

DDSTATE OF HAWAII
DEPARTMENT OF PUBLIC SAFETY (PSD)
September 30, 2020
REQUEST FOR INFORMATION
RFP No. PSD 21-COR/RCO-11

STATEWIDE AUTOMATED VICTIM INFORMATION NOTIFICATION (SAVIN) SYSTEM

This request for Information is to seek interested vendors providing a reliable victim notification system that is a "Modifiable Commercially-Off-The-Shelf" (MCOTS) application to receive offender status updates from PSD's correction management information system and push notifications to registered participants interested in the status of a specific offender(s).

Interested vendors are encouraged to review the attached scope of services, provide comments, an estimated "ball-park" costing, and an estimated implementation time line to be "live".

The current vendor is Appriss, Inc. using their VINELink system. Currently monthly fees are \$6,710.69 for monthly system maintenance for an annual amount of \$80,528.28. Funding for the State's SAVIN system is through commissions from the inmate pay telephone system and the fee's assessed to inmates. At present, there is no cap of registrants that the current system can handle. PSD's SAVIN system currently has the following number of registrations:

Phone: 6,573
Email: 21,085
TTY: 41
Text: 15,553

A non-mandatory informational meeting will be held on October 12, 2020

Time: 9:30 am, HST to 11:00 am, HST or its adjournment.

Due to COVID-19, a face-to-face pre-bid meeting will not be held, In its place a Microsoft Teams Meeting will be held on **October 12, 2020**. Interested attendees shall provide their email address to: psd.bids@hawaii.gov, three business days prior to the meeting, or no later than October 6, 2020. After the informational meeting, vendors may present a short product demonstration of their proposed product limited to thirty (30) minutes with a ten (10) minute question and answer session after their presentation, their presentations may be included with their submittal on October 26, 2020. Attendee wishing to do a presentation should request a time slot at the time they submit their e-mail address for the MS Team Meeting. Attendees are reminded that their presentation should have non-confidential informational as all attendees will have access.

Questions regarding the attached documents may be submitted by October 15, 2020. An addendum to respond to the questions received will be issued on October 19, 2020. Responses to this request for information are due no later than **October 26, 2020**.

Due to COVID-19, we will be accepting only electronically submitted proposals, electronic copy shall be e-mailed in portable document format (PDF) compatible with Acrobat Adobe Reader XI to psd.bids@hawaii.gov

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SECTION ONE

INTRODUCTION, TERMS AND ACRONYMS, KEY DATES

1.1 INTRODUCTION

The State of Hawaii's Department of Public Safety's (PSD's) Corrections Division's Reentry Coordination Office (RCO) is requesting proposals for a computerized statewide automated victim information and notification (SAVIN) system that is modern and configurable to provide twenty-four (24) hours a day, seven (7) days a week, accurate and timely notification to victims, surviving immediate family members, witnesses, and "others" (as approved by PSD) such as local law enforcement, county prosecutors, judges, victim/witness staff, local social service agencies (e.g. agencies whose clientele are victims of domestic or sexual violence), of changes in the offender's custodial status (e.g. results in the transfer of an offender to another correctional facility, the release of the offender into the community, including escape, furlough/work release, placement on supervised release, release on parole, release on bail bond, release on appeal bond, final discharge at the end of the jail/prison term, etc.) of a pre-trial or post-trial offender housed in any PSD correctional facility or PSD contracted correctional facility.

The State of Hawaii is made up of four (4) Counties (Honolulu, Hawaii, Kauai, and Maui- includes Lanai and Molokai). The PSD manages eight (8) correctional facilities statewide, including four (4) jails and four (4) prisons that are in each of the four (4) Counties. The following are the four (4) jails managed by PSD:

Hawaii Community Correctional Center
60 Punahale Street
Hilo, HI 96720

Maui Community Correctional Center
600 Waiale Drive
Wailuku, HI 96796

Kauai Community Correctional Center
3-5351 Kuhio Highway
Lihue, HI 96766

Oahu Community Correctional Center
2199 Kamehameha Highway
Honolulu, HI 96819

The following are the four (4) prisons managed by PSD:

Halawa Correctional Facility
99-902 Moanalua Road
Aiea, HI 96701

Kulani Correctional Facility
HC 01 Stainback Highway
Hilo, HI 96720

Waiawa Correctional Facility
94-560 Kamehameha Highway
Waipahu, HI 96797

Women's Community Correctional Center
42-477 Kalanianaʻole Highway
Kailua, HI 96734

The average head count of PSD's correctional facilities statewide is currently about 3,600 offenders per day, but is dependent on the time of year, with admissions, or transfers per day, etc. PSD currently has a contract with a private prison that house offenders at Saguaro Correctional Center (SCC) in Eloy, Arizona, which houses approximately 1,308 offenders per day, but is dependent on the time of year, admissions, transfers, or releases per day, etc. PSD also contracts with the Honolulu Federal Detention Center (FDC) to house about 200 offenders per day, but is dependent on the time of year, with admissions, transfers, or releases per day, etc. For more information related to PSD, refer to <http://dps.hawaii.gov/>.

The Hawaii Paroling Authority (HPA) is administratively attached to PSD. There are approximately 1,582 parolees under supervision, but the number of parolees under supervision is dependent on discharges, deaths, new parole releases, or parole revocations, etc. For more information related to HPA, refer to <http://dps.hawaii.gov/hpa/>.

1.2 CANCELLATION

The Request for Proposals (RFP) may be cancelled and any or all proposals rejected in whole or in part, without liability to the State, when it is determined to be in the best interest of the State.

1.3 TERMS AND ACRONYMS USED THROUGHOUT THE SOLICITATION

ASO/PC	=	Administrative Services Office, PROCUREMENT and Contracts, 919 Ala Moana Blvd., Room 413, Honolulu, Hawaii 96814
BAFO	=	Best and Final Offer
Contractor	=	Any individual, partnership, firm, corporation, joint venture, or representative or agent, submitting an offer in response to this solicitation
CPO	=	Chief Procurement Officer

DAGS	=	Department of Accounting and General Services
GC	=	General Conditions, issued by the Department of the Attorney General
GET	=	General Excise Tax
GP	=	General Provisions
HAR	=	Hawaii Administrative Rules
HRS	=	Hawaii Revised Statutes
Offeror/Bidder	=	Any individual, partnership, firm, corporation, joint venture, or representative or agent, submitting an offer in response to this solicitation
OffenderTrak	=	Offender Management Information System
Procurement Officer	=	The contracting officer for the State of Hawaii, State Procurement Office
RFP	=	Request for Proposals
PSD	=	Department of Public Safety
State	=	State of Hawaii, including its departments, agencies, and political subdivisions

In accordance with the State of Hawaii's ***Hawaii Revised Statutes (HRS) 353-131 Definitions*** (http://www.capitol.hawaii.gov/hrscurrent/Vol07_Ch0346-0398/HRS0353/HRS_0353-0131.htm) **and HRS 801D-2 Definitions** (http://www.capitol.hawaii.gov/hrscurrent/Vol14_Ch0701-0853/HRS0801D/HRS_0801D-0002.htm), unless otherwise stated, the following are terms and definitions that will be referenced and utilized in the RFP:

"Major developments" means arrest or release of the suspect by the police, case deferral by the police, referral to the prosecutor by the police, rejection of the case by the prosecutor, preliminary hearing date, grand jury date, trial and sentence dates, and the disposition of the case.

"Offender" means a person in the custody of the Department of Public Safety or the Hawaii Paroling authority but does not include juveniles under the jurisdiction of the family court.

"Surviving immediate family members" means surviving grandparents, parents, siblings, spouse, reciprocal beneficiary, children, and any legal guardian of the homicide victim.

“System” means the Statewide Automated Victim Information and Notification (SAVIN) electronic system.

“Victim” means a person against whom a crime has been committed by the offender, and includes, in homicide cases, surviving immediate family members.

“Witness” means a person whose testimony or knowledge is desired in any proceedings or investigation by a grand jury or in a criminal investigation, action, prosecution, or proceeding.”

1.4 RFI SCHEDULE AND SIGNIFICANT DATES

The schedule represents the State’s best estimate of the schedule that will be followed. All times indicated are Hawaii Standard Time (HST). If a component of this schedule, such as "Response Due date/time" is delayed, the rest of the schedule will likely be shifted by the same number of days. Any change to the RFI Schedule and Significant Dates shall be reflected in and issued in an addendum. The approximate schedule is as follows:

THE SCHEDULE BELOW IS FOR INFORMATIONAL PURPOSES OF THIS RFI ONLY AND IS SUBJECT TO CHANGE

Release of Request for Information	September 30, 2020
Orientation Conference	October 12, 2020
Due date to Submit Questions	October 15, 2020
State’s Response to Questions*	October 18, 2020
Response Due date/time	October 26, 2020

1.5 ORIENTATION CONFERENCE

The purpose of the orientation conference is to provide Offerors an opportunity to be briefed on this procurement and to ask any questions about this procurement. The orientation conference is not mandatory; however, Offerors are encouraged to attend to gain a better understanding of the requirements of this RFP.

Offerors are advised that anything discussed at the orientation conference does not change any part of this RFI. All changes and/or clarifications to this RFI shall be done in the form of an addendum.

The pre-proposal conference will be held as follows:

Date: October 12, 2020

Time: 9:30 AM to 11:00 AM, HST.

In its place a Microsoft Teams Meeting will be held on **October 12, 2020**. Interested attendees shall provide their email address to: psd.bids@hawaii.gov, three business days prior to the meeting, or no later than October 6, 2020.

After the informational meeting, vendors may present a short product demonstration of their proposed product limited to thirty (30) minutes with a ten (10) minute question and answer session after their presentation, their presentations may be included with their submittal on October 26, 2020. Attendee wishing to do a presentation should request a time slot at the time they submit their e-mail address for the MS Team Meeting. Attendees are reminded that their presentation should have non-confidential informational as all attendees will have access.

1.6 QUESTIONS AND ANSWERS PRIOR TO OPENING OF PROPOSALS

All questions shall be submitted by the due date specified in Section 1.4, *RFP Schedule and Significant Dates*, as amended.

The State will respond to questions through Addenda/Amendments by the date specified in Section 1.4, *RFP Schedule and Significant Dates*, as amended.

SECTION TWO

BACKGROUND AND SCOPE OF WORK

2.1 PROJECT OVERVIEW AND HISTORY

The State of Hawaii's Department of Public Safety's (PSD's) Corrections Division's Reentry Coordination Office (RCO) is soliciting proposals for a modern and configurable victim notification system that will provide twenty-four (24) hours a day, seven (7) days a week, accurate and timely notification to victims, surviving immediate family members, witnesses, and "others" (as approved by PSD) such as local law enforcement, county prosecutors, judges, victim/witness staff, local social service agencies (e.g. agencies whose clientele are victims of domestic or sexual violence), of changes in the offender's custodial status (e.g. results in the transfer of an offender to another correctional facility, the release of the offender into the community, including escape, furlough/work release, placement on supervised release, release on parole, release on bail bond, release on appeal bond, final discharge at the end of the jail/prison term, etc.) of a pre-trial or post-trial offender housed in any PSD correctional facility or PSD contracted correctional facility. Across the state, crime victims/survivors, and others use SAVIN for access to timely and reliable information about the custody status of an offender.

Each County provides victim/witness services (e.g. advocacy, notification) through their respective County's Prosecuting Attorney's Office. Each County Prosecuting Attorney's Office has a victim/witness section whose staff, acting as the advocate for the victims/witnesses, provides PSD's correctional facility staff with written documentation of a pre-trial or post-trial offender who is involved (e.g. perpetrator) or associated (e.g. witness) with a victim, surviving immediate family members, or witnesses. Currently, PSD's correctional facilities staff manually notifies (e.g. telephone call) the County's Prosecuting Attorney's Office staff of the following pre-trial or post-trial offender's custody status: release into the community, including escape, furlough/work release (e.g. PSD correctional facility staff sends the County Prosecutor's Department/Office a 30-day letter of intent), release on parole, and final discharge (e.g. end of the jail/prison term). The County's Prosecuting Attorney's Office is already aware when an offender is placed on supervised release because it is at the pretrial/courts status.

Where PSD currently assists with victim/witness notification services, in compliance with ***Hawaii Revised Statutes (HRS) 801D-4 "Basic bill of rights for victims and witnesses."*** (http://www.capitol.hawaii.gov/hrscurrent/Vol14_Ch0701-0853/HRS0801D/HRS_0801D-0004.htm) it states, "...the victim or a surviving immediate family member shall be notified of major developments in the case and whenever the defendant of the perpetrator is released from custody..." the SAVIN system will assist where PSD currently assists with victim/witness notification services. Furthermore, the SAVIN system assists with PSD's effort to comply with statutory rules to ensure victim/witness notification services are uninterrupted, prompt, and accurate. There are some aspects (e.g. "major development" such as a rejection of case by Prosecutor's) of

victim/witness notification services that must be fulfilled by other City & County or State Divisions/Departments (e.g. County's Prosecutor's Department/Office). According to **HRS 801D-6 Intergovernmental cooperation.**" (http://www.capitol.hawaii.gov/hrscurrent/Vol14_Ch0701-0853/HRS0801D/HRS_0801D-0006.htm), it states, "...The county prosecutor, the police, local social service agencies, the courts, and all other agencies involved in the criminal justice system shall all cooperate with each other to ensure that victims and witnesses of crime receive the rights and services to which they are entitled under this chapter..."

