



State of Delaware
Department of Correction

Request for Information
Pre-Trial Kiosks

RFI No. DOC16043-KIOSKS

June 28, 2016

- Deadline to Respond -
July 15, 2016
1:00 PM (Local Time)

ALL VENDORS:

The enclosed packet contains a "REQUEST FOR INFORMATION (RFI)" for Pre-Trial Kiosks for the Delaware Department of Correction. The RFI consists of the following documents:

REQUEST FOR INFORMATION – RFI No. DOC16043-KIOSKS

- I. Introduction
- II. Scope of Services
- III. Vendor Information Package Requirements

In order for your response to be considered, the RFI response shall be executed completely and received at this location in a sealed envelope **clearly displaying the RFI number and Vendor name** by 1:00 PM (Local Time) Friday, July 15, 2016.

Responses must be mailed to:

**State of Delaware
Department of Correction
ATTN: Kimberly Girantino, Controller
245 McKee Road
Dover, DE 19904**

Should you need additional information, please call Kimberly L. Girantino at (302) 857-5263 or email Kimberly.Girantino@state.de.us.

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I. Introduction

With this RFI we request information regarding your company and your products/services. The same information will be gathered from different companies and will be used to compare each suppliers offering.

The Delaware Department of Correction (hereinafter referred to as "DOC") is issuing this RFI inviting Vendors to submit their capabilities and interests for Kiosks. These submissions will be referred to in this document as Vendor Information Packages. DOC may reference this material as indicative of industry capabilities and interests in the event the State of Delaware determines in the future to issue a Request for Proposals (RFP). DOC may use this material to facilitate the establishment of State standards and policies.

This RFI is not intended to conflict with or usurp any existing contractual relationships between DOC and any Vendor.

A. RFI Designated Contact

All requests, questions, or other communications about this RFI shall be made in writing to the State of Delaware. Address all communications to the person listed below; communications made to other State of Delaware personnel or attempting to ask questions by phone or in person will not be allowed or recognized as valid. Vendors should rely only on written statements issued by the RFI designated contact.

**Kimberly Girantino
State of Delaware
Department of Correction
245 McKee Road
Dover, DE 19904**

Or

Kimberly.Girantino@state.de.us

To ensure that written requests are received and answered in a timely manner, electronic mail (e-mail) correspondence is acceptable, but other forms of delivery, such as postal and courier services can also be used.

B. Contact with State Employee

Direct contact with State of Delaware employees other than the State of Delaware Designated Contact regarding this RFI is expressly prohibited without prior consent. Vendors directly contacting State of Delaware employees risk elimination of their response from further consideration. Exceptions exist only for organizations currently doing business in the State who require contact in the normal course of doing that business.

C. RFI Obligation

The RFI is a request for information only, and is not a solicitation to provide goods and services to DOC. There will be no contract awarded as a result of the RFI. Nothing in the Vendor Information Packages, or in DOC's remarks or responses to the Vendor Information Packages or any individual Vendor, will be considered binding for a future contract.

Confidentiality

All information included in this RFI is confidential and only for the recipient's knowledge. No information included in this document or in discussions connected to it may be disclosed to any other party.

Ownership of Materials

Ownership of all documentary material originated and prepared for DOC pursuant to this RFI shall belong exclusively to DOC; therefore, any and all documents submitted may be returned only at the option of DOC. DOC reserves the right to use any and all information contained in a Vendor Information Package to the extent permitted by law.

Vendor Ethics and Integrity

The Vendor is obligated to meet high standards of ethics and integrity in order to be considered a qualified Vendor by DOC. These standards can be violated according to the conditions identified below:

- The Vendor and employees shall not offer or give any gift, gratuity, favor, entertainment, loan, or any other thing of material monetary value to any DOC employee.
- The Vendor and employees of the Vendor shall not disclose any business sensitive or confidential information gained by virtue of this RFI to any party without the consent of the Secretary of the Department of Technology and Information.
- The Vendor and employees shall take no action to create an unfair, unethical or illegal competitive advantage for itself or others.

Costs Associated With Submission

Neither DOC nor the State of Delaware shall be liable for any of the costs incurred by a Vendor in preparing or submitting a Vendor Information Package, including, but not limited to preparation, copying, postage and delivery fees, and expenses associated with any demonstrations or presentations which may be offered or accepted as a result of the RFI.

Each Vendor Information Package should be prepared simply and economically, providing a straightforward, concise description of the Vendor's ability. Emphasis should be on completeness and clarity of content.

Disclosure of Vendor Information Package Contents

The State of Delaware is a public agency as defined by State law and, as such, it is subject to the Delaware Freedom of Information Act, 29 Del. C. Ch. 100. Under the law, all State of Delaware records are public records (unless otherwise declared by law to be confidential) and are subject to inspection and copying by any person.

All information submitted by a Vendor may be treated as public information by DOC unless the Vendor properly requests that information be treated as confidential or proprietary at the time of submitting the Vendor Information Package. Vendors are encouraged to familiarize themselves with the provisions of the relevant laws and administrative rules governing the release of information by DOC to the public.

Any Vendor Information Package that contains information that the Vendor wishes to remain confidential must submit the "confidential" information in a separate, sealed envelope labeled "Proprietary Information". The envelope must contain a letter from the Vendor's legal counsel describing the documents in the envelope, representing in good faith that the information in each document is not a "public record" as defined by 29 Del. C sec. 10002(d), and briefly stating the reasons that each document meets the said definitions.

Vendor Standing For Any Subsequent RFP

An RFI response is not mandatory for a Vendor to later receive an RFP and to bid on such requests. Nonetheless, as a result of the RFI submission, Vendors may jeopardize their qualifications to receive an RFP and participate in the State's bidding process if the Vendor furnishes any statement, representation, warranty, or certification in connection with this RFI or a contract resulting from an RFP that is materially false.

II. Scope

A. Purpose - Request Background & Description

DOC is seeking information from vendors that can provide an operationally proven, Commercial Kiosk System that provides a biometric assisted login service, configurable menu system that interfaces to web services and applications. It must include a thermal printer (should include a secondary login device for example, a card reader). The Kiosk interface should provide a user based context selected menu based on the user login profile. The Kiosk requires a keyboard and pointer functionality.

Kiosk reporting will replace some face-to-face reporting or supplement face-to-face reporting which will enhance supervision of offenders through increased reporting. The offender's identity will be verified through the use of biometrics, such as fingerprints, and answering a series of questions. Kiosks will allow for

the collection of routine information, such as current address and employment status, as well as other questions designed by probation authorities via a web interface to existing DOC web applications (interfacing to the Delaware Automated Corrections System [DACCS]). For some offenders, the Kiosks can also be used in conjunction with regular scheduled office visits to allow offenders to report via Kiosk some weeks in lieu of reporting to the office. This practice will be used as a step down strategy to reward those who have been compliant. The Kiosk option will be available to potentially any individual on pretrial supervision (approximately 300 people per month) with the goal of expanding the use to other offenders. Kiosks will be purchased and placed in each of three (3) Delaware counties at the probation offices.

Abbreviation and Terminology

- **Web Service:** Software that serves data in any format (XML/JSON, etc.) through some kind of web interface.
- **Web Application:** Similar to a Web Service but contains a client side interface (a web page) to gather information from a user and display results.
- **Security Level:** The level of Cyber Security required, defined by Delaware Department of Technology & Information (DTI).

B. Statement of Needs

Kiosk Requirements

DE DOC anticipates up to three (3) Public Facing Kiosks devices for offender reporting. Vendors of interest are those capable of delivering and installing a system solution and providing ongoing support as part of a maintenance agreement.

Vendor's information shall discuss integration with existing DOC business applications, improved business workflow, maintaining data integrity and complying with DTI Security Standards and industry-accepted data security guidelines.

Functional Requirements

1. Support Delaware DTI Cyber Security & Technology Standards. (<https://dti.delaware.gov/information/standards-policies.shtml>)
2. Kiosks must have the capability to integrate with the State's Network security and intranet.
3. Must support biometric login using Delaware AFIS via web service via the Delaware State Police, DSP, as well as other authentication methods (i.e. card swipe or keyboard entry etc.).
4. Kiosk must support administrator configurable web-services/web applications.
5. Kiosk must be capable of running/ executing/ calling other web applications via the menu options created in the Kiosks.

6. The Kiosks must allow other State's applications to access the Kiosks functions/devices (camera) and peripherals.
7. Each Kiosk should provide an administrative web application for remotely managing the Kiosk configuration of public facing menu choices, system OS administration and access to system logs.
8. All Kiosks will provide one (1) receipt copy to the end-user of all transactions; paper, printer and supplies will be provided and/or maintained by the vendor.
9. Kiosks must be able to provide the offender with printed information (i.e. if an Officer wants an offender to give a urine sample or make the offender aware of a Court hearing, etc.).
10. The Kiosks must be able to capture a picture of the person logging-in to perform a transaction.
11. Each Kiosk should maintain a log of all logon attempts and the applications accessed during each session.

Hardware Requirements

1. Kiosks must be tamper resistant and built to withstand use in a correctional setting.
2. Kiosks must be constructed to withstand public usage in either an interior or exterior location.
3. Kiosk software must be flexible to create workflows that integrate with other DOC systems and can generate programmable information screens for the end-user. All approved script changes, or information screen updates, must be implemented within the software/kiosks within 48 hours of notification from the State.
4. Kiosk must have dual authentication including biometrics as the primary identifier.
5. Kiosks must be able to communicate with other State of Delaware platforms via web services/web applications as required & configured by DOC.
6. The Kiosk must have a keyboard and pointer device (track pad) also hardened for correctional and internal/external environmental use.
7. Kiosk must offer both English and Spanish language options and must be expandable to include other languages as deemed necessary by the State of Delaware at no additional cost.

Installation / Maintenance

DOC will provide power and an internet connection at each Kiosk location. Vendors of interest are those capable of delivering and installing a Kiosk system solution and providing ongoing technical support as part of a maintenance agreement.

These services shall include real-time, high availability, 24 hours per day, 7 days a week, and 365 days a year (24/7/365).

III. Vendor Information Package (VIP) Response Requirements

Submission and Format

Each VIP response must be submitted with one (1) paper copy and one (1) electronic copy on CD or DVD media disk. VIP responses are to be sent to the Delaware Department of Correction and received no later than 1:00 PM (Local Time) on Friday, July 15, 2016. The VIP response may be delivered by Express Delivery (e.g., FedEx, UPS, etc.), US Mail, or by hand to:

State of Delaware
Department of Correction
ATTN: Kimberly Girantino, Controller
245 McKee Road
Dover, DE 19904
RFI No.: DOC16043-KIOSKS

Any response submitted by US Mail shall be sent by either certified or registered mail. Any response received after the date and time referenced above, shall be returned unopened.

Vendor Information Packages need to include:

A. Cover Letter

Each VIP response will have a cover letter on the letterhead of the company or organization submitting the response. The cover letter must briefly summarize the Vendor's ability to provide the services specified in the RFI. The cover letter must also identify a contact person, their phone number and email address. Include a Table of Contents with page numbers for each of the components of the Vendor Information Package and identify all materials and enclosures being forwarded collectively in response in the RFI.

B. Description of Services and Qualifications

Each VIP response must contain a detailed description of how the Vendor could provide the goods and services outlined in this RFI. This part of the response may also include descriptions of any enhancements or additional services or qualifications the Vendor will provide that are not mentioned in this RFI. Reply to the requirements/questions listed in section **"II. Scope", C Service Description Response Requirements** and **"Attachment A"** with a detailed description of how the Vendor will provide each of the services outlined

C. Service Description Response Requirements

DOC requests concise and detailed responses and is not interested in brochures or "boilerplate" language. The response should identify any services that would be required for implementing the Kiosk solution.

1. Service

Please ensure all items listed in Attachment A are included to demonstrate service and experience in the Kiosk Industry.

2. Experience: Vendor Qualification Discussion

This RFI is addressed broadly to Vendors serving the Commercial Kiosk industry. Vendors that provide comprehensive, full service solutions are invited to provide Vendor Information Packages:

- a. Include a brief history of your company's involvement in the public safety and Kiosk Industry and how that qualifies you to participate in this Kiosk project.
- b. Provide a summation of your capabilities as it relates to systems engineering, interconnection agreements, planning, and implementation of Kiosk systems, any related sub-systems, and technologies.
- c. Provide a description of your organization:
 1. How many employees are dedicated to Kiosks?
 2. How much experience does the company have in providing Kiosk services?
 3. Describe the financial stability of your company.
 4. Describe the organization that would support the operation of the solution.
 5. Describe your company's development program for new Kiosk service and applications.
 6. Provide the number of patents and patents pending for the delivery for Kiosks.
- d. Provide the following information if you are partnering with any other vendors on this response or need to establish partnerships with other vendors to provide your solution:
 1. Vendor names, number of employees, description of financial stability, years of service in the public safety industry;
 2. The partner's role in your response and/or solution; and
 3. Assurances of a single point of contact solution.
- e. Include any activities in the past 12 months that the company has taken to advance the capabilities of Kiosks pertaining to new and industry leading technology as compared to traditional Kiosk systems.

Provide a list of current customers using your Kiosk technology and solutions similar to the DOC request. Please note whether these customers are live on your solution today.

3. Fee Structure

Please describe your solution's fee structure. Please make sure that all fees over the term of an agreement are covered; examples may include up-front installation fees, one time project management fees, software license fees, GIS professional services fees, warranty fees, software evergreen fees, transport fees, equipment fees, maintenance fees, etc. For each type of fee, please detail if it is a one-time fee, annual fee, or monthly fee. Do NOT provide solution specific pricing for your described solution.

4. Program Management and Communication

Please describe your Program Management methodology, including samples or explanations of:

- A communication plan for outlining the scope of services to be implemented and guidelines;
- An implementation schedule;
- A maintenance plan;
- A training plan; and
- Your approach to project management after the deployment of services.

Other professional services offered

5. Other

Please include anything unique in your suite of services that may add value to the solution.

Attachment A - Response Items

Question	Answer
Company name	
Company address	
Company web page	
Delaware Business License	
Main products/services	
Main market/customers	
Ownership structure with ownership status in percentage	
Structure of mother corporation, joint ventures, subsidiaries, partnerships or other relevant relations	
Number of years on the market	
Company location(s)	
Environmental management system(s)	
Quality management system(s)	
Describe your business continuity management	
Employees	
Production	
R&D	
Marketing and sales	
Quality department	
Financial information	
Last year turnover	
Last year gross margin	
Last year profit	
Stock markets where your company is listed	
Contact person and responsible for answering this RFI	
Telephone	
Email	
Capacity conditions today	

Anticipated capacity conditions within 12 months	
Conditions that's listed in the RFI and can't be met	
Description of products or services that are already delivered to customers today, and could be comparable to what is requested in this RFI	
Reference customers using comparable products or services (including contact information)	
Reference customers using your products or services today, although they are not comparable with what is requested in this RFI (including contact information)	
Locations available for delivery, if not worldwide.	
Availability of spare parts and support worldwide	