

State of Hawaii  
Department of Public Safety  
Honolulu, Hawaii

**Request for Information**  
**No. RFI 20-ADM-01**  
To  
**Furnish, Host, Train, and Provide Support**  
**For A**  
**Corrections Management System (CMS)**

ISSUE DATE: **AUGUST 30, 2019**

The State of Hawaii, Department of Public Safety (PSD) is seeking information to assist in the development of a Request for Proposal (RFP) for a Corrections Management System (CMS). This Request for Information (RFI) is for planning purposes only. It is neither a solicitation notice nor a Request for Proposals (RFP). Responses to this RFI are not offers and cannot be accepted by the State of Hawaii to form a binding contract. This RFI shall not limit any rights of the State, and the State reserves all its rights including but not limited to its right to elect not to procure the goods and/or services that are the subject of this RFI and its right to procure them from a vendor that has not responded to this RFI.

Our purposes in issuing this RFI are to:

1. Determine Integrated Corrections Management Systems with a common database platform that are state-of-the-art in technology and are able to manage inmate information for eight (8) hybrid Jail/Prison facilities (and a remote site in Arizona) and, five (5) Intake Service Center Offices located on four islands throughout the State of Hawaii.
2. Obtain demonstrations of Corrections Management Systems capable of supporting the aforementioned needs.

The information received will assist PSD in preparing specifications for a subsequent solicitation. Specifications for a subsequent solicitation may not be limited to the above and may be expanded based on information gained as a result of the RFI process.

PSD also reserves the right to incorporate into its solicitation, if/when issued, any recommendations or comments presented in response to this RFI. Neither PSD nor the vendor responding has any obligation under this RFI.

Respondents are responsible for all expenses associated with responding to the request. PSD is under no obligation to pay for any information or ideas submitted in response to the Request for Information or for any costs incurred by any party as a result of this request.

**Tentative Schedule:**

Request for Information Release Date:	August 30, 2019
Orientation Meeting:	September 9, 2019
Written Questions	September 13, 2019
Addendum to Respond to Questions	September 20, 2019
Response to RFI	September 30, 2019, 4:00 pm

<b>INDUSTRY DAY – Oral Presentation / Product Demonstration / Questions and Answers</b>	<b>October 7, 2019 through October 18, 2019</b>
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**ORIENTATION MEETING:** An orientation meeting is scheduled for September 9, 2019. The meeting will be conducted via telephone conference call at:

TIME: 10:30 AM TO 12:00 PM, HST.  
Call-in number: 1 (515) 604-9094  
Access Code: 271-724-223#

The purpose of the meeting is to provide interested parties an overview of the Request for Information (RFI). Questions regarding the RFI should be forwarded to the e-mail address below.

**INDUSTRY DAY:** The PSD may invite vendors to make oral presentations/product demonstration, participate in individual question-and-answer sessions, or participate in other fact-finding activities the PSD may determine to be necessary concerning their responses. Vendors should indicate in their responses whether they are willing to participate in these sessions as part of an industry day. Attendance and participation to the industry day is not mandatory nor a requirement to submit a response to the RFI.

**Written Correspondence, Questions, and RFI submittals:**

E-mail (preferred): [psd.bids@hawaii.gov](mailto:psd.bids@hawaii.gov)

Hard Copies: Department of Public Safety  
Administrative Services Office – Procurement and Contracts  
919 Ala Moana Blvd, Suite 413  
Honolulu, Hawaii 96814

Respondent shall also submit one (1) copy clearly marked “For Public Inspection.” This copy should not include information that the respondent deems to be Trade Secret or Confidential Information. This copy will be made available to the public, if requested.

PSD shall not provide any reimbursement for the cost of developing, presenting, submitting, or reviewing any information in response to this RFI.

# SECTION ONE

## BACKGROUND AND PURPOSE

### PSD Background:

The PSD manages offenders in its eight (8) hybrid jail/prison facilities on four (4) islands across the State of Hawaii and an out-sourced prison facility in Arizona.

The State of Hawaii is one of only six (6) states nation-wide that maintain community correctional centers that combine pre-sentenced inmates with inmates who have been sentenced to one year or less. PSD also maintains prisons for those whose term is longer than one year and parole violators.

Total inmate population fluctuates but was last recorded at approximately 5,500 adults.

Our present system is split into four major components, operationally and technologically:

- Facility Custody Management
- Intake Service Centers
- Inmate Trust Accounting
- Aggregate Corrections Reporting

#### **A. Facility Custody Management**

Our largest inmate data source is OffenderTrak (currently owned by Motorola, Inc.). It maintains facility intake, custody and, demographic information. The Oracle software client interfaces with an on-premise Oracle v11.2 database platform using Microsoft Windows Server 2008. It maintains a history spanning several decades.

Users of this information number approximately 1,400 located according to their respective facility. This population consists of facility personnel (guards, social workers, and records management specialists). Beyond immediate uses this information is referenced by Intake Service Centers, Hawaii Paroling Authority, PREA administration, Security Threat Group (STG) monitoring, a research statistician, and administrative/department executives (reports). OffenderTrak transmits electronic information to the State Judiciary, State Department of Labor, victim notification, healthcare division (for use by facility medical staff), inmate education, and facility telephone system. It receives electronic information from law enforcement agencies relevant to each of Hawaii's four (4) counties.

Sentencing Calculation (i.e. "release date") is of particular interest. Separate ad-hoc and contracted "helper" applications in MS Access have been devised to facilitate proper release date computation.

**Facility Custody Management** includes a wide range of functions from facility intake to exit that include:

- Sