

# **Supplement 1**

## Requirements and Scope of Work

Ohio Department of Rehabilitation and Correction (DRC), and  
Ohio Department of Youth Services (DYS)

Secure Communication, Education, and Entertainment Technology  
Requirements and Scope of Work

Ohio Department of Rehabilitation & Correction  
Office of Acquisition and Contract Compliance  
and  
Ohio Department of Youth Services

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## **I. INTRODUCTION**

The Ohio Departments of Rehabilitation and Correction (DRC) and Youth Services (DYS), collectively known as “State Agencies,” are seeking a single Contractor to provide a turnkey solution featuring a broad set of requirements that wrap-around an integrated system of communication, education, entertainment and other services via electronic devices to incarcerated adults and youth under state jurisdiction. Additional services required include securely accepting funds for deposit; cell phone detection and interdiction; phone, email, and fund analytics; visitation scheduling; educational and entertainment content; managing print and copy requests; and digital forensic tools. The turnkey solution must interface with State Agencies' other systems. Training and support for initial deployment through the maturity of the Contract must be provided to the State Agencies.

The Proposals from any offeror, or groups of collaborating offerors, with knowledge, expertise, and currently available offerings on Contractor-provided or Contractor-recommended devices to meet the needs expressed in this document are strongly encouraged to participate. Collaboration or partnerships between entities to provide comprehensive, leading-edge, technological solutions to the requirements in this Request for Proposal (RFP) is welcome as the State is interested in optimizing its procurement process and obtaining best values.

## **II. BACKGROUND**

State Agencies are collaborating to obtain leading edge communication, education, entertainment technology and other services available via telephones, tablets, or other electronic devices; to securely accept funds for deposit; and related services.

The Ohio Department of Rehabilitation and Correction is one of the largest agencies in the State of Ohio with operations throughout the State. There are twenty-five (25) state-administered and three (3) privately administered adult correctional institutions. The current DRC population is approximately 45,000 incarcerated adults, including approximately 5,000 in private prisons. The institutions vary in level of security and include reception centers, camps, pre-release centers, and facilities specializing in high-acuity medical or mental health needs. The Adult Parole Authority (APA) supervises approximately 32,000 individuals.

DRC presently has two tablets deployed for incarcerated adults. The first tablet is purchased by the incarcerated adult/family, and offers a variety of services such as email, music, games, educational and programming materials. The second tablet is provided at no charge to State Agencies or incarcerated adult/family, and which offers telephone services and streaming access to music and movies.

DRC is determined to be a progressive correctional agency, which includes the rehabilitation of individuals in its custody by offering connections to the outside world through modern technology for them to return to the community as productive citizens.

The Ohio Department of Youth Services is the juvenile justice agency for the State of Ohio and is statutorily mandated to confine felony offenders (“Youth”), ages 10 to 21, who have been adjudicated and committed by one of Ohio’s 88 county juvenile courts. The current DYS population is approximately 500 youths located in one of three (3) juvenile correctional facilities and four (4) alternative placement centers around the State. Each DYS facility operates a year-round school offering a general curriculum as well as vocational opportunities, and youth are engaged in programming designed to address their criminogenic and behavioral needs. There are two (2) DYS regional parole offices.

DYS uses tablets as an incentive to encourage positive behavior. At the beginning of each month, eligible youth are given a tablet and a set amount of funds with which to rent music, movies, games, and eBooks.

DYS seeks to habilitate youth, preparing them to enter society, with appropriate access to technology being an integral part of the process.

### III. OBJECTIVES

This RFP has the following objectives:

1. Provide all required services on a single electronic device for incarcerated adults and youth.
2. Provide all required services on kiosks throughout the facilities.
3. Provide all services and communications on a Contractor installed / maintained secure network infrastructure independent from any State Agency network infrastructure.
4. Provide and maintain all kiosks, network infrastructure and electronic devices at no cost to State Agencies, incarcerated adults and youth.

### IV. REQUIREMENTS

#### 1. Minimum Mandatory Requirements for the Replacement System

- a. Services at no-cost basis to State Agencies, including initial deployment and ongoing replacement of tablets, kiosks, and a secure network.
- b. Single sign on log-in for end-user to gain access to multiple different integrated applications with signature capability.
- c. Provide eight free emails per month per incarcerated adult (may be used for inbound or outbound email, roll-over from month-to-month if not used, used before additional emails purchased).
- d. Provide 60 minutes of domestic phone calls free when first admitted.
- e. One monthly free 15-minute video visitation.
- f. Allow individual assignment or communal use of tablets at the discretion of facility leadership.
- g. DRC receives 1,000,000 minutes of free calls and 100,000 free emails per year to distribute as DRC deems appropriate, balance carries over from year to year. DYS receives 100,000 minutes of free calls per year to distribute as DYS deems appropriate, balance carries over from year to year.
- h. No connection fee for telephone calls and domestic rate of \$0.05 per minute or less
- i. Email price \$0.25 or less.
- j. 24/7 live, US-based customer service for State Agencies, incarcerated adults and youth, and family and friends.
- k. Self-serve printing option requiring minimal staff involvement; the incarcerated population must have the opportunity to print copies of emails, attachments, and documents from their tablets and kiosks; the system must integrate with DRC's trust fund accounting system to charge \$0.50/page for color or \$0.05 for black and white.
- l. One monthly free deposit for families and friend, no funding fees for deposits on phone accounts and set up new accounts.
- m. Must provide a low-cost (under \$2.00 fee) deposit option for amounts up to and including \$200.00.

- n. Free provision of noise reduction headphones initially with tablet.
- o. Contractor responsible for turnkey solution on separate network.
- p. Free opensource eBooks, educational content (such as Ted, Khan, etc.) and self-help (such as mindfulness, anger management, Thinking for Change, alcohol and other drug treatments).
- q. Religious texts (at minimum the Bible, Quran, and Torah).
- r. Demonstrate current required transmitter licenses, Payment Card Industry Data Security Standard compliance, and ability to legally accept funds from all 50 states.
- s. Contractor must have a method for accepting deposits from approved visitors outside the United States.
- t. Secure, recorded accessibility for disabled incarcerated adults and youth (sight, hearing, mobility).