It is not the intent of PSD to have the SAVIN system replace the duties managed by the PSD's correctional facilities staff and the Counties' Prosecuting Attorney's Offices have in place (stated above) for the manual notification of a pre-trial and post-trial offender's custodial status to a victim, witness, or surviving immediate family member, but to enhance this notification process. The SAVIN system must at minimum, also meet the requirements of **HRS 353-132 "System; requirements."** as listed (http://www.capitol.hawaii.gov/hrscurrent/Vol07_Ch0346-0398/HRS0353/HRS_0353-0132.htm).

For more information on the victim/witness section of each County's Prosecuting Attorney's Office, refer to the following:

Honolulu: <https://honoluluprosecutor.org/victimwitness-kokua-services/>
Hawaii: <https://www.hawaiicounty.gov/pa-victims-witnesses>
Kauai: <http://www.kauai.gov/ProsecutingAttorney>
Maui: <http://co.maui.hi.us/674/Victim-Witness-Assistance-Division>

The current SAVIN system that PSD utilizes, can be viewed at <https://www.vinelink.com/vinelink/siteInfoAction.do?siteId=50000>.

Since May 2019, there were about 12,217 new registrations with the current SAVIN system. The registrations were created by the following methods:

Phone: 42
Operator: 41
Website Link: 12,004
Mobile phone: 130

PSD's SAVIN system currently has the following approximate number of registrations:

Phone: 6,573
Email: 21,085
TTY: 41
Text: 15,553

Over the last year, the current vendor's call center received a total of about 1,436 inbound calls. Currently, the peak periods for inbound calls in a day is at 6:00 PM Eastern Time

Zone and 4:00 PM for the overall VINE calls. At present, the average daily count of events for which notification occurs is about 37.4 events per day.

In 2019, there were about 122,395 notifications made by PSD's current SAVIN system. Since January 2019 to December 2019, the average monthly number of notifications made by PSD's current system is about 10,200.

PSD's SAVIN system currently has the following approximate average number of monthly notifications by method:

Phone: 1,325

Email: 5,258

Text: 3,932

TTY: 7.1

PSD's SAVIN system currently has the following approximate number of email notifications by months:

Email			
Confirmed			
	Yes	No	Total
June 2019	4,289	164	4,453
July 2019	5,816	175	5,991
August 2019	4,861	100	4,961
September 2019	4,237	85	4,322
October 2019	5,341	131	5,472
November 2019	5,495	109	5,604
December 2019	4,692	53	5,015
January 2020	5,309	63	5,372
February 2020	4,497	58	4,555
March 2020	5,218	69	5,287
April 2020	3,423	37	3,460

PSD's SAVIN system currently has the following approximate number of text notifications by months:

Text			
Confirmed			
	Yes	No Total	Total
June 2019	3,377	0	3,377
July 2019	4,379	0	4,379
August 2019	3,579	0	3,579
September 2019	3,100	0	3,100
October 2019	4,109	0	4,109
November 2019	4,166	0	4,166
December 2019	3,613	0	3,613
January 2020	4,278	0	4,278
February 2020	3,472	0	3,472
March 2020	4,112	0	4,112
April 2020	2,744	0	2,744

PSD's SAVIN system currently has the following approximate number of phone notifications by months:

Phone			
Confirmed			
	Yes	No Total	Total
June 2019	306	843	1,149
July 2019	430	1,087	1,517
August 2019	327	881	1,208
September 2019	278	784	1,062
October 2019	272	1,068	1,340
November 2019	363	1,172	1,535
December 2019	340	875	1,215

January 2020	381	1,001	1,382
February 2020	328	882	1,210
March 2020	361	892	1,253
April 2020	254	628	882

PSD's SAVIN system currently has the following approximate number of TTY notifications by months:

TTY			
Confirmed			
	Yes	No Total	Total
June 2019	0	7	7
July 2019	0	13	13
August 2019	0	11	11
September 2019	0	5	5
October 2019	0	7	7
November 2019	0	14	14
December 2019	0	3	3
January 2020	0	5	5
February 2020	0	7	7
March 2020	0	5	5
April 2020	0	2	2

The following is the total active registrations & broken down by language:

Registration Type	Total Registrations	ENGLISH	JAPANESE	KOREAN	ILOCANO	TAGALOG
Email	23698	23693	3	1	0	1
Phone	14865	14857	2	1	2	3
SMS	9085	9084	1	0	0	0
TDD	42	42	0	0	0	0

At present, 99.9% of the total of our SAVIN notifications are made in English.

2.2 SCOPE OF WORK (Statewide Automated Victim Information & Notification)

All services and for who services are to be provided for shall be in accordance with this RFP, including its attachments and any addenda.

A. The Offeror's proposal shall provide responses related to the following **operational components**:

1. Able to utilize current technology to provide automation of victim services providing the benefit of shared data and collaboration and integrate with a public internet portal to modernize the PSD SAVIN system. Meet requirements of Criminal Justice Information System (CJIS) security policy. Demonstrate organizational resources and experience in the implementation of proposed solution and to provide project management, design, configuration, testing, training, data migration, development, and implementation of secure file transfers of data and deployment of the solution with a warranty period and optimal maintenance and support.
2. Ability to provide a computerized SAVIN system that provides twenty-four (24) hours a day, seven (7) days a week, with accurate and timely notification to registered victims, surviving immediate family members, and witnesses, and "others" (as approved by PSD) such as local law enforcement, county prosecutors, judges, victim/witness staff, local social service agencies (e.g. agencies whose clientele are victims of domestic or sexual violence), of changes in the offender's custodial status (e.g. results in the transfer of an offender to another facility or jurisdiction, release of the offender into the community, including escape, furlough/work release/or parole, placement on supervised release, release on bail bond, release on appeal bond, and final discharge at the conclusion of the jail/prison term) of a pre-trial or post-trial offender housed in any PSD correctional or contracted correctional facility.
3. Ability for PSD to manage "others" accessing the SAVIN system.
4. Ability to provide the option for PSD to operate either an "open" (e.g. general public/victims can access) or "closed" (e.g. victims only access) SAVIN system. Currently, PSD operates an "open" SAVIN system.
5. Ability to manage what notifications (e.g. changes in custodial status) is provided to victims, surviving immediate family members, witnesses, and "others." Notifications shall be created and conducted according to victim preference and business rules. Ability to provide accurate notifications for offenders with multiple counts on a multi-jurisdictional level that is specific to an offender's case number (e.g. an offender is released on one count but physically held in custody on other counts and is under dual jurisdiction of the State/Federal or Hawaii State Hospital).

