

b) Functional Requirements

Please thoroughly describe the capabilities of the COTS OMS and business workflow solution you are proposing for each of the following functional areas, as defined by CTA specifications:

1.	Reception and Commitment The reception and initial commitment of an offender into the system is an essential phase that not only verifies and gathers accurate demographic information, but also establishes the foundation for the offender's treatment plan during the incarceration period.	<u>M</u>	<u>D</u>
a	Ability of the COTS OMS to introduce the offender to the NMCD, to include adding offenders to the system, assigning a unique identifier, accurately gathering and storing offender demographic data and the creation of an intake record, specifying the type of intake.	M	
b	The ability to additionally track a unique identifier for the offender based on the specific intake or trip through the correctional system.		D
c	The ability to export necessary demographic data to separate assessment system.	M	
d	The ability to document and maintain multiple offender photos over time, to include face, scars, marks, tattoos, hairstyles, etc.	M	
2.	Security (Facility/Count) This business process includes the custody and control of offenders during their incarceration period, by enforcement of a defined secured perimeter, accountability of offenders by conducting regularly scheduled and unscheduled counts, and processing offenders into and out of facility control.	<u>M</u>	<u>D</u>
a	The ability to identify where any inmate is at any particular point in time, to include bed assignment, security level, work assignment, inmate programming, appointments/visitation, offsite counts.	M	

b	The ability to report on or graphically show information regarding specific inmate information for the purpose of better decision making in physical location and bed assignments for increased security, such as gang affiliation, enemies, PREA considerations, etc.		D
c	The ability to graphically indicate inmate location at any given point in time.		D
d	The ability to provide on-site and offsite count reporting, based on inmate physical location.	M	
e	A provision for emergency planning: inmate escapes, hostage incidents, disturbances, natural or other disasters, external breeches, etc.	M	

3.	Property The purpose of this business process is to track offender property. Functions include the receipt, transfer, storage, maintenance, release, and disposal of offender personal property and items brought with them during arrival processing, issued by the corrections department/agency, or received from approved sources.	<u>M</u>	<u>D</u>
a	The ability to the receive, transfer, store, maintain, release, and dispose of offender personal property and items brought with them during arrival processing, facility-issued property by the NMCD, or received from approved sources.	M	
b	The ability to auto-generate property records for ongoing, facility-issued consumables.		D
c	The ability to interface with external canteen or similar systems that provide inmate products/services.		D

4.	Sentence and Time Accounting The purpose of this business function is to ensure offenders are incarcerated for the exact amount of time as prescribed by law. The function of sentence and time accounting encompasses the initial calculation of an offender's required length of incarceration using applicable statutes and case law, and applying statutory awarded good time. An iteration of recalculating the projected release date continues	<u>M</u>	<u>D</u>
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	during the incarceration period applying earned time credits awarded and revoked, amendments to the original sentences, or other actions that can reduce the length of incarceration.		
a	The ability to track both the total initial calculation of an offender's sentence length based on statutes and case law, and accommodate for sentence enhancements, credits and suspensions, as determined by court ruling, to determine an offender's net time imposed, and the ability to determine the controlling offense/sentence based on concurrent or consecutive offense/sentence relationships.	M	
b	The ability to track where an offender is at in the given sentence: whether a probation sentence or prison time is being served, parole term, parole or probation revocations. Event-driven ability to recalculate sentence based on revocations, sentence amendments, court orders, etc.	M	
c	The ability to look historically at how an offender's sentence has changed over time due to event-driven occurrences.	M	
d	The ability to add, change or deprecate good time accounting rules by date range, based on changing legislation and the ability to track sentences based on what statutes were in place at the point the offense was committed.	M	
e	The ability of good time accounting to interact with other software program modules based on events: disciplinary, medical appointments, out to court, program completion, lack of program participation, etc.	M	
f	The ability to calculate/re-calculate an offender's projected release date based on data tracked in items a-f, for both current sentence being served (concurrent) and aggregated over multiple sentences (consecutive).	M	
g	The ability to graphically display sentence and events of the offender via a timeline and the ability to drill down to specific sentence events.		D

