

## APPENDIX B – SCOPE OF WORK AND TECHNICAL REQUIREMENTS

### I. Overview

The State of Delaware Department of Department of Corrections (DOC) seeks professional services to enter into a contractual relationship with a vendor to provide automated Probation and Parole supervision kiosks for the collection of offender self-reported data and information transfer at the following locations:

New Castle Probation and Parole Office  
314 Cherry Lane  
New Castle, DE 19720

Dover Probation and Parole Office  
511 Maple Parkway  
Dover, DE 19901

Georgetown Probation and Parole Office  
22855 DuPont Blvd.  
Georgetown, DE 19947

### 1 Scope of Services

#### 1.1 Purpose - Request Background & Description

DOC is seeking solutions 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. 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 can 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 Department of Correction authorities via a web interface to existing DOC web applications (interfacing to the Delaware Automated Corrections System [DACs]). 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 while reporting to the office or on alternate weeks. 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 500 people per day) with the goal of expanding the use to other offenders. Kiosks will be purchased and placed in each of three Delaware counties at the probation offices.

### 1.1.1 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).

## 1.2 Scope / Background

- A. The DOC pursues the supervision of Pretrial/Standard Supervision information from offenders through a variety of methods to promote public safety through the effective supervision of offenders placed under community supervision, SENTAC Levels I – IV; to provide supervision, programs and treatment services that promote long-term, self-sufficient, law abiding behavior by offenders; and to support efforts that make victims whole in accordance with Delaware law.
- B. The State will be implementing electronic Probation and Parole supervision kiosks to expand the ability to collect supervision data. These kiosks will increase the accessibility of Probation/Parole's services to the public, decrease wait times, and increase office efficiency without the need for increased agency resources.
- C. The State needs to have a total of three (3) automated Pretrial/Standard Supervision kiosks installed at the locations listed in Section I. At the three (3) locations listed in Section I, DOC expects a total of approximately 600 hundred visitors daily.
- D. This RFP will result in a single contract with one (1) Vendor to acquire three (3) kiosks.
- E. In addition to the three (3) locations listed in Section I, Vendor should have the capacity to provide kiosks at additional locations mutually agreed upon by the State and Vendor. Kiosks should have the capacity to handle up to six hundred (600) visitors daily. The State does not guarantee that additional kiosks will be purchased.
- F. Kiosk Requirements
  1. Functional
    - a. Support Delaware Department of Technology and Information, DTI, Cyber Security & Technology Standards.  
(<https://dti.delaware.gov/information/standards-policies.shtml> )
    - b. Kiosks must have the capability to integrate with the DTI State's Network security and intranet standards.
    - c. 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.).
    - d. Kiosk must support administrator configurable web-services/web applications.

- e. Kiosk must be capable of running/ executing/ calling other web applications via the menu options created in the kiosks.
- f. 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.
- g. All kiosks will provide one (1) printed receipt copy to the end-user of required transactions, which may include specific instructions provided by the DACS web service.
- h. Each Kiosk should maintain a cloud log of all kiosk transaction logs, use attempts and the applications accessed during each session and available via vendor supplied application.
- i. Kiosk must have ability to capture a photograph of each individual utilizing the kiosk.

## 2. Kiosk Hardware

- a. Kiosk accessibility will conform to ADA (Americans with Disabilities Act) standards.
- b. Kiosks must be tamper resistant and built to withstand use in a correctional setting.
- c. Kiosks must be constructed to withstand public usage in an interior location.
- d. Must have dual authentication methods including a biometric device with interface to AFIS.
- e. Must have a keyboard and pointing device (physical or virtual keyboard / trackpad)
- f. Must have a receipt printer.

## G. Customer Service

Vendor must be able to provide customer service on weekdays, Monday -Friday, 8:00am - 8:00pm, not including holidays. RFP responses should include description of maintenance plan and options and pricing.

## H. Languages

Kiosks must offer both English and Spanish language options and must be expandable to include other languages as deemed necessary by the State at no additional cost.

## I. Technical/Data

- 1. Vendor must be able to support the State approved IT department with no additional fee to the State.

2. Kiosks must be able to capture unique identifying information (Biometric / Logon) from end users in a format acceptable to the State.
3. Vendor must be able to provide remote access to all kiosk transaction logs in order to validate inquiries from kiosk end-users and employees of the State. Training on use of remote access must be provided by Vendor as required by the State.

#### J. Maintenance

1. It will be the responsibility of the Vendor to:
  - a. Install the kiosks at the locations designated by the State, to include transporting, anchoring, and connecting electric. Installation will be coordinated with the State.
  - b. Maintain the kiosks, to include repairing the hardware, upgrading the software.
  - c. When a kiosk problem is reported to the Vendor, there will be a 1-4 hour window for the State to receive a response from the Vendor on the handling of the reported problem and a 48 hour repair or replace window.
  - d. Provide monthly reporting to the Department of Corrections detailing the activity of each kiosk, including transaction volume. This will also include any stats requested in the future.
  - e. Service kiosks, or provide a contractor to service kiosks, including maintaining the general appearance of kiosks, performing maintenance on kiosks, and making any necessary repairs to kiosks.
  - f. Maintain support accessibility based on a 12 hour business day (week days) with Vendor same day support for kiosk system issues.

#### K. Records

Vendor must keep records of all transaction /Logs for a minimum of thirty-six (36) months. Records shall be available via cloud / vendor supplied application or will be provided to the Department of Correction as requested and within 48 hours of receipt of request.

# Kiosk Process Flow