6. Ability to provide a twenty-four (24) hours a day, seven (7) days a week public website that allow victims, surviving immediate family members, witnesses, or “others” (as approved by PSD), to self-register on-line through the Offeror’s web-based registration system to obtain information of changes in the offender’s custodial status (e.g. results in the transfer of an offender to another correctional facility, the release of the offender into the community, including escape, furlough/work release, placement on supervised release, release on parole, release on bail bond, release on appeal bond, and final discharge at the end of the jail/prison term for notification, e.g. telephone or email) of a pre-trial or post-trial offender housed in any PSD correctional facility or PSD contracted correctional facility. The victim registration shall be conducted once for entire span.

The registration shall be good for the entire inmate’s booking. Registrant will be responsible to update their contact information in order to continue to receive notification.

7. Ability to provide a twenty-four (24) hours a day, seven (7) days a week, 365 days per year, toll-free telephone access to victims, surviving immediate family members, witnesses, or “others” (as approved by PSD) to a call center available from anywhere in the United States, that is established, maintained, and staffed by the Offeror. The call center that operates 24/7 shall also provide direct operator assistance who is trained in victim sensitivity. In addition, this toll-free number will be able to provide a range of registration and notification services that are available to the users on how to self-register, obtain information regarding changes to the offender’s custodial status, and furnish a list of the type of notifications available (i.e. text msg, email, telephone, letter).

From the average distribution of the total inbound calls to the current vendor’s operators, less than 2% utilize the translation service that has been made available by the current vendor.

8. Ability to provide a call center that is capable of TTY method of notification/communication for the hearing impaired.

PSD is open to other methods of notification in place of TTY for the hard of hearing; however, if other methods of notification other than TTY is proposed, such as image message and multimedia mobile application (e.g. Snapchat, etc.), the Offeror must be clear as to how it is a viable method notification/communication, and illustrate how security concerns will be addressed.

From June 2019 to April 2020, the average “confirmed” monthly TTY notifications for has been zero (0). The average monthly TTY notification rate is currently about 7.1

9. Ability to provide the option to display various information related to the offender, such as an offender's photo/mug shot, age, gender, race, identification number.
10. Ability to provide various notification options (ie., email, telephone, mobile phone, text messaging, etc.) at the discretion of the victims, surviving immediate family members, witnesses, or "others" as approved by PSD.
11. Advise how many notifications (e.g. multiple contact numbers or email addresses) can be registered by victims, surviving immediate family members, witnesses, or "others" as approved by PSD. At present, there is no cap of registrants that the current system can handle.
12. Ability to provide users and registrants with the flexibility to conduct searches without being blocked from the system due to higher than normal utilization.

This assumes a system similar to current where there is a direct feed from OffenderTrak to the SAVIN.

13. Ability to provide a blocking system to prevent duplicative registration, by allowing registrants to register only once, with no requirement to 're-register' if the offender has been released from custody over a year. Built-in notification reminder to registered users to update their personal information.
14. Ability to transfer and update offender information to the call center, with updates to take place at intervals mutually agreed upon by the Offeror and PSD.
15. Ability to provide notification (e.g. telephone calls) any time of the date/night, to victims, surviving family members, and witnesses with emergency (e.g. victim's safety) related issues such as a pre-trial or post-trial offender's escape, that will begin within fifteen (15) minutes of the notification of the event and continue every thirty (30) minutes for a minimum of twenty-four (24) hours, or until confirmation is achieved that the registered victims, surviving family members, or witnesses have been contacted. Notifications shall be personalized to allow for feedback mechanisms from victims. In addition, this shall allow for victims to receive follow-up under discrepant conditions and allow for annual follow-ups with registrants.
 1. Delineate how notification will be initiated.
 2. How often notifications on a single event are triggered
 3. How to stop notifications
 4. Whether any confirmation of delivery will occur
16. Ability to provide non-emergency (pre-trial or post-trial offender's change in housing location) notifications (e.g. telephone calls) between 0700 hours and

2100 hours to victims, surviving immediate family members, witnesses, and “others” as approved by PSD.

17. Ability to provide a means (e.g. enter a password, etc.) for victims, surviving immediate family members, witnesses, or “others” as approved by PSD, to stop calls when notification has been achieved or to conduct an override control to cancel or trigger notifications.
18. Ability to provide an automated “Registration for Notification” that utilizes a touchtone telephone.
19. Ability to provide samples of sensitive scripting for victims and surviving immediate family members that is approved by PSD.
20. Ability to accommodate an annual statewide call volume based on populations and published crime rates, and the capacity must ensure that 99.9% of the callers have their calls answered immediately and are not placed on hold or in a caller queue.
21. Ability to provide notification to victims, surviving immediate family members, and witnesses in various languages ~~such as,~~ and is NOT limited to, the following: English, Japanese, Korean, Ilocano, Tagalog, Hawaiian, etc.

The approved SAVIN script documents are currently available via Microsoft Word and Excel.

22. Provide the ability within the system for PSD to create ad hoc reports reflecting all data fields captured by the system. Ability to obtain performance data reports that address notification/resync errors that are relevant to the needs of the user. The system must provide descriptions caused by the discrepant resync errors which may be based on invalid data entry, interface issues, or a system’s mapping flaw, as well as the error location. A detailed response to the error shall be done in a timely manner.
23. Provide the ability within the system for PSD to track statistics for usage of the system including number of registrants by type, notifications by time, failed notifications and registration cancellations broken down by site and any other useful statistics.
24. Ability to comply with the Americans with Disabilities ACT (ADA) including, but not limited to providing access to individuals who are hearing/visually impaired, or partially sighted.

B. The Offeror’s proposal shall provide responses related to the following **Technical Software Infrastructure and Features of the SAVIN System components:**

PSD is requesting a reliable victim notification system or custom developed SAVIN system that is built with a flexible and scalable architecture. The SAVIN system must have solid components with good documentation, powerful integration features, backup and recovery processes, and rapid data exchange/notifications. The Offeror shall provide estimated timeframes for the life of the project including the data migration, functionality testing, training, and statewide implementation.

The SAVIN system will operate in Hawaii on a private network that is secure and compatible with our current application. Dedicated point-to-point circuits will only be used when the enhanced speed and quality of service of dedicated lines are absolutely required in order to transfer data in a timely manner. The final network will make use of both internet and dedicated circuits, but when possible, the communication and data exchange will be conducted over the internet using secure and private technology. The SAVIN system software must be customizable and configurable. The Offeror's proposal shall provide responses related to the following components:

1. Capability & experience to work with PSD's Information Technology Services (ITS) staff to learn about PSD's needs and workflow (e.g. assess ability to extract offender booking/release and movement information from PSD's Correction Management Information System (CMIS) – and the Hawaii Paroling Authority's database (PSD's Management Information Systems currently maintains their database).
2. Ability to make all the necessary computer and database adjustments so that links between the Offeror's, PSD's, and HPA's databases can be completed.
3. Ability to leverage the latest in industry-standard application development and integration tools, alerts, and techniques to disseminate 'apology letters' from an offender if deemed appropriate and desired by the victim.
4. Ability to determine the minimum specifications for client and server, as well as recommended specifications for future expansion to web-based access and discipline expansion.
5. Ability to customize the proposed software for the SAVIN system to be compatible with our Hawaii statewide network.
6. Shall be configurable with "out-of-the-box" business rule automation to provide user-controlled screen development, data element edits/additions, insertions, or edits of offender status notification triggers, notification preference flows, creation of forms and notification email, voice, and text templates in requested languages, workflow, user roles, and dashboards. Ability to create a business dashboard to track key metrics relevant to needs and current performance data.

The administration of the dashboard shall include reports, ad hoc, historic data, and audit data.

7. Able to create notification templates (email, text, voice) for standard victim updates with the ability for the user to create custom notifications as needed for flexibility to address future changes or due to legislative mandates.
8. System to provide notification default options to increase notification success rates and timely alerts for failed notifications allowable for staff intervention. The system shall be set up to provide secondary alerts and monitoring features so administrative users are aware of problematic conditions, especially when resync errors are not being addressed in a timely fashion.
9. Ability to complete any changes or customization to the SAVIN system with PSD having final say after reviewing and the approval of any new changes and providing feedback to the Offeror on areas for improvement.
10. Ability to install the SAVIN system and all necessary third-party software and related equipment. The installation may occur in stages at the discretion of the Offeror and the approval of PSD.
11. Ability to review site equipment needs (e.g. potential use of the internet or dialup access), install necessary equipment, and build the necessary communication interfaces with the various software systems in PSD's correctional facilities and offices.
12. Ability to plan and implement sufficient software/hardware capacity to support SAVIN system users while meeting performance requirements.
13. Ability to plan and implement sufficient storage capacity to support the SAVIN system.
14. Ability to provide a listing of the required hardware (e.g. servers, interfaces) and third-party software components needed to install and implement the SAVIN system.
15. Ability to convert and migrate PSD's existing data into the proposed SAVIN system.

The PSD's current victim list can be migrated to the new SAVIN system. PSD's SAVIN Contract Administrator has the capability to export a list of active and/or inactive registrations at any time.

The current SAVIN vendor will assist in providing a data file set listing the data elements currently being collected. Furthermore, PSD's SAVIN Contract

Administrator can export a comma separated variable (CSV) file of current offenders. A data dictionary is not specific to the Hawaii SAVIN service.

16. Ability to utilize existing local and wide area networks for the SAVIN system.
17. Acknowledge that the Offeror will purchase all necessary equipment.
18. Ability to determine the software and hardware needed to implement the SAVIN system and provide a detailed list of software or hardware and supplemental third-party software that will need to be purchased for operation of the SAVIN system.
19. Work with PSD to build a custom interface for software integration of all PSD correctional facilities, HPA, and PSD contracted correctional facilities of all events (e.g. transfer of an offender to another correctional facility, the release of the offender into the community, including escape, furlough/work release, placement on supervised release, release on parole, release on bail bond, release on appeal bond, and final discharge at the end of the jail/prison term) contained in the PSD's or HPA's databases. Data must be encrypted when transmitted across networks.
20. Demonstrate an ability for future expansion to integrate a SAVIN system within the Judiciary and county police departments.
21. Ability to integrate with the Offeror-provided call center through computers and telephone lines, booking systems, and the PSD's and HPA's databases.
22. Shall be linked with a 24/7 public internet portal for real-time access to information and to allow victims to manage their registration profiles and notification preferences at their convenience.
23. Ability for every telephone call into and out of the SAVIN system to be recorded with a historical transaction record that indicates the calling number, number calling, length, and the result of the telephone call. Provide advice on the ability for this information to be available for reporting in a standard transaction file format and the ability to retain these files until disposal is authorized by PSD.
24. Ability to provide various reports such as the following: Number of offenders or cases in the SAVIN system statewide, number of calls against those offenders or cases for each jurisdiction, number of people who registered for the SAVIN system against inmates or cases statewide, number of times the SAVIN system is activated by a change of status (e.g. release, escape, parole) statewide, number of outgoing calls made for SAVIN system notification and the success and failure rate in reaching the victims, surviving immediate family members, and witnesses statewide.

25. Ability to maintain statistics and to provide reports to PSD, showing the number of incoming calls received, average length of time on calls, and peak periods.
26. Ability to centrally store and report on historical data from each site. *Note: Computer records related to cases with active litigation should be retained even after litigation is complete. PSD will notify the vendor in advance of such cases.
27. Ability to provide PSD, copies of data or specified records.
28. Acknowledge that all documents, records, reports, and other information of the SAVIN system shall become and remain the property of PSD, and that PSD can exercise all rights of ownership in all such work product without restriction or limitation and that they can only be destroyed/disposed of in accordance with the State of Hawai'i Records Act.
29. Acknowledge that Offeror has no rights or use or acquire any documents, reports, records, other information, and know-how from PSD, except those detailed by prior written approval.
30. System must incorporate automation to load transactional files that will be generated at least every fifteen (15) minutes when an offender action occurs.
31. The notification process must be integrated entirely within a modern system that is in line with current technology by providing project management, design, configuration, testing, training, data migration, development and implementation:
 - a. Auto generate notification to any registrant linked to an offender following the notification rules and notification templates integrated within the modern notification system;
 - b. Incorporate interactive voice response to automate inbound and outbound calls or short message service notifications.
32. Ability to build the link to the Offeror's call center. Advise on the ability to provide a direct link to existing agency systems for further detailed information or questions when appropriate.
33. Ability to achieve a 100% (at least 99.95% as required by BJA standards) redundant process to avoid any downtime due to hardware, software, or power outage issues.
34. Ability to transfer call center data to centralized sites in the State of Hawaii, for use by criminal justice agencies.