Offeror Response: offerors must provide a statement in the box below indicating that the offeror has read, understands and agrees to ALL of the Minimum Mandatory Requirements for the Replacement System.

## 2. Telephone System Requirements

Currently, State Agencies use telephone systems (wall phones) and tablets to make calls that are monitored and recorded by the Contractor's telephone system. State Agencies do not collect a commission from incarcerated adult or youth phone use and do not seek one with this Contract.

Call recipients must opt-in to receive telephone calls, and the system must also provide call blocking, tracking, and security functionality. Must provide family, friends, and the general public the option to fund personal phone accounts, collect call accounts, and a debit phone account for the incarcerated adult or youth to use to make telephone calls to vetted (call recipient-approved) numbers.

**Tablets & Kiosks**, must support the same applications, including the following:

- 1) Control tablet features (close out/activate) by user, group of users or all users (limit feature control to turn off required items incarcerated adults must be provided, e.g., mail, legal mail, law library).
  - a. Tablet must be Contractor provided.
  - b. Free provision of noise reduction headphones initially with device.

Offeror Response: offerors must provide a narrative in the box below that addresses ALL of the above requirements from section 2. 1).

- 2) Secure Telephone System capabilities must include:
  - a. Ability for incarcerated adults to access “whitelisted” numbers that are not recorded, such as for PREA, attorney calls, or investigations.
  - b. Alert on voice change in a call.

Offeror Response: offerors must provide a narrative in the box below that addresses ALL of the above requirements from section 2. 2).

- 3) Messaging Capabilities must include:
  - a. Ability for staff mass communication to incarcerated adults with attachment capabilities
    - i. Ability for staff to communicate directly to the incarcerated adult via tablet with permission level for direct messaging to individual incarcerated adult, unit or dorms of incarcerated adults, or whole prison (mass communication). Currently this is an all or nothing access level.
    - ii. Ability for staff to verify if the incarcerated adult has opened this message.
  - b. Ability to Email to and from friends and family.
  - c. Ability to photo messages to and from friends and family, either as a standalone or attachment to email.
  - d. Ability to video messages to and from friends and family, either as a standalone or attachment to email receive and send.

- e. Ability for incarcerated adults to submit anonymous tips with investigators, free of charge.

Offeror Response: offerors must provide a narrative in the box below that addresses ALL of the above requirements from section 2. 3).

4) Programming must include:

- a. Ability for incarcerated adults to see their case plan, re-entry plans and programs they have signed up for from DRC platform.
- b. System updates occur when the incarcerated adult completes programming. The system must update the program completion in Department Offenders Tracking System (DOTS) and Offenders Risk Assessment System (ORAS).
- c. Evidence-based substance abuse programming that is self-directed and free of charge.

Offeror Response: offerors must provide a narrative in the box below that addresses ALL of the above requirements from section 2. 4).

5) Education capabilities must include:

- a. Ability for central office or institutional education staff to add and view digital content.
- b. Ability to tailor a comprehensive education program to meet State Agencies unique educational need.
- c. Ability to access to Learning Management System with free educational content.
- d. Ability to access to eTextbooks, educational PDFs, and videos.

- e. Instructor-led one-way remote teaching.
- f. Ability to access educational materials for self-paced learning.
- g. Ability to incorporate current curriculum with other GED Prep, K-12, Post-Secondary, Vocational, Certifications, Life Skills, Computer Skills, etc that may be provided by State Agencies.
- h. Ability to access comprehensive employment readiness resource with job search tools from the US Department of Labor.
- i. Ability to access general library content (eNewspapers, eBooks, publications, periodicals, etc).
- j. Ability to access LexisNexis and other online law library content, including saving or printing from Lexis Nexis.

Offeror Response: offerors must provide a narrative in the box below that addresses ALL of the above requirements from section 2. 5).

6) Process features must include access to the following:

- a. Law library (LexisNexis).
- b. Grievance application:
  - i. Ability to have grievance forms in other languages such as Spanish or Arabic.
  - ii. ADA compliance to include voice to text and the ability to change font size for our visually impaired incarcerated adult population.
  - iii. Dynamic reporting system to include but not limited to annual reporting.
  - iv. Grievance system must be provided in a manner in accordance with the Ohio Administrative Code, 5120-9-31, the Inmate Grievance Procedure.
- c. Kites system (informal concerns).
- d. Commissary ordering without cost to State Agencies.
- e. Medical application (interface with DRC's Health Records System, Fusion) must provide:
  - i. Sick call scheduling.
  - ii. Appointment reminders.
  - iii. Medication refills.
  - iv. Medical records and consults (reports from last visit, lab results, etc.).



Offeror Response: offerors must provide a narrative in the box below that addresses ALL of the above requirements from section 2. 6).

7) Printing capabilities must include:

- a. Ability for incarcerated adults to print with minimal staff intervention.
- b. Ability for incarcerated adults to initiate printing from a tablet or kiosk using a personal access code.
- c. Ability for incarcerated adults to pick up copies from designated printer area.
- d. Ability to Interface with DRC's trust fund accounting system to debit for printing.

Offeror Response: offerors must provide a narrative in the box below that addresses ALL of the above requirements from section 2. 7).

8) Visitation capabilities must include:

- a. Online visitation scheduling, including a customer service phone line, for in-person and online visitation.
- b. Online visitation registration portal, including all forms, for family and friends to be reviewed/approved prior to in-person visiting.
- c. Video – tablet-based video visiting and face recognition that must terminate the visit if a face is not on the screen for a period of time.
- d. Private/privileged visits (not recorded).
- e. Funeral, death-bed visitation.

Offeror Response: offerors must provide a narrative in the box below that addresses ALL of the above requirements from section 2. 8).