5.	Classification This business process ensures that all offender assignments are based on risk, security, and programmatic needs. A custody level is identified	<u>M</u>	<u>D</u>
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	that helps sort the offenders to specific facilities and assignments within the system.		
a	The ability to assign a case manager to an inmate at admission and in response to subsequent inmate transfers, and the entry of authorized or non-authorized inmate movement options.	M	
b	The provision for an orientation and admission process specific to case management needs	M	
c	An initial classification scoring system to place an inmate at the appropriate custody level and a classification re-scoring option for ongoing management of an inmate's custody level while incarcerated, when current custody level has been deemed inappropriate	M	
d	The ability to override scoring by means of mandatory reasons, those outlined by law or policy, or discretionary reasons, those justified by staff analysis and request	M	
e	A classification committee review and approval process in support of classifying/reclassifying an inmate's custody level, programming (link to offender programming module), family visits (link to visitation), good time reviews (link to sentence and time accounting module), and custody transfers	M	
f	The ability to reclassify inmate offenses as past offenses on the scoring instrument and calculate at a lesser score once sentence is complete for the purpose of historical context and evaluation if subsequent sentences for the offender occur.	M	
g	The ability to indicate specific special management beds for the purpose of discipline, protective custody, pre-hearing detention or other special management situations and the ability to track what facility housing units/cells/beds are valid to be utilized for special management situations over ranges of time.	M	
h	The ability to graphically display what facility housing areas, units, cells, beds are identified with specific classification levels and special management situations		D

6.	<p>Offender Programming/Scheduling</p> <p>The purpose of this business function is to facilitate offender and activity scheduling within a correctional facility, promoting the self-improvement and prosocialization among the offender population. Programs also increase public safety by reducing the risk of recidivism once the offenders are released from custody. Offender programs can address a wide variety of education needs, treatment needs, life skills and work skills. The primary goal of these programs is to help offenders acquire or improve appropriate skills, attitudes, and behaviors which will promote pro-social choices, reduce criminal behavior, and facilitate successful community re-integration after release. A secondary goal of programs is to provide a management tool for use by correctional staff to gain offender compliance</p>	<u>M</u>	<u>D</u>
a	The ability to assess an offender upon intake in a multitude of areas to help determine programmatic need: education, life skills, family history, risk of violence, victimization, offense history, and other areas.	M	
b	The ability to link to external risk/needs instruments and systems to acquire additional high-level assessment results for external proprietary assessments.	M	
c	The ability to enter and administer programs, jobs, classes, providers, instructors.	M	
d	The ability to prioritize/re-prioritize the offenders' needs into a series of individualized goals and objectives, and the ability to assign/enroll the offender into specific programs, jobs, classes, etc., to work toward attaining these goals and objectives while under incarceration or supervision and the ability to create and assign offenders to wait-lists if no seats are available.	M	
e	The ability to track enrollment, attendance, test results, narratives, performance ratings, and overall outcome of the program. Ability to track hours worked, wage, wage per pay period, performance ratings, etc., for job-related programs.	M	

f	The ability to graphically show an offender's progress with regard to goals and objectives assigned, such as a timeline.		D
g	The ability to link with security to provide data as to where an incarcerated offender is physically located at any specific point in time (inmate job, program, etc.).		D
h	The ability to graphically display offender's schedule of programs and activities.		D

7.	Caseload Management Offender caseload management is the process used by institutional and community corrections service providers to structure the risk levels of clients and determine the program and security strategies to meet the criminogenic needs defined in the management process.	<u>M</u>	<u>D</u>
a	The ability for supervisor to assign/re-assign offenders to case manager's caseload.	M	
b	A centralized case management desktop providing the ability for case manager to retrieve and manage all inmates or offenders assigned, including plan reviews, offender contacts, and other necessary functions, and requiring linkages to other existing system modules, classification, offender programming, sentence and time accounting, etc.	M	
c	The ability to acquire programmatic needs identified via offender programming module and external assessment sources and balance those prioritized needs into an overall case management plan while under incarceration or supervision.	M	

d	The ability to provide a committee review/input process to assess the status of the offender's individualized case management plan and provide the ability to adjust the plan and priorities accordingly.	M	
e	The ability to link to other system modules, such as sentencing and time accounting for input to time award credits, release and discharge, for input and investigations for offender reentry planning, etc.	M	