35. Ability to provide a call center and its equipment, the communication pathways from the call center to the national telephone network, and the building support services such as electrical power, shall be designed and operated to achieve a maximum level of reliability.
36. Ability to provide a call center with uninterruptible power supply to maintain the SAVIN system operations throughout short failures of normal utility power and a backup generator system. The backup generator system will be able to maintain the call center and all computer operations during long failures or utility power and to power offices and other facilities adequately to keep the SAVIN system operating.
37. Ability to provide a call center that shall have duplicate telephone trunk lines, independently routed and connected to the national network via 2 different switching offices.
38. Ability to provide duplicate computers at which at a minimum permit restoration of data collection and user call services within 10 minutes after computer failure.
39. Ability to provide a call center with duplicate data storage devices with automated fail-over and automatic re-establishment of the duplicate databases upon replacement of the failed storage device.
40. Ability to provide a call center that is equipped with automated fire detection and suppression equipment.
41. Ability to provide a written disaster recovery plans that covers power failures, telephone system failures, local equipment failures, flood, or fire at the call center, as well as, ability to forward mass notifications to users, via text or other notification methods, to notify when the system is down (planned or unplanned).
42. Offeror will be responsible for all telecommunications costs for the SAVIN system's installation and operations. This includes the costs of the following: transmitting real-time, supervising the operation of all equipment, callers dialing the toll-free number, and providing twenty-four (24) hours a day, seven (7) days a weekly troubleshooting and equipment support.
43. Offeror will be responsible for any 3rd party license costs, and/or technical duties that are subcontracted related to notifications or the call center.
44. Advise on a plan for transitioning from the current SAVIN system to proposed system operational mode.

The Contractor shall be responsible for any and all work subcontracted.

Acceptance of the Sub-Contractor by the State shall not relieve the Contractor of its responsibilities of due diligence with regards to the Sub-Contractor's compliance to the contract's requirements, Federal, State, and County laws.

The State reserves the right to reject any proposed Sub-Contractor. Failure by the Contractor to propose an acceptable Sub-Contractor, may affect the scoring received in the associated task.

45. Provide a detailed implementation plan that describes how the SAVIN system will be put into production to include design, configuration specifics, validation of system flow for accuracy and functionality.
46. Ability to provide support personnel on site, as needed, to assist PSD in the transition to the new SAVIN system. The areas of support, at a minimum, are for: Operating system and environmental software; application software; data communications hardware and software, database software, operations staff, and data update scripts/processes.
47. Ability to provide strategies for educating and recommendations for the use of various training mediums such as classroom training, video conferencing, and other technologies such as web cast training as well as video and the print media.
48. Offeror shall provide training to designated PSD personnel in the use of the SAVIN system in order to access higher-level functions and perform any needed maintenance or simple fixes. This would allow PSD to have some level of autonomy to operate the system. During this training period, there will also be concomitant testing of the system and data will be entered into a test (temporary, training) database or the Offeror may use some other system so that test data is not permanently entered into the live database.
49. Acknowledge that training and any training material will be inclusive of this proposal.
50. Ability to provide an estimated timeframe for conducting training for this type of environment.
51. Ability to prepare and provide how-to-guides, quick reference cards, and other reference materials.
52. Ability to provide on-line help screens and on-line tutorial detailing the SAVIN system processing.
53. Ability to provide an evaluation/test time period (e.g. 8 weeks after first installation) to assess any major problems discovered and fixes that must be made and meet the qualifications and expectations of PSD before final payment is made.

- a. Recommend an evaluation approach, detail the system process, and provide a comprehensive evaluation script for each process
 - b. Acknowledge that PSD has the right conduct its own evaluation(s) independent of any evaluation provided performed by the Offeror.
 - c. Provide an evaluation plan that includes a stress test to measure the performance of the system and to establish a baseline.
 - d. Acknowledge that the SAVIN system acceptance will be determined solely by PSD's evaluation.
54. Ability to provide written standards that relate to the technical support, availability, response times for problem resolution, tracing of problems to resolution, trained operator metrics.
55. Ability to track all help requests/system problems.
56. Ability to provide a formal process to document and track incident and resolve issues that occur with the SAVIN system, specific to such as the following: incident tracking, problem resolution, agency communication, change requests, and escalation process.
57. Ability to provide PSD's Contract Administrator with complete and accurate weekly updates on the performance of the SAVIN system.
58. Ability to provide a schedule of milestones and a payment schedule based on milestone events with payments being issued for services rendered.
59. Ability to provide a guarantee that the SAVIN system will perform according to the mutually agreed upon performance to include performance metrics, optimization and monitoring with PSD oversight prior to project completion.
60. Ability to provide assurance that if the SAVIN system does not perform according to the standards satisfactory to PSD and there have been no substantive functional or operational changes satisfactory to PSD, all corrective measures will be made at the expense of the Offeror.
61. Demonstrate characteristics of a SAVIN system that most users will readily accept are as follows:
 1. User friendly screens and intuitive navigation
 2. Single logon for all systems and subsystems
 3. Workflows, alerts and reminders
 4. Single point of entry for each information element that is captured
 5. Good data validation rules and error messages to maintain quality
 6. Implemented on established and well-tested technology platforms

62. Ability to define and maintain user records/system administration (e.g. staff name, user account, and password creation and reset).
63. Ability to provide different levels of access (e.g. administrator, supervisor, reviewer, data entry and reports view, etc.).
64. Ability to provide a list of standard access profiles that are typically used and provided for in the Offeror's SAVIN system.
65. Ability to provide reasonable security features that will prevent unauthorized individuals from accessing any victim, surviving immediate family members, witnesses, or state information held by the Offeror.
66. Ability to provide security measures to ensure that data transmission, processing, and storage are secure. The solution must centrally manage all file transfers in a secure manner. The data transfer method will ensure that the process operates within a closed environment. Able to provide reporting of transfer processes to include process name, host and destination IP address, file transferred name, whether process was run manually or scheduled and if scheduled, how often the process runs.
67. Offeror shall provide the ability to backup records stored electronically and to prevent unauthorized access to or amendment of these records, to include historical data tracking of records that will enable requests for restorative justice (e.g. victim-offender dialogues, etc) processes.
68. Ability to provide reasonable security features, such as the ability to block out individual offender information, create security assessment reports, independent audits, advance threat analytics, security incident responses, penetrating testing, mandatory security training/background checks, security development cycle/internal audits, cloud platforms.
69. Ability to employ security to restrict access to the software, to limit user capabilities, and to ensure proper user identification based on defined roles.
70. Ability to implement security measures that ensure that only appropriate application functionality shall be provided to users with associated privileges. PSD's designated staff shall establish these privileges. This shall also include providing a screen for case notes for registrants and on offenders, to be kept separate, and with registrant notes restricted to authorized personnel only.
71. Ability to maintain a history of the user password for a minimum of five durations, and if user will be allowed to re-use a password stored and logged in the history.