### 3. Tablets and Devices

- a. State Agencies require RFID tagging, or similar technology, of all Contractor provided devices to assist with theft detection.
- b. The Contractor must provide sufficient “safety stock” at each institution for replacements.
- c. All system and device upgrades, including patches, are to be done remotely over the air (OTA), preferably during night hours to avoid downtime.
- d. The visitation scheduling software must be designed to allow each facility to configure the system with its own specific policies and procedures.
- e. The Contractor must provide access to a command/control-type portal that is accessible from a State Agency staff computer or tablet to offer designated State Agency staff the ability to monitor any individual’s activities as well as perform close out or activate individual applications by incarcerated adult and youth or across multiple users.
- f. Designated State Agency staff must have the ability to deactivate all tablet functions by user, group of users or all users under his or her control - all in real time.
- g. Designated staff must have the ability to detect tablet misuse and view all communications and financial transactions.
- h. For areas where incarcerated adults or youth do not have access to AC power, the Contractor must provide adequate bulk charging stations or carts to allow incarcerated adults and youth to charge their tablets while not in use.
- i. The Contractor must provide chargers to those incarcerated adults and youth that have access to AC power. Replacement chargers must be available for purchase in the commissary.
- j. Preference is given for a tablet that does not have a USB port.
- k. The Contractor must provide charging stations for special areas such as in restricted housing where AC power is not readily available in cells.
- l. Tablet content to include minimally FM radio, TV audio, podcasts, newsfeeds, audio books, etc.
- m. The Contractor’s tablet program features must include phone calls, video visitation, video grams, video messaging, and messaging.

- n. Tablets must have incarcerated adult self-service applications such as multi-layer grievances, sending and receiving kites and requests to staff, and offers incarcerated adults and youth the ability to look up personal information.
- o. Incarcerated adults and youth must have ability to submit a troubleshooting ticket to Contractor, describing the issue they have with the tablet.
- p. Previously legally purchased music must be made available as part of the transition to each incarcerated adult and youth.
- q. Incarcerated adults must have access to Department Offenders Tracking System (DOTS) portal forms like appeals (Security Review, Rules Infraction Board (RIB)) and other reentry and case planning forms through their tablets or kiosks.
- r. The wireless tablets must be provided with technology specifically developed to prevent incarcerated adults from panning their environment with the camera built into the tablet.
- s. The Contractor must provide State Agencies with a solution for managing the camera functionality on tablets and kiosks.

**Offeror Response: offerors must provide a narrative in the box below that addresses ALL of the above requirements from section 3. including:**

Describe in detail the offeror product to include RFID tagging, discuss safety stock, how updates are performed, visitation scheduling. Describe the command and control-type portal, ability for State Agency staff to deactivate tablet functions by user, group of users, or all users all in real time.

Describe in detail the offeror product to detect tablet misuse and view all communications, financial transactions and tablet recharging for those who do not have access to A/C power.

Describe the tablet available content (minimally FM radio, TV audio, podcasts, newsfeeds, audio books, etc.), tablet program features to include phone calls, video visitation, video grams, video messaging etc. Include self-service applications such as multi-layer grievances, sending and receiving kites and the ability to look up personal information.

Describe the process for submitting troubleshooting ticket to Contractor for tablet issue.

Describe in detail the offeror proposed product and how it will distribute Department Offenders Tracking System (DOTS) portal forms like appeals (Security Review, Rules Infraction Board (RIB)) and other reentry and case planning forms. Describe the proposed solution for managing the camera functionality on tablets and kiosks including a restriction for camera panning feature.

#### 4. Customer Service Plan

Offerors must provide a detailed customer service plan, including levels of support and escalation, for the below-listed categories:

- a. 24/7 live support, US-based, bilingual (English and Spanish).
- b. Friends, family and general public.
- c. Incarcerated adults.
- d. Youths.
- e. State Agencies.
- f. Complaint Resolution.
- g. Technical Support.

**Offerors Response: offerors must provide a detailed Customer Service Plan as tab 21 of their Proposal.**

#### 5. Banking / Fund Transfers

Offerors must provide a secure Banking / Fund Transfer environment meeting the following requirements:

- a. State Agencies require a secure payment management system be established at an FDIC insured institution.
- b. Depositors who are not approved can still fund incarcerated adult accounts for purchases of content available through the Contractor's proposed payment management system, once the depositor's identification is validated.
- c. When incarcerated adults or youth are released, DRC/DYS gives the balance in their trust account in cash, by check, or on a MasterCard or Visa branded debit card. DRC/DYS seeks to continue offering a release debit card, which the incarcerated adult or youth can reload and have their name added. The debit card must have at least one option to withdraw funds without costs.
- d. The Contractor must provide a single file with information for all deposits received in a day, regardless of method of deposit (e.g., website, phone, smart phone app, lock box, etc.).
- e. Every payment must be guaranteed protecting State Agencies against fraud and liability.
- f. Describe in the narrative below how the Contractor will handle deposits.

**Offeror Response: offerors must provide a narrative in the box below that addresses ALL of the above requirements from section 5. including:**

Describe in detail the offeror solution for a secure payment management system, including depositors who are not approved to still fund accounts for purchases of available content.

Describe in detail the offeror solution for offering a release debit card, which the incarcerated adult can reload and have their name added. The debit card must have at least one option to withdraw funds without costs.

Describe the offeror's capability to provide a single file with information for all deposits received in a day, regardless of method of deposit (e.g., website, phone, smart phone app, lock box, etc.).

Describe in detail how the Contractor will handle deposits.

Confirm in writing that every payment is guaranteed protecting State Agencies against fraud and liability.

The offeror must confirm in writing that every transaction is guaranteed protecting State Agencies against fraud and liability.

## 6. Mail Scanning / Electronic Mail

Offerors must provide a secure Mail Scanning / Electronic Mail environment meeting the following requirements:

- a. The Contractor must provide a secure solution for high-resolution color scanning of all incarcerated adult and youth mail, to include legal mail.
- b. Each electronically scanned piece of mail can be reviewed by authorized staff and, if approved, sent to the incarcerated adult as a message attachment to view on a tablet or kiosk.
- c. For mail that is rejected, the reason for the rejection may be shared with the incarcerated adult or youth.
- d. The system must permit designated staff to access, view and approve digitized incarcerated adult and youth mail.

- e. Designated staff must have ability to search and view all attachments. Staff can review the front and back of each piece of mail as a high-resolution PDF document with searchable text (subject to the legibility of the original document).
- f. Facilities must have the option to automatically pass mail to incarcerated adults' or youth without review.
- g. In the case where contraband material is either suspected or discovered, the material must immediately be flagged and sequestered to a secure area of the scanning facility and establish a chain of custody.
- h. State Agencies may either process mail themselves or require the Contractor to process the mail.