8.	Housing/Bed Management The offender movement process is required to facilitate the placement of offenders into appropriate facilities. This placement is based on a number of factors including but not limited to classification or risk assessment, program needs, medical needs and institutional bed space needs.	<u>M</u>	<u>D</u>
a	The ability to assign a bed for an incarcerated inmate	M	
b	The ability to determine bed availability within each prison facility, unit, pod, section, etc.	M	
c	The ability to graphically indicate open bed assignments.		D
d	The ability to request, approve or deny inmate movement from one location to another within a facility, or across facilities.	M	
e	The ability to either immediately or schedule the transport inmates for necessary events: offsite medical transports, out to court transports, and transports from one prison complex/facility to another, and the ability to notify receiving location of the transfer	M	
f	The ability to provide information to registered victims of the offender, to include current location, prison transfers, out to court notification, escape notification, etc.	M	
g	The ability to link to property module for the purpose of tagging inmate for property retrieval and transport to new location.	M	

h	The ability to track inmate interim transportation status between housing locations.	M	
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9.	Investigation (Gang) The processes of identifying, validating, and collecting information about offender affiliation and participation with known social groups commonly referred to as gangs or security threat groups (STG), is the focus of this business process. This encompasses two primary functions which include the collection of valid information, and the reporting of the information to appropriate entities.	<u>M</u>	<u>D</u>
a	The ability to investigate, identify, maintain, and validate suspected offender participation in security threat groups, as well as the ability to track date ranges of participation and the ability to end the participation based on the offender's life- changing decisions	M	
b	The ability to link to other system modules based on data contained in this area, such as Housing, Classification, Offender Programming, Case Management, etc.	M	
c	The ability to graphically show where offenders posing a security threat are housed and/or currently located, based on security rules		D
d	The ability to administratively define and manage security threat groups	M	
e	The ability to assign and score STG activity criteria to determine affiliation level and to determine if classification with that STG warrants documentation/validation	M	
f	The ability to review and document ongoing activity with the STG.	M	
g	The ability to enter and maintain visual indicators (photos) of STG related tattoos, hairstyles, etc.	M	

10.	Medical This module provides for basic medical and behavioral health services for all inmates, as mandated under current case law.	<u>M</u>	<u>D</u>
a	The ability to provide routine and sick call examinations, emergency and ambulatory care, infirmary, hospice and specialty care.	M	
b	The ability to provide care in the following areas: medical, dental, psychiatric/behavioral health, and pharmacy services.	M	
c	The ability to provide internally or interface with medical systems providing a full electronic medical record, EMR.		D
d	The ability to schedule appointments for routine, sick call and other examinations.	M	
e	The ability to graphically indicate where the inmate is at all times (interface with Security module) as it relates to medical or behavioral health appointments, etc.		D
f	The ability to interface with Security and Housing/Transport to identify, schedule, and document transportation for outside appointments and with Offender Programming/Scheduling for documenting and sharing information regarding behavioral health needs.	M	

11.	Discipline This module serves to regulate the conduct of offenders and officially document incidents that lead to individual disciplinary actions within the correctional system. Additionally, this module should include the management of the underlying incident for which the disciplinary event is based. The module should have the flexibility to manage both formal procedures that are followed when moderate to serious incidents occur and informal procedures for minor infractions. The process of administering the Incident system and its procedures are set aside from the legal process wherein the same incident may travel through the judicial system as it completes a separate discipline route.	<u>M</u>	<u>D</u>
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a	The creation of an incident and its associated disciplinary actions.	M	
b	The ability to assign a violation of conduct to attach to the incident	M	
c	The creation of a misconduct report associated with the incident	M	
d	An investigation, review, return, escalation and approval process of the incident	M	
e	The ability to place inmates in pre-hearing detention /disciplinary segregation based on the severity of the offense or violation and to prevent any subsequent inmate transfers until the outcome of the incident (link to Offender Movement/Transportation)	M	
f	A formal hearing process conducted to determine the outcome of the incident, if necessary	M	
g	The ability to tie sanctions to the outcome of the incident any disciplinary action, if warranted	M	
h	The ability to file or create a grievance based on the outcome of the incident (tie to Grievance)	M	
i	An appeal process to the outcome of the incident	M	
j	The module should allow a user to attach comments, advice, narratives, vehicles, photos or sketches, and confiscated property items/evidence and should provide a chain of custody for evidence associated with the incident. Sanctions imposed may include future administrative segregation, other sanctions, or loss of earned time. The data from this module may require interfaces to other existing software modules	M	
k	The ability to either internally store or link to external software to manage evidentiary documentation with regard to the grievance.	M	
l	The ability to graphically indicate disciplinary status timeline/mandatory due dates, or other process milestones that must be met.		D