72. Ability to log the username, the information that is being modified or deleted and the date and time of occurrence.
73. Ability to provide an audit trail with the inclusion of a survey method, detailing user's experience with the system.
74. Ability to output the audit log to the screen/printer and print selected documents.
75. Ability to provide measures to be taken to avoid loss or change of original data the case of records stored electronically.
76. Ability to provide timely technical assistance to PSD.
77. Ability to address problems/issues and provide timely responses to inquiries/resolutions.
78. Ability to provide a list of standard inquiries/transactions available through the proposed system with associated response times.
79. Demonstrate a history of commitment of continually improving the software through timely product updates.
80. Ability to provide a statement as to future upgrades to the initial SAVIN system: The system must be capable of allowing the following types of upgrades in the future:
 - a. Attach any future, recommended SAVIN instrumentation purchases
 - b. Capability of increasing user access and ability for designated PSD personnel to monitor usage
 - c. Clearly advise of any ramification, consequences, etc. (e.g. SAVIN system still functional without upgrades, etc.) if PSD does not complete the necessary upgrades recommended by the Offeror
81. Submits a Project Management Plan (PMP) – PSD's Contract Administrator or authorized representative from PSD, will work with the selected Offeror to refine the PMP.
 - a. Appoint a Project Administrator who shall have authority to make administrative and technical decisions concerning the project and serve as the primary point of contact between the Offeror and PSD.
 - b. Acknowledge that PSD reserves the right to require the Offeror to replace the Project Administrator at any time. PSD shall give the Offeror a ten (10) workday notice if it desires to have the PM replaced. Such notice shall contain PSD's explanation for PM replacement for the Offeror to assess the appropriate action and find a suitable replacement.

- c. Agree that PMP may be changed only by written agreement by the Offeror and the PSD. For each change, a Project Change Request form shall be prepared. Each Project Change Request shall be assigned a unique request number. If a change has no impact on cost or major milestone schedule, a written agreement between the Offeror and the PSD may be made using the Project Change Request form. If the change impacts cost, major milestone schedule, or any other contractual term and/or condition, a formal amendment to the contract, signed by both parties, shall be required.
- d. Agree that no request for any alteration or modification to the PMP shall be valid unless agreed upon in writing by the Offeror and PSD. Any oral statement made, without being put in writing, shall be invalid and have no effect on the PMP.

C. Activities and Deliverables:

The Offeror's proposal must address each area below using the following Activity Number and Deliverable Number. The Offeror's proposal must clearly identify and explain the approach to successfully accomplishing each Activity and Deliverable requirement. The Activities and Deliverables listed below are the minimum required; the Offeror may include others. The Offeror's proposal must clearly define what tasks the Offeror expects the PSD to do during each Activity.

No significance will be given to the order of activities listed. The Offeror's project plan can propose to accomplish the activities in the order the Offeror think is most efficient. However, the proposed SAVIN system must be consistent with the most current BJA standards and best practices to date and be compliant with the State of Hawaii's HRS where applicable. If the Offeror should choose not to address a certain Activity or Deliverable, the Offeror proposal must clearly explain why and what the Offeror proposes as an alternative. These exceptions and explanations for them must be listed in a separate section of the proposal entitled, "Exceptions."

1. Activity 1: Determine software and hardware needs

- a. Offeror will be responsible for, at a minimum, the following tasks that will be part of Activity 1: Identify the individuals on the Offeror team and contact the PSD Director for a list of current equipment on site.
- b. Offeror will work with the PSD to finalize the "baseline" Project Plan (i.e. tasks, timeframe, review deliverables, resources assigned to tasks, task timeframes, documentation/definition of more complex tasks)
- c. Offeror will work with the PSD to document the discipline project requirements (e.g. worksheets/reports needed, hardware requirements) and include a high- level overview of the considerations for the future functionality requested (e.g. remote access, program databases, addition of additional instrumentation).

- d. Offeror must complete the assessment of hardware/software needs.

Deliverable 1.1: Baseline Project Plan

Deliverable 1.2: List of worksheets/forms

Deliverable 1.3: List of hardware/software needs with approximate costs

2. Activity 2: Customize the software for the SAVIN system

The SAVIN system needs worksheets and reports that contain certain information. Some (or perhaps all) of this information may be available in the Offeror's basic software package; however, some customization will undoubtedly be required and must be performed by the Offeror.

- a. Customize the SAVIN system to capture information in PSD and HPA data bases/systems and publish reports:

Deliverable 2.1: Customize SAVIN system for PSD and HPA data.

Deliverable 2.2: Demonstrate customization in person or by web or by email.

3. Activity 3: Purchase of needed hardware

PSD will determine if it is in its best interest to purchase its own hardware or contract the Offeror. This activity will probably be mostly accomplished by the PSD although some equipment could be purchased through the Offeror or with the Offeror's assistance. PSD believes the Offeror will be responsible for, at a minimum, the following tasks that will be part of Activity 4:

- a. The Offeror purchase of the necessary hardware and third-party software, if requested.

Deliverable 3.1: Make sure that the PSD has the required equipment for installation of the SAVIN system.

This activity should be concurrent with Activities 2.

4. Activity 4: Conversion of interim database to new SAVIN system

The Offeror is responsible for, at a minimum, the following tasks that will be part of Activity 4:

- a. Develop a plan to convert the current SAVIN system database to the new SAVIN system.
- b. Convert the interim database.
- c. Demonstrate that the conversion was successful to the PSD by being able to access and update data.

Deliverable 4.1: Develop and discuss plan with PSD.

Deliverable 4.2: Demonstrate that the conversion was successful.

Deliverable 4.3: Completed conversion with signoff by PSD.

This activity may also be concurrent with Activities 2 and 3.

5. Activity 5: Installation of the new SAVIN system

The Offeror is responsible for, at a minimum, the following tasks that will be part of Activity 5:

- a. Install the new SAVIN system on the server.
- b. Interact with the PSD to assure that all associated devices function correctly.
- c. Make sure that the integrated system functions including the converted database.
- d. Get evidence intake functioning.
- e. Get the individual disciplines up and running in turn.

Deliverable 5.1: SAVIN system installed.

Deliverable 5.2: Other associated instruments installed

Deliverable 5.3: Demonstrate that system is working to PSD staff.

**Deliverables 5.1 is envisioned to take a month.*

6. Activity 6: Training of PSD staff and testing of new SAVIN system

The Offeror is responsible for, at a minimum, the following tasks that will be part of Activity 6:

- a. Create materials for End-User Training. This includes defining the data that must be entered into the test database to support the training materials.
- b. Train designated PSD staff in the use of the SAVIN system. Bid proposals must state both the minimum and recommended training for full users. Onsite installation and training provided. All Offerors must provide pricing for onsite training.
- c. Train a System Administrator in higher-level function of the SAVIN system.
- d. Create technical documentation for PSD staff to support ongoing maintenance of the SAVIN system. The Offeror must review this documentation with the PSD's ITS staff. The Offeror's proposal must clearly specify what the Offeror proposes to deliver for technical documentation. The Offeror must include a System Administration manual.
- e. The Offeror must setup a temporary training database (or equivalent) to enter training data and to test the SAVIN system.