**Offeror Response: offerors must provide a narrative in the box below that addresses ALL of the above requirements from section 6. including:**

Describe in detail the offeror's solution for high-resolution color scanning of all incarcerated adult mail, to include legal mail. Include information detailing a Contractor Managed solution.

Describe in detail the offeror solution so that electronically scanned piece of mail can be reviewed by authorized staff and, if approved, sent to the incarcerated adult as a message attachment to view on a tablet or kiosk, and attachments that are rejected, the reason for the rejection can be shared with the incarcerated adult.

Describe the capability of the offeror's system to permit designated staff to access, view and approve digitized incarcerated adult mail. Staff must have ability to search and view all attachments. Staff can review the front and back of each piece of mail as a high-resolution PDF document with searchable text.

Describe and confirm that in the case where contraband is either suspected or discovered, the material must immediately be flagged and sequestered to a secure area of the scanning facility and establish a chain of custody.

## 7. Security / Investigation / Infrastructure

Offerors must provide a Security / Investigation / Infrastructure environment meeting the following requirements:

- a. The Contractor must have access to full service investigative, forensic, analytical support.
- b. The Contractor must provide a single unified, secure, online portal for staff to review the status of the network, kiosks, services, and devices; manage services provided to the incarcerated population; utilize the grievance and informal complaints modules; and utilize the investigative modules. If any system is Web accessible. Geo blocking or white listing must be an option to restrict access.
- c. For requested investigations, the Contractor must have ability to turn off the Tablet within 10 minutes, but not shut down the entire phone system.
- d. For infrastructure, State Agencies require an independent secure encrypted wireless network with the highest levels of data security both for user access of data and storage of that data to protect agency information.
- e. State Agencies require an on-site digital forensic lab, digital forensic tools and capabilities to conduct forensic investigations, intelligence collection and examinations of digital devices for tracking and extracting information, located at State Agencies' offices or another location elected by State Agencies.
- f. State Agencies desire incarcerated adult phone call analytics technologies such as artificial intelligence (AI) or machine learning to mass monitor millions of incarcerated adult phone calls.
- g. State Agencies desire speech or voice to text and transcription or translation services to assist with intelligence collection and investigations.
- h. The Contractor must provide a call monitoring service to listen and review an agreed upon percentage of calls for tips and intelligence leads.
- i. The Contractor must provide subject matter experts in the areas of cellphone extraction and computer forensics. Other than "privileged" communications (e.g., approved attorneys, PREA reporting, etc.), video/calls must be recorded and decoded for intelligence collection.
- j. The Contractor must provide a minimum of 22 dedicated intelligence analyst staff and supervisors who are experienced in logical and physical extraction techniques.
- k. Intelligence support staff must be required to attend training, maintain certifications and testify in proceedings.
- l. The Contractor must provide cell phone interdiction.
- m. The Contractor must provide call monitoring, call control, privilege control.
- n. The Contractor must provide voice biometric identification.
- o. The Contractor must provide keyword identification.
- p. The Contractor must provide incarcerated adult-to-incarcerated adult communications detection.
- q. The Contractor must provide secure, recorded Video Relay Services (VRS) for hearing-impaired users.
- r. State Agencies require the storage and availability of incarcerated adult and youth communications, data storage, banking transactions for the duration of the Contract.
- s. DRC requires a case and intelligence management solution. Selected Contractor must be required to provide a case and intelligence management solution and integration with current legacy data and records.

t. Describe in detail, in the narrative, the solution for detecting and identifying security vulnerabilities.

**Offeror Response: offerors must provide a narrative in the box below that addresses ALL of the above requirements from section 7. including:**

Describe in detail the offeror's solution for full service investigative, forensic, analytical support, including a single unified, secure, online portal for staff to review the status of the network, kiosks, services, and devices; manage services provided. The Contractor must have ability to turn off the tablet, but not shut down the entire phone system.

Describe the offeror's infrastructure, for which State Agencies require an independent secure wireless network with the highest levels of data security both for user access of data and storage of that data, detail the offeror plan for on-site digital forensic lab, digital forensic tools and capabilities to conduct forensic investigations, intelligence collection and examinations of digital devices for tracking and extracting information.

Describe in detail the offeror's ability to incorporate the provision of SMEs, cell phone interdiction, call monitoring, call control, privilege control, Voice biometric identification and secure recorded Video Relay Services (VRS) for hearing-impaired users.

Describe in detail the offeror's solution for detecting and identifying security vulnerabilities

Describe how the offeror's case and intelligence management solution will integrate with current legacy data and records; (data storage, banking transactions).

## 8. Secure Telephone System

Offerors must provide a Secure Telephone System environment meeting the following requirements:

- a. Domestic phones calls must cost \$0.05 (five cents) or less per minute.
- b. The Contractor must offer International phone call pricing.
- c. The Contractor must provide a user-friendly option for phone-based commissary ordering offered without cost.



- d. The Contractor must provide a platform for managing, researching, monitoring, and investigating incarcerated adults' telephone calls.
- e. The Contractor must provide the ability to run custom reports on incarcerated adult and youth telephone communication (calls, deposits, relationships).
- f. The Contractor must provide access to voice biometrics.
- g. The Contractor must provide the ability to search by keywords from automated voice transcription.
- h. The Contractor must provide the ability to provide telephone identification (tablets, cell phone, landline).
- i. The Contractor must provide the ability to configure the call processing and recording system.
- j. The Contractor must provide the ability to store data centrally and retrieve data when required.
- k. The Contractor must provide an alert on voice change in a call.

**Offeror Response: offerors must provide a narrative in the box below that addresses ALL of the above requirements from section 8. including:**

Describe in detail the offeror's capabilities to provide a Secure Telephone System (staff monitor calls, face-to-face visit session, standard/customized reporting, configure, call processing, and recording, data storage and retrieval).

Describe the offeror's solution for phone-based commissary ordering, the platform for managing, researching, monitoring, and investigating incarcerated adults' telephone calls, access to voice biometrics, key words search, provide telephone identification and alerts on voice change.

## 9. General Technical and Security Requirements

Network:

Any device used by or issued to an incarcerated adult or youth must be standalone or, if a connection is required, the device must be connected to a wireless network backbone and physical infrastructure installed by the Contractor for the express purpose of providing a connected infrastructure for incarcerated adults or youths. Existing Agency physical plant cabling cannot be used for the propagation of this Contractor infrastructure. All electrical, copper, fiber cabling, switches, UPS and racking must be supplied by the Contractor. All network physical plant design specifications must be approved by Agency Network Architect or designee and must follow agency networking and security standards. The Contractor must supply and maintain their own ISP DMARC and no part of the vendor network may

connect to the DRC/DYS network backbone infrastructure. The Contractor wireless channels must be determined by DRC as to avoid interference with the DRC/DYS wireless access or other wireless communication. The network must prohibit non-Contractor provided devices from joining the wireless network. The Contractor must deliver network architectural drawings and documentation to the State Agencies.

**Device Security:**

Devices used or issued to incarcerated adults or youth must be secured to prevent physical tampering, hacking, recoding, reimaging, redirecting, or otherwise being used to access the internet or any other network or systems. That is, incarcerated adults or youth should not be able to reprogram the device to allow peer-to-peer communication or access to any wired or wireless network other than the Contractor managed wireless network used for operation of the devices. Incarcerated adults and youth must not be able to use the device(s) to make calls, send texts or instant messages, or use any other commercially available communications or social media other than those authorized, monitored, and recorded by the Contractor(s) or State Agencies. The Contractor must log and monitor all traffic on the incarcerated adult/youth network and make it available to the State Agencies upon request. Log data must be retained for not less than 90 days.

**Agency System Access:**

To facilitate the State Agencies ability to enable or disable devices for security reasons the Contractor must provision and maintain a database for providing the device type, MAC address, and unique owner ID (DRC Inmate Number or DYS Youth number). Contractor must develop and make available an API into the Contractor's system so that DRC and DYS applications may make API calls to perform the following functions:

- a. Disable a device.
- b. Enable a disabled device.
- c. Query all enabled/active devices; to include device type, MAC address, and unique owner ID (DRC Inmate Number or DYS Youth number).
- d. Query all disabled/inactive devices; to include device type, MAC address, and unique owner ID (DRC Inmate Number or DYS Youth number).
- e. Note on the queries: a single query that returned all the above listed fields, but also included an additional field that indicates weather the device is active or not (i.e. yes/no or active/inactive) would be acceptable. Or two separate queries would also be acceptable.

**Offeror Response: offerors must provide a narrative in the box below that addresses ALL of the above requirements from section 9. including:**

**Network:** Detail and describe offeror's capability of installing the necessary and dedicated wireless network and operating system security which will be completely independent from State Agencies.

**Device Security:** Describe offeror's business logic, processes, how data is stored, penetration tests, audits, and system integrity.

Agency Security Access: Describe offeror's management software controls for software applications; if security vulnerabilities are detected, describe offeror's solution (video, audio multimedia formats, and form-based content).

## 10. Transition Contract (onboarding / offboarding)

### State Agencies Ownership of Data

- a. The Contractor must acknowledge in writing below that State Agencies have full ownership of all data and agrees that all State Agencies data must be returned to the State Agencies if the Contract is terminated for any reason. Return of the data includes providing data in an industry standard format, current at the time, either to the State Agencies or to a State Agencies designated Contractor and assisting with any required data verification and transfer to ensure data is complete and useable at no cost to any party, and to not destroy data without prior written permission.
- b. The Contractor's field service team must work with each facility to help manage the assigning and unassigning of tablets.
- c. The Contractor must work with each facility to provide the proper training using the online tools needed to complete each function.
- d. The Contractor must work with State Agencies on the transition and timing requirements for either, onboarding or offboarding at the end of the Contract.
- e. At the end of the Contract, data must be transferred in a user-friendly, searchable electronic format to a hard-drive storage device for indefinite off-line access.
- f. The Contractor must provide State Agencies with the leave-behind solution software, at no cost to State Agencies, allowing authorized staff indefinite access to call records, recordings, reports, documentation, and all other data on the hard drive storage.
- g. All messages, streaming movies, streaming music etc. must be stored in an encrypted secure cloud environment to allow flexibility and efficiency in tablet/kiosk management.
- h. The outgoing Contractor must work with State Agencies to ensure a process is in place to address the materials purchased from other Contractors.
- i. State Agencies must ensure incarcerated adults and youth are given an opportunity to 1) transfer purchased songs, videos, books, etc. or 2) trade their purchased downloads for credits.
- j. The Contractor must provide the option for the restored citizen to 1) access purchased songs, videos, books, etc. after release or 2) purchase device at their discretion.

- k. Post-release programs must be available on any internet-enabled device accessible to the restored citizen, including a smart phone or a public library's PC.
- l. The State must own all data and contractually obligate former and current Contractors to transition data and/or provide access to historical data at no cost to any party, and to not destroy data without prior written permission from the state.
- m. This process must be completed directly with the outgoing Contractor without the need for State Agencies staff involvement.
- n. State Agencies require a collaboration between incoming and outgoing Contractor prior to cutover so that data is migrated, the transfer is then tested in an automated fashion by testing arithmetic records (end time – start time = duration & rated value) as well as through human visual inspection.
- o. Once the database is verified, the integration with the State Agencies is established and run in parallel with cutover activities.
- p. Before cutover, the data in the prior Contractor's system, is verified against the incoming Contractor system as a condition to go live.

**Offeror Response: offerors must provide a narrative in the box below that addresses ALL of the above requirements from section 10. including:**

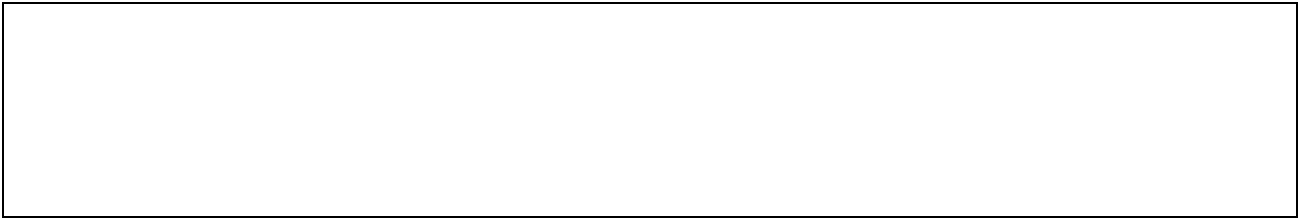
Acknowledge in writing that State Agencies have full ownership of all data and agrees that all State Agencies data will be returned to the State Agencies if the contract is terminated or not renewed for any reason; that the data will be transferred in a user-friendly, searchable electronic format to a hard-drive storage device for indefinite off-line access, and not destroy data without prior written permission.

Describe in detail the Offeror's field service team, end-user training and the transition phasing and timing requirements for onboarding or offboarding. Describe the leave-behind solution software, the tablet/kiosk management.

Describe in detail the offeror's process that will be in place to address materials purchased from other Contractors, discuss the way to transfer purchased songs, videos, books, etc. or the trade of downloaded songs for credits, purchase of device. Include in the transition plans how offeror will update equipment.

Describe in detail the collaboration required between the incoming and outgoing Contractors prior to go live so that data is migrated, the transfer is then tested in an automated fashion by testing all records (end time – start time = duration & rated value) as well as through human visual inspection and before cutover, the data in the prior Contractor's system, is verified against the incoming Contractor's system as a condition of go live.

**Additional Offeror response: offerors must provide a detailed Implementation / Transition Plan as tab 22 of their Proposal.**



## 11. Operation and Maintenance

Offerors must provide an Operation and Maintenance environment meeting the following requirements:

- a. The Contractor must ensure the software, hardware, and peripheral equipment associated with the turnkey solution system is maintained for the life of the Contract.
- b. Contractor must provide staffing plans for the following minimum functions:
  - i. Technicians to service network, kiosks, and tablets that are regionally located in Ohio.
  - ii. Intelligence analysts and manager(s) to analyze data contained within the system (banking, phones, emails, etc.) and assist State Agencies' staff with investigations.
- c. The Contractor must provide proposed locations of these staff; the State encourages the inclusion of subcontracting companies based in Ohio which have experience with DRC/DYS.
- d. The Contractor must provide the necessary labor, parts, materials, and transportation to maintain all equipment in good working order and in compliance with the equipment manufacturer's specifications throughout the life of the Contract.
- e. The Contractor must balance the demand for tablets and provide a staffing plan with sufficient field service technicians.
- f. The Contractor must repair or replace malfunctioning equipment as needed or as requested by State Agencies' staff.
- g. The Contractor must be responsive to concerns by State Agencies about areas that do not have sufficient wireless coverage by remedying deficient areas.
- h. Responses to service interruptions or equipment malfunctions: DRC/DYS expect the system to have 24/7/365 availability and reliability, given the nature of the services provided and the user population. Contractor must propose a system for notifying key DRC/DYS information technology and facility operations staff of facility-wide or system-wide planned or unplanned service disruptions.
- i. Requests for service or reports of malfunctions must go directly to the designated Contractor location for trained professionals to determine the best course of action 24/7/365.
- j. The Contractor must provide a staffing plan of appropriately trained/certified technicians and managers to maintain and repair hardware and software.
- k. When system problems or malfunctions cannot be resolved remotely through software diagnostics, service technician(s) must be dispatched to the site.
- l. Maintenance and repair services must be provided entirely without cost to State Agencies.
- m. The Contractor must create a preventative maintenance schedule to ensure continuous and reliable service.

- n. Adequate spare-parts inventory must be located in Ohio, either on-site in secured locations where available or with local technicians.
- o. The System must perform continuous online self-diagnostics and provide quarterly maintenance, to ensure that all systems and services are operating according to specifications.
- p. The Contractor must have a personalized system that allows customers (incarcerated adults, youth, friends and family) to open a ticket directly with a service technician.
- q. To avoid downtime, software reloading must be performed remotely, preferably during night hours.
- r. The Contractor must offer training to State Agencies' staff as required for the duration of the Contract.
- s. State Agencies require Contractor staff support for Field Technicians, Tablet Administrators and a Service Manager assigned to DRC/DYS institutions as well as Primary Remote Tech Support: including:
  - i. Minimum of twenty (20) Ohio-based technicians and a manager.
  - ii. Chief Inspector's on-site intelligence analysts, twenty-two (22) (2 managers & two teams of 10 analysts).

**Offeror Response: offerors must provide a narrative in the box below that addresses ALL of the above requirements from section 11. including:**

Detail Offeror turnkey solution system, staffing plans for technicians to service network, kiosks, and tablets and intelligence analysts/managers to assist with investigations, and proposed locations of these staff.

Describe in detail the offeror's capacity to maintain the software, hardware and peripheral equipment associated with the turnkey solution; the ability to provide necessary labor, parts, materials and transportation to maintain all equipment in compliance with manufacturer's specifications.

Describe in detail the offeror's response to service interruptions or equipment malfunctions; detail offeror ability to provide a staffing plan of appropriately trained/certified technicians and managers to maintain and repair hardware, software and infrastructure.

Describe in detail offeror's preventive maintenance schedule to ensure continuous and reliable service, spare parts inventory and software reloading.

Describe in detail the offeror's personalized system that allows customers (incarcerated adults, youth, friends and family) to open a ticket directly with the Contractor.

