

STATE OF NEW MEXICO

New Mexico Corrections Department



REQUEST FOR INFORMATION

RFI# 80-770-18-0001

Inmate Telephone and Call Monitoring System and Related Services

Issue Date: July 5, 2017

Contents

| | |
|---|-----|
| 2 Purpose of this Request for Information (RFI) | 3 |
| 3 Background | 4 |
| 4 Requested Information | 6 |
| 5 Responses..... | 6-7 |
| 6 Questions | 7 |
| 7 Summary | 7 |

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 telephone system in providing a means of communication between inmates and their families while providing NMCD Central Office the capability to perform oversight and monitoring of such calls.

2.2 NMCD is asking a prospective vendor to provide information regarding the following services:

- A. Vendor will provide a telephone service to inmates for the purpose of allowing contact with families and the community.
 - 1.) The phone system shall allow for both real time and historical monitoring.
 - 2.) The phone system shall alert to key phrases and voice recognition.
 - 3.) The vendor shall provide phone monitoring of at least 10% of phone calls.
- B. Vendor shall provide tablets to inmates.
 - 1.) The tablets shall be able to provide for e-mail access, downloaded books, magazines, music, rental movies, games, religious materials, photographs, educational materials, and re-entry resources.
 - 2.) The tablets must be able to be remotely reviewed.
 - 3.) E-mails system and the tablet itself must be monitored in manner similar to phone monitoring.
 - 4.) The above services available for the tablets must have a mechanism to reject programs/services that undermine security, public safety and/or recidivism reduction efforts. Items that promote disrespect to law enforcement, that encourage criminality, that give instructions on how to escape, that appeal to prurient interests are examples of those items NMCD would reject.
 - 5.) If possible a privacy mechanism allowing for the storage of legal materials would be advantageous. This would include legal access through a kiosk system where legal research materials could be temporarily downloaded to tablets.
- C. Vendor shall provide cell phone blocking and cell phone detection devices.
- D. Drone Detection Devices.
- E. Video Visitation shall be an option.

2.3 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

RFI# 80-770-18-0001

New Mexico Corrections Department

this RFI does not preclude participation in any future RFP, if any is issued.

3 Background

3.1 Agency Vision & Mission

Vision

The NMCD shall set the ethical standards and correctional best practices for the statewide corrections community. The NMCD, as an integral part of the criminal justice system, provides public safety, with professionalism, progressive management, and fiscal responsibility, through a continuum of custody, control, supervision, programs, and services for criminal offenders.

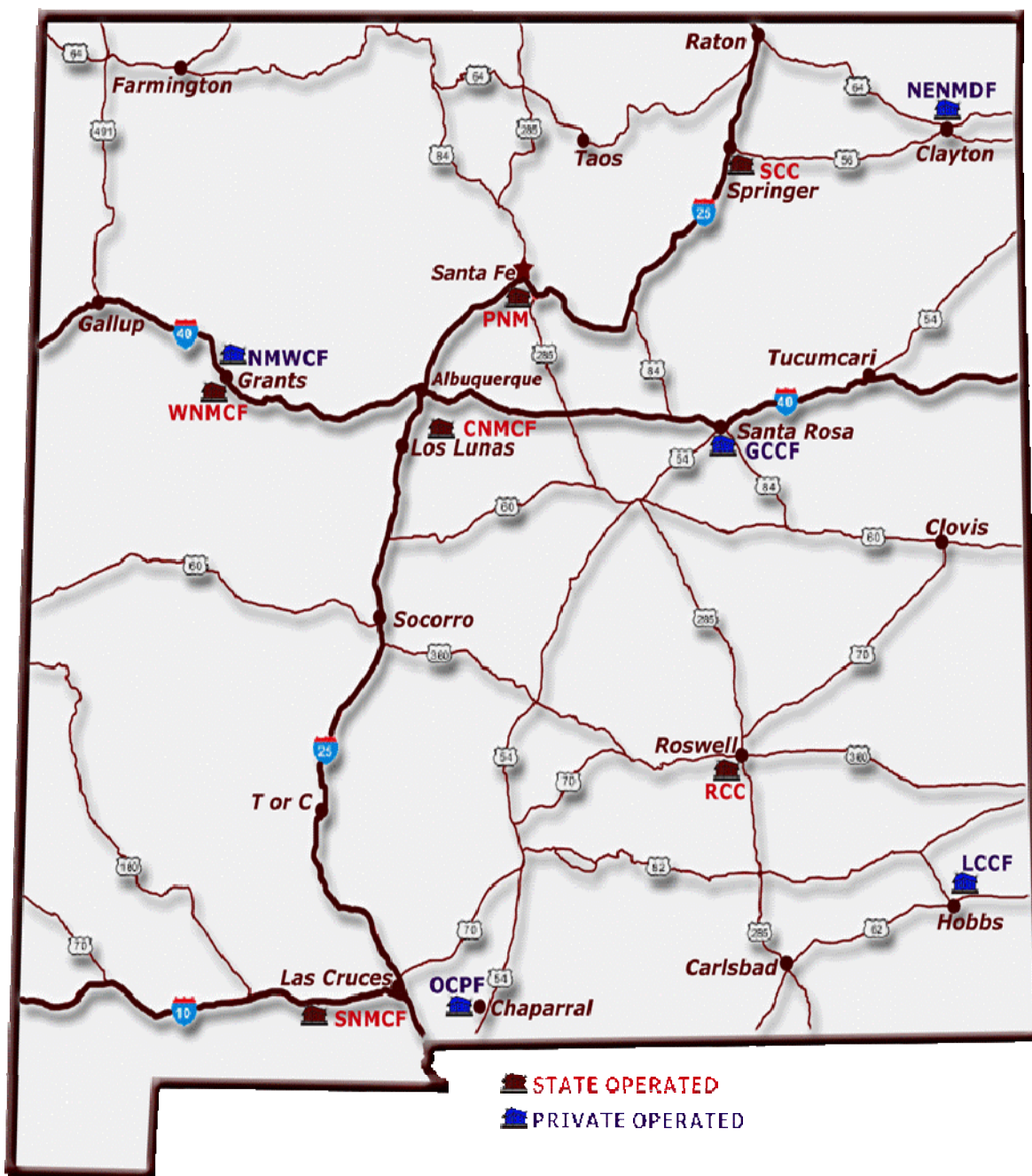
Mission

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



RFI# 80-770-18-0001

New Mexico Corrections Department
3.3 RFI Manager

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

Name: Andrew Sweeney
Title: Acting Administrator
Office of Security Threat Intelligence

Address: 4337 State Rd. 14
Santa Fe, NM 87508

Telephone: 505-383-2988

E-mail: Andrew.sweeney@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.

4 Requested Information

NMCD intends to use the information provided by respondents to identify what modern technology exist today in providing the services sought. NMCD has designated a two day period for the purpose of conducting oral presentations. 2 hour presentations will be available to each interested responder. The dates of Oral Presentations have been scheduled for:

Wednesday, August 23, 2017 ~9:00 to 4:00
Thursday, August 24, 2017 ~9:00 to 4:00

Oral presentations will be held at NMCD Central Office located at 4337 State Rd.14, Santa Fe, New Mexico 87508. If interested in presenting you may request to be scheduled by emailing:

Kathleen.branchal2@state.nm.us

5 Responses

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

5.0 White papers should be submitted in a portable data format (.pdf) and are due no later than **September 15, 2017 by 5:00 PM Mountain Standard Time**. Reponses shall be limited to 60 pages and submitted via e-mail only to andrew.sweeney@state.nm.us

RFI# 80-770-18-0001

New Mexico Corrections Department

Please be advised that all submissions become State of New Mexico property and will not be returned.

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

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

5.1.2 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.

5.1.3 Proposed services and tangible items.

6 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. The NMCD does not guarantee that questions received after August 25, 2017, will be answered.

7 Summary

THIS IS A REQUEST FOR INFORMATION (RFI) ONLY to identify sources that can provide an Inmate Telephone and Call Monitoring System and Services. 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).