12.	Grievances	<u>M</u>	<u>D</u>
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	This module provides for the appropriate means for inmates to communicate their problems, with an expectation the problems will be heard and resolved. The resolution may be in many forms, from an action to correct the problem to an explanation of circumstances with no action at all. The process should be timely, documented, address emergencies or special conditions appropriately, and afford the offender an appeal to have the resolution reviewed should they choose to do so.		
a	The ability to manage grievances through both formal and informal processes.	M	
b	The ability to provide notification to user as to where the grievance is in the process.	M	
c	The ability to either internally store or link to external software to manage evidentiary documentation with regard to the grievance.	M	
d	The ability to investigate and document the outcome of the grievance and to provide status information to all appropriate parties.	M	
e	The ability to graphically indicate grievance status timeline/mandatory due dates, or other process milestones that must be met.		D

13.	Trust Accounting This module provides for the accounting processes used to track trust account monies. Offenders incarcerated under the jurisdiction of correctional agencies are considered wards of the governing entity. The governing entity acts as trustee of monies received from offenders upon transfer of custody, during their incarceration period, until the offenders' eventual release from custody.	<u>M</u>	<u>D</u>
a	The ability to provide a means for offenders to conduct their financial transactions, both internally and externally.	M	
b	The ability to open, maintain, prioritize, weight, manage and collect financial obligations and distribute to appropriate parties.	M	
c	The ability to reconcile account balances for an obligation, an offender, and at the trust account level.	M	

d	The ability to interface with multiple external systems, to upload financial data.	M	
e	The ability to interface with other modules of the offender management system, such as Offender Programming/Scheduling for programs (associated fees), jobs (inmate wages), Release and Discharge (closeout processing), Community Supervision for Probation and Parole (transfer of remaining unpaid obligations), etc.	M	
f	The ability to graphically show the financial status of an inmate for a specific obligation, or overall.		D

14.	Visitation This module is intended to promote family and other supportive relationships important to offender stability during and after incarceration period. This privilege requires that the corrections agency develop a process that has a high degree of consistency and uniformity while maintaining the security and integrity of the facility.	<u>M</u>	<u>D</u>
a	The ability to enter, store, manage and control requests for approval for visitation.	M	
b	The ability to schedule visitation events based on an approved visitor list for the offender, faith-based, legal representation and other officially designated visits.	M	
c	The ability to allow potential visitors to request approval and to receive confirmation or declination via the internet, as well as a scheduling ability once approved.		D
d	The ability for biometric verification of the visitor prior to the visitation event.		D
e	For approved visitors, notification when an offender is transported (re-assigned) from one facility to another. (Link to Housing/Transportation and Security).		D
f	The ability to interface with external systems, such as those that provide video visitation, NCIC for visitor approval process, etc.		D
g	The ability to schedule visitation event based on open locations within facility layout for requested timeframe.	M	

h	The ability to graphically display open visitation locations for enhanced ease of scheduling.		D
i	The ability to manage the maximum number of allowed visitors, and the ability to archive past visitors and visitation events.	M	
j	The ability to interface with other system modules to check recent information needed to make decisions as to whether the offender can receive visitors (Discipline module).	M	
h	The ability to graphically show where the offender is currently located, link with Housing/Transportation, Security.		D

15.	<p>Release and Discharge</p> <p>The purpose of the Release and Discharge module is to track both releases from an institution to community supervision, or a complete discharge. Release to community supervision for offenders can include a variety of assignments from community residential programs to various levels of home detention and reporting requirements. The two status levels are incarcerated supervision and parole supervision. Incarcerated supervision targets inmates in pre-release environments, with an imminent parole consideration or release date. In most cases, they must be referred for consideration and require the approval of both corrections and community officials. Parole supervision requires the offender has received approval by the Parole Board to be released into the community under certain terms and conditions, and within several ranges of residential living to include their own residence.</p> <p>Offenders may be discharged directly from an institution, or from community supervision, including probation or parole. Once discharged the offender is no longer under the custody of corrections. However, discharged offenders may still be under legal obligation to report for registration based on statutory requirements. At the various stages of release, parole, and discharge, NMCD is obligated to notify registered victims of the upcoming events.</p>	<u>M</u>	<u>D</u>
a	A mechanism for identifying/initiating inmates eligible to begin a release process	M	
b	The creation of a file audit process and validation for inmate records	M	

c	The tracking of Parole Plan(s) and process	M	
d	The scheduling of parole hearings and documentation of hearing outcomes	M	
e	The automation of docket, release list, parole plan, investigation report, and other current manual processes in support of the release and discharge process	M	
f	The workflow and system notification of milestones in release process to appropriate personnel	M	
g	The creation of departmental task lists in support of release and discharge	M	
h	The notification to victim(s) of approaching inmate completion of sentence or release to community events	M	
i	The systematic processing of inmate release to or from community supervision or discharge from prison	M	
j	The ability to interface with external systems, for victim notification, information sharing with other justice entities, etc.	M	
k	The ability to graphically show potential address locations presented as part of the parole investigation process.		D
l	The ability to graphically display the inmates eligible for parole within a specified timeframe, for the purpose of administrative planning. Also the ability to graphically display the parole hearing schedule by facility or by type (such as video hearings) and date range.		D