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## 12. Education

Offerors must provide a secure Education environment meeting the following requirements:

- a. The Contractor must provide the ability to tailor a comprehensive education program to meet State Agencies unique educational need.
- b. All education programs require a customized, easy to use online education applications to allow for practice exercises, instructional videos, quizzes, and test prep.
- c. The Ohio Central School System (OCSS) Superintendent must have the opportunity to review and approve all education/workforce development content and/or educational Learning Management System (LMS) prior to selection.
- d. State Agencies require an adaptable system which allows instructors to upload coursework and correspond with students through a messaging option.
- e. Education programs require a customized office suite (MS Word, Excel, PowerPoint), meeting the correctional security needs, for students to create assignment files.
- f. Education programs must have the ability to add and view digital content.
- g. The Contractor must provide access to a Learning Management System with free educational content.
- h. All education materials including eTextbooks, educational PDFs and videos - need to be ADA compliant.
- i. The Contractor must provide an instructor-led one-way remote teaching/learning environment.
- j. The Contractor must provide the ability to access educational materials for self-paced learning.
- k. The Contractor must provide the ability to incorporate current curriculum with other GED Prep, K-12, Post-Secondary, Vocational, Certifications, Life Skills, Computer Skills.
- l. The Contractor must provide access to comprehensive employment readiness resources with job search tools from the US Department of Labor.
- m. The Contractor must provide access to Library content (law library consistent with thin client provider, eNewspapers, eBooks, publications, periodicals) etc.
- n. The Contractor must provide a reading library at no charge to the incarcerated adult or youth that is refreshed on a regular schedule to keep offenders interested in reading and learning.
- o. The Contractor must offer a system for education which allows the use of web content (textual, aural, or visual content published on a website; the web content can include text, applications, images, data, audio and video files).

**Offeror Response: offerors must provide a narrative in the box below that addresses ALL of the above requirements from section 12. including:**

Describe in detail the offeror's comprehensive education program, easy to use applications which allow for practice exercises, instructional videos, quizzes, and test prep; Instructor-led one-way remote teaching/learning.

Describe offeror's adaptable system for allowing instructors to upload coursework and correspond with students through a messaging option; ability to add and view digital content; the system is required to have a special office suite, to meet the correctional security needs, customized (MS Word, Excel, PowerPoint) for students.

Document contents of offeror's Learning Management System with free educational content; eTextbooks, educational PDF and videos - all ADA compliant; access educational materials for self-paced learning, with incorporate current curriculum with other GED Prep, K-12, Post-Secondary, Vocational, Certifications, Life Skills, Computer Skills etc.

Document offeror access to comprehensive employment readiness resources with job search tools from the US Department of Labor; access to law library consistent with thin client provider, eNewspapers, eBooks, publications, periodicals, etc.) describe how often the reading library is refreshed.

Describe offer's system for education which allows the use of web content (textual, aural, or visual content published on a website; the web content can include text, applications, images, data, audio and video files.



### **13. Cellphone Detection Services**

Offerors must provide Cellphone Detection Services meeting the following requirements:

- a. Contractor must have the ability for portable detection for the presence of cell phones in or on the body, even if the phone is turned off, within a specified range or industry standard and upgraded every two years to mutually agreed, current technology.
- b. The Contractor must have the ability for forensic information extraction and analysis.
- c. The Contractor must provide thirty-one (31) annual mobile cellular phone detection missions which will locate unauthorized and authorized cellphones by facility and units within facility for interdiction.



- d. The Contractor must have portable scanners for walk-by searches for indoor/outdoor and vertical/horizontal searches.
- e. The Contractor must have the ability for detection units to remain visible to incarcerated adults or be hidden behind visual barriers for covert operation.
- f. The Contractor must have the ability to locate unauthorized and authorized lost cell phones.
- g. The Contractor must assist in providing data that can be used to support telephone record subpoenas and inactivation(s) in compliance with applicable laws.
- h. The Contractor must have the ability to perform physical, logical, and file system extractions of cell phones – performing a complete data extraction of existing, hidden, and deleted phone data, including call history, text messages, contacts, email, chat, media files, geotags, passwords, etc.
- i. The Contractor must consult with State Agencies on an on-going basis to assist with their multi-layer cellphone interdiction strategy.

**Offeror Response: offerors must provide a narrative in the box below that addresses ALL of the above requirements from section 13. including:**

Describe in detail the offeror’s solution to address portable detection for the presence of cell phones in or on the body, address forensic information extraction and analysis, portable scanners for walk-by searches for indoor/outdoor and vertical/horizontal searches, ability to locate unauthorized and authorized lost cell phones, ability to perform physical, logical, and file system extractions of cell phone data.

#### **14. Self-Service Printing**

Offerors must provide a secure Self-Service Printing environment meeting the following requirements:

- a. The Contractor must provide the ability for incarcerated adults and youth to print with minimal staff intervention.
- b. The Contractor must provide the ability for incarcerated adults and youth to initiate printing from a tablet or kiosk using a personal access code.

- c. The Contractor must provide the ability for incarcerated adults and youth to pick up copies from designated printer area.
- d. The Contractor must provide the ability to interface with DRC trust fund accounting system to debit for printing.

**Offeror Response: offerors must provide a narrative in the box below that addresses ALL of the above requirements from section 14. including:**

Describe in detail the offeror's printing functionality model; wireless, capability to print from tablet or kiosk, and ability to interface with DRC trust fund accounting system to debit for printing.

### **15. Disaster Recovery and Continuity Plan**

The offeror must provide an effective Disaster Recovery and Continuity Plan for continuity of critical systems functions. The offeror's Disaster Recovery and Continuity Plan must include disclosure of any data loss incident(s) or improperly recorded privileged communication, litigation, non-performance, regulatory penalties, or any ethics-related issue(s) within the last 4 years.

Providing the disclosure will not automatically disqualify a Proposal from consideration.

If post award it is discovered that Contractor failed to disclose or report the above listed, the result may be the immediate cancellation of the Contract.

**Offeror Response: offerors must provide a detailed Disaster Recovery and Continuity Plan as tab 23 of their Proposal.**

### **16. Demonstrations and Site Visits**

- a. The highest scoring offerors will be asked to demonstrate in person the proposed hardware, software and services for the incarcerated adult, youth, staff and families.
- b. State Agencies have arranged **MANDATORY** site visits at four representative facilities.