- f. The Offeror must answer questions arising during training and correct any problems that become evident during the training/testing period.
- g. PSD expects each individual discipline to be tested as each discipline comes on-line. The length and complexity of this testing will be based on mutually agreed criteria.
- h. Before final payment is made, a complete system test will be run for an agreed upon period. The length and complexity of this testing will be based on mutually agreed criteria.

Deliverable 6.1: Create training materials.

Deliverable 6.2: Create manual for IT.

Deliverable 6.3: Provide Training.

Deliverable 6.4: Create test database.

Deliverable 6.5: Run discipline tests.

Deliverable 6.6: Fix any problems that become evident during testing.

Deliverable 6.7: Run complete system test.

Deliverable 6.8: Fix any problems that become evident during test.

This activity will be accomplished concurrently with installation, as staff cannot be online with the SAVIN system without training. There will be an additional several weeks to fix bugs and problems arising during testing and training.

7. Activity 7: Warranty Period

The Offeror is responsible for, at a minimum, the following tasks that will be part of Activity 7:

- a. For the initial contract period and any extended period of the contract, offeror must have staff available remotely to answer questions and fix any bugs (at no charge to PSD). This includes but is not limited to: resolving any software or interface problems, training questions, backup failure, or malfunctions, etc.
- b. **ALL upgrades to the SAVIN system shall be provided during the contract period by the Offeror at no additional cost to PSD.**
- c. Offeror must notify the PSD Contract Administrator annually with a written summary of any adjustments made to the system. This notification will include any further technical support information that will or can be provided (i.e. telephone numbers, service call costs and maintenance contract options, etc.).
- d. The Offeror must provide a bug tracking system, to facilitate tracking changes/debugging.
- e. The Offeror's staff must respond in within 24 hours to discuss non-emergency assistance requests, Monday – Friday. The Offeror's staff must answer "emergency" requests (system down) within 4 hours from initial alert. Onsite visits will only be necessary after prior arrangement and pre-approved by PSD's Contract Administrator and will be limited.

D. Experience

Offeror shall:

1. Provide a complete, relevant, and current client listing.
2. Have been in business and performed services specified by this RFP for 5 or more years.
3. Provide a list of key personnel and associated resumes for those who will be dedicated to this project.
4. Provide a list of at least three (3) references from the Offeror's current client listing that may be contacted by the Federal, State, or County, as to the Offeror's past and current job performance, and length of contract. Offeror shall provide names, titles, organizations, telephone numbers, email and postal addresses.
5. Provide a summary listing of judgments or pending lawsuits or actions against key personnel in relation to work; adverse contract actions, including termination(s), suspension, imposition of penalties, or other actions relating to failure to perform or deficiencies in fulfilling contractual obligations against your firm. If none, so state.
6. Provide a list of sample projects and/or examples of written plans.
7. Be registered to do business in the State of Hawaii. Refer to Section 5.02 – Responsibility of Offerors to be in continued compliance with all licensing.
8. Be capable of providing a customizable, commercially available, off-the shelf SAVIN system software that can integrate with a modern victim notification platform which is expandable and configurable. (Specific software requirements and capabilities are listed below under Section Two, Scope of Work.)
9. Demonstrate experience in development and maintenance of software applications built on platforms that support multi-tenant, scalability, and role-based deployment of a SAVIN system or other business information systems in another federal, state, or county agency within the past five (5) years.
10. Demonstrate customer satisfaction. This may be demonstrated by providing annual summaries of customer survey for the past three (3) years, etc.
11. Demonstrate competency with use and interfacing products. This may be demonstrated by certification with a company, as well through product demonstration and customer recommendations.

12. Demonstrate knowledge of the SAVIN system guidelines and experience with other technology solutions within the criminal justice environment is required.
13. Demonstrate the ability to provide on-site installation, training and service for situations agreed upon under a warranty and/or service contract.
14. Demonstrate that it has the necessary skills, abilities, and knowledge relating to the delivery of the proposed services. The Offeror shall provide a description of projects/contracts pertinent to the proposed services. The Offeror shall describe its own plans for quality assurance and evaluation for the proposed services, including methodology.
15. Demonstrate its ability to train and provide administrative direction relative to the delivery of the proposed services. The Offeror shall provide the minimum qualifications (including experience) for staff who implement and train PSD staff on the software.
16. Provide an organization chart that reflects the position of each staff and line of responsibility/supervision to include, Individual staff's position title, name, and full-time equivalency. Both the "Organization-wide" and "Program" organization charts shall be attached to the Proposed Application.

The Contractor shall be responsible for any and all work subcontracted.

Acceptance of the Sub-Contractor by the State shall not relieve the Contractor of its responsibilities of due diligence with regards to the Subcontractor's compliance to the contract's requirements, Federal, State, and County laws.

The State reserves the right to reject any proposed Sub-Contractor. Failure by the Contractor to propose an acceptable Sub-Contractor, may affect the scoring received in the associated task.

2.3 STATE OF HAWAII'S DEPARTMENT OF PUBLIC SAFETY RESPONSIBILITIES

- (1) Work with Offeror updating lookup tables for the application.
- (2) Participate in the functional demonstration and acknowledge completion of the installation.
- (3) Conduct user testing of the application.
- (4) Identify in writing any discrepancies in system functionality.

2.4 TERM OF CONTRACT

The tentative contract term will be for a twenty-four-month period from May 1, 2021 through April 30, 2023, or as stated on the Notice to Proceed. The transition period is inclusive of the contract period. Unless terminated, the State may extend the term of the contract for an *additional two (2)*, twelve-month periods or portions thereof without the necessity of re-soliciting, upon mutual agreement in writing at least sixty (60) days prior to the expiration of the contract, and subject to the availability of funds. The contract price for the extended period shall remain the same or as described in the proposal. A single contract will be awarded under the request of this proposal.

When interests of the State or the Contractor so require, the State or the Contractor may terminate the contract for convenience by providing six (6) weeks prior written notice to the other party.

2.5 CONTRACT ADMINISTRATOR

For the purposes of this contract, Ms. Juliet Sadama-Uemura/Corrections Program Specialist, Corrections Division, Reentry Coordination Office, (808) 587-1386, juliet.a.sadama-uemura@hawaii.gov, or authorized representative from PSD, is designated the Contract Administrator.

PSD's Contract Administrator or authorized representative from PSD shall recommend and approve any travel by the Offeror to attend any onsite meetings with PSD, etc. in relation to this contract.

Offeror shall clearly communicate with PSD's Contract Administrator.

PSD's Contract Administrator shall have made the final determination in all matters related to this contract.