16.	Community Supervision The purpose of this module is to provide for the management and supervision of offenders in a community setting. This includes the initial intake, the ability to classify the type of supervision required based on individual needs and risks, ongoing supervision and reporting tasks, the creation and maintenance of agreements and conditions, the violation process, to the final release or discharge of the offender from supervision.	<u>M</u>	<u>D</u>
a	The ability for an agent and supervisor to manage/assign or re-assign a caseload from a centralized desktop.	M	

b	The ability to obtain assessment information to assist in case planning, whether internal from another module of the OMS, or externally through a separate assessment product.	M	
c	The ability to refer offenders to programs and assess the offender's progress in those programs (link to Offender Programming/Scheduling).	M	
d	The ability to conduct periodic reviews to determine offenders' compliance with set agreement conditions.	M	
e	The ability to enter and track offender obligations and restitution	M	
f	The ability to graphically show where an offender is at with regard to specific obligations.		D
g	The ability to graphically show the geographical location of an agent's caseload, and the ability to map and determine travel routes for offender reviews and supervision contacts.		D
h	The ability to graphically show an agent's caseload count/percentages, relative to other agent's caseload count, for the purpose of effective distribution by the supervisor of caseload across agents.		D
i	The ability to complete investigations and create and provide documents to courts and the parole board or other entities electronically: Pre-Sentence investigations and diagnostic reports, executive clemency requests, parole planning documentation, and others.	M	
j	The provision of an arrest and hold, or detainer process	M	
k	The ability to interface with other entities for a variety of needs, such as substance testing, fingerprinting, NCIC, DNA, arrest information, and the exchange of information with other justice entities.	M	
l	The ability for the system to be portable and mobile on identified platforms or devices.	M	

17.	Parole Board The purpose of this module is to provide the necessary functionality for the administrative staff and the elected parole board members to manage the parole hearing and administrative tasks surrounding that process.	<u>M</u>	<u>D</u>
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a	The ability to determine offender eligibility for parole hearings.	M	
b	The ability to schedule parole hearing by location and type, including video hearings.	M	
c	A workflow process to allow the parole board members to add and share notes and opinions in preparation for hearings.	M	
d	The ability to save individual recommendations that feed into the final decision whether to grant parole, grant release from parole, or revoke parole, along with the administrative ability to process accordingly.	M	
e	The ability to graphically display the hearing schedule for any given time period, either within the application or through a separate calendaring software, such as Outlook.		D
f	The ability to either upload or interface with separate system for finalized parole documentation and video hearings.		D
g	The tracking of Parole Plan(s) and process	M	
h	The ability to notify the victim(s) of record for the offender of upcoming parole hearings, either directly from the system, or through a third-party notification system, such as VINE or SAVIN.	M	
i	The ability to link to other system modules as necessary, such as Reception and Commitment, Housing, Transportation, Community Supervision, etc.	M	

c) Hardware and Software

1.	HARDWARE	M	D
a	For prior engagements with similar requirements, please provide information related to the hardware infrastructure needed to deploy including: computers; servers, needed peripherals, etc. Details must include all necessary specification to run the software so that the Agency may independently price any such equipment from alternative sources. Please provide total hardware costs for the specified prior engagement(s).	M	

2.	SOFTWARE	M	D
a	Using your most prior engagement experience for similar services, please provide information related to your OMS software product deployed at those sites including the following: software model (such as SAAS), software lines, such as prison, community supervision, juvenile justice, etc., number of licenses, including the basis for licensing (concurrent user, seat, server, etc.), total license cost, implementation costs, data migration costs, hosting options (premise vs. cloud) and ongoing support and maintenance costs. Please provide total software costs for the specified prior engagement.	M	

d) Project Planning and Scheduling

Please thoroughly describe your approach to project management, including planning, staffing, performance monitoring and oversight, project coordination, quality assurance and reporting and along with proposed costs.

3.	PROJECT PLANNING AND SCHEDULING	M	D
a	Provide your approach to project management and costs to develop and maintain the necessary documentation and management of the project.	M	

e) Training

Please thoroughly describe your approach to training along with costs.

4.	TRAINING	M	D
a	Detail costs associated with providing comprehensive training in the operations and maintenance OMS system. Training shall be provided in conjunction with the initial installation of the system, and documentation, help files, etc. shall be provided as required in association with any future or ongoing training.	M	

f) Scope of Work

A. The scope of work shall consist of installation, configuration and implementation of a COTS OMS solution. Please estimate costs based on the above requirements and based on 1500 concurrent users. The key activities of the scope of work must include but is not necessarily limited to:

1. Project Management
2. Validation of Requirements
3. Design of the Solution
4. Configuring the Solution
5. Testing the Solution
6. Training Users and Administrators including providing documentation, help files, etc.
7. Deployment of the Solution
8. Ongoing Support/Maintenance

6 Cost Response Form

Please complete the Cost Response Form in your response. New Mexico requires that IT Professional Service agreements be priced using deliverables with fixed, maximum prices.

1	Hardware	Fixed Fee (\$)
	What are the total costs related to the hardware infrastructure needed to deploy including: computers; servers, needed peripherals, etc. Details must include all necessary specification to run the software. Please provide total hardware costs for the specified prior engagement(s).	
2	Software Licenses	
	What is the total, all-inclusive license cost of the proposed solution, including any software tools needed to build or support the systems, to serve 1500 concurrent users? What is the ongoing yearly support and maintenance fees based on the aforementioned 1500 concurrent users? Please list by product name and purpose.	
3	Project Planning and Scheduling	
	What is the total, all-inclusive software installation and implementation cost, to include consultation and customization, software installation, and project management services.	
4	Training	
	What is the total, all-inclusive end-user training cost for the proposed solution, based on an estimate of 20 users for system/administrative training and 100 end-users in a train-the-trainer approach?	

7 Responses

Interested parties are requested to respond to this RFI with a white paper.

7.0 White papers should be submitted in a portable data format (.pdf) and are due no later than July 15, 2015 by 5:00 PM Mountain Standard Time. Responses shall be limited to 60 pages for Section 2 and submitted via e-mail only to jerry.brinegar@state.nm.us.

Proprietary information, if any, should be minimized and **MUST BE CLEARLY MARKED**. To aid NMCD, please segregate proprietary information. Please be advised that all submissions become State of New Mexico property and will not be returned.

7.1 Section 1 of the white paper shall provide administrative information and shall include the following at a minimum:

7.3.1. Name, mailing address, overnight delivery address (if different from mailing address), phone number, fax number, and e-mail of designated point of contact.

7.3.2. Recommended contracting strategy. Will your company outsource some or all components of installation services? Please describe the solutions and services that you will provide using subcontractor agreements.

7.3.3. Business type (large business, small business, small disadvantaged business, 8(a)- certified small disadvantaged business, woman-owned small business, very small business, veteran-owned small business, service-disabled veteran-owned small business) based upon North American Industry Classification System (NAICS) code 541512, Computer Systems Design Services.

7.4. The number of pages in Section 1 of the white paper shall not be included in the 60-page limitation, i.e., the 60-page limitation applies only to Section 2 of the white paper.

7.5. Section 2 of the white paper shall answer the issues addressed in Section 4 – Requested Information, Section 5 – Specifications and Section 6 – Cost Response Form of this RFI and shall be limited to 60 pages.

8 Questions

Questions regarding this announcement shall be submitted in writing by e-mail to the RFI Manager's email address. Verbal questions will NOT be accepted. Questions will be answered by posting answers to the NMCD website; accordingly, questions shall NOT contain proprietary or classified information. The NMCD does not guarantee that questions received after July 8, 2015 will be answered.

9 Summary

THIS IS A REQUEST FOR INFORMATION (RFI) ONLY to identify sources that can provide a Commercial, off-the-shelf (COTS) Offender Management System (OMS). The information provided in the RFI is subject to change and is not binding on the State of New Mexico. The NMCD has not made a commitment to procure any of the items discussed, and release of this RFI should not be construed as such a commitment or as authorization to incur cost for which reimbursement would be required or sought. All submissions become State of New Mexico property and will not be returned. Ownership of all data, material, and documentation originated and submitted to the State of New Mexico, pursuant to the RFI, shall belong exclusively to the State of New Mexico and shall be subject to public inspection in accordance with the New Mexico Inspection of Public Records Act (Chapter 14, Article 2, NMSA 1978).