**SEE PAGE 7 OF THE BASE RFP FOR ADDITIONAL INFORMATION AND REGISTRATION REQUIREMENTS.**

**Tuesday, November 17, 2020 (all times are Columbus, Ohio local time)**

Circleville Juvenile Correctional Facility – 8:00 am to 11:00 am

640 Island Road

Circleville, OH 43113

From Circleville to Chillicothe will take approximately 30 minutes.

and

Chillicothe Correctional Institution – 12:00 Noon to 5:00 pm

15802 State Route 104 North

Chillicothe, OH 45601

**Wednesday, November 18, 2020 (all times are Columbus, Ohio local time)**

Pickaway Correctional Institution – 8:00 am to 12:30 pm

11781 State Route 762

Orient, OH 43146

From Pickaway to Lebanon will take approximately 1 hour 35 minutes.

and

Lebanon Correctional Institution – 2:30 pm to 5:30 pm

3791 State Route 63

Lebanon, OH 45036

## V. STATE AGENCIES' INSTITUTIONS & FACILITIES

Ohio Department of Youth Services		
<u>Circleville Juvenile Correctional Facility</u> 640 Island Road Circleville, OH 43113 (740) 477-2500 Fax 740-420-9816	<u>Cuyahoga Hills Juvenile Correctional Facility</u> 4321 Green Road Highland Hills, OH 44128 216 464-8200 Fax 216-464-3540	<u>Indian River Juvenile Correctional Facility</u> 2775 Indian River Road, SW Massillon, OH 44646 330-837-4211 Fax 330-837-4740
Ohio Department of Rehabilitation & Correction		
<u>Allen/Oakwood Correctional Institution (AOCI)</u> 2338 North West Street Lima, OH 45802 419-224-8000 Fax 419-224-5828	<u>London Correctional Institution (LoCI)</u> 1580 State Route 56 London, OH 43140 740-852-2454 Fax 740-845-3399	<u>Pickaway Correctional Institution (PCI)</u> 11781 State Route 762 Orient, OH 43146 614-877-4362 Fax 614-877-4514
<u>Belmont Correctional Institution (BeCI)</u> 68518 Bannock Road, S.R. 331 St. Clairsville, OH 43950 740-695-5169 Fax 740-526-0511	<u>Lorain Correctional Institution (LorCI)</u> 2075 South Avon Beldon Road Grafton, OH 44044 440-748-1049 Fax 440-748-2191	<u>Richland Correctional Institution (RiCI)</u> 1001 Olivesburg Road Mansfield, OH 44901 419-526-2100 Fax 419-521-2810
<u>Chillicothe Correctional Institution (CCI)</u> 15802 State Route 104 North Chillicothe, OH 45601 740-774-7080 Fax 740-779-5398	<u>Madison Correctional Institution (MaCI)</u> 1851 State Route 56 London, OH 43140-0740 740-852-9777 Fax 740-852-3666	<u>Ross Correctional Institution (RCI)</u> 16149 State Route 104 Chillicothe, OH 45601 740-774-7050 Fax 740-774-7055
<u>Correctional Reception Center (CRC)</u> 11271 State Route 762 Orient, OH 43146 614-877-2441 Fax 614-877-3853	<u>Mansfield Correctional Institution (ManCI)</u> 1150 North Main Street Mansfield, OH 44901 419-525-4455 Fax 419-524-8022	<u>Southeastern Correctional Institution (SCI)</u> 5900 B.I.S. Road Lancaster, OH 43130 740-653-4324 Fax 740-753-5371
<u>Dayton Correctional Institution (DCI)</u> 4104 Germantown Street Dayton, OH 45417 937-263-0060 Fax 937-263-1322	<u>Marion Correctional Institution (MCI)</u> 940 Marion-Mustiamsport Road Marion, OH 43302 740-382-5781 Fax 740-387-8736	<u>Southern Ohio Correctional Facility (SOCF)</u> 1724 Lucasville-Minford Road Lucasville, OH 45699 740-259-5544 Fax 740-259-2882

**Ohio Department of Rehabilitation & Correction**

<p><u>Franklin Medical Center</u> (FMC)</p> <p>Zone A</p> <p>1990 Harmon Avenue Columbus, OH 43223 614-445-5960 Fax 614-445-7040</p>	<p><u>Noble Correctional Institution</u> (NCI)</p> <p>15708 McConnelsville Road Caldwell, OH 43724 740-732-5188 Fax 740-732-2651</p>	<p><u>Toledo Correctional Institution</u> (ToCI)</p> <p>2001 East Central Avenue Toledo, OH 43608 419-726-7977 Fax 419-726-7157</p>
<p><u>Franklin Medical Center</u> (FMC)</p> <p>Zone B</p> <p>1800 Harmon Avenue Columbus, OH 43223 614-445-8600 Fax 614-444-8267</p>	<p><u>Northeast Reintegration Center</u> (NERC)</p> <p>2675 East 30th Street Cleveland, OH 44115 216-771-6460 Fax 216-787-3540</p>	<p><u>Trumbull Correctional Institution</u> (TCI)</p> <p>5701 Burnett Road Leavittsburg, OH 44430 330-898-0820 Fax 330-898-0848</p> <p><u>Trumbull Correctional Camp</u> (TCC)</p>
<p><u>Grafton Correctional Institution</u> (GCI)</p> <p>2500 South Avon Beldon Road Grafton, OH 44044 440-748-1161 Fax 440-748-2521</p>	<p><u>Ohio Reformatory for Women</u> (ORW)</p> <p>1479 Collins Avenue Marysville, OH 43040 937-642-1065 Fax 937-642-7678</p>	<p><u>Warren Correctional Institution</u> (WCI)</p> <p>5787 State Route 63 Lebanon, OH 45036 513-932-3388 Fax 513-933-0150</p>
<p><u>Lebanon Correctional Institution</u> (LeCI)</p> <p>3791 State Route 63 Lebanon, OH 45036 513-932-1211 Fax 513-932-1320</p>	<p><u>Ohio State Penitentiary</u> (OSP)</p> <p>878 Coitsville-Hubbard Road Youngstown, OH 44505 330-743-0700 Fax 330-743-0841</p>	
<b>DRC Privately Administered Institutions</b>		
<p><u>Lake Erie Correctional Institution</u> (LaECI)</p> <p>501 Thompson Road Conneaut, OH 44030 440-599-4100 Fax 440-593-4536</p>	<p><u>North Central Correctional Complex</u> (NCCC)</p> <p>670 Marion Mustiamsport Road East Marion, OH 43301 740-387-7040 Fax 740-387-5575</p>	<p><u>Northeast Ohio Correctional Center</u> (NEOCC)</p> <p>2240 Hubbard Road Youngstown OH 44505 330-746-3777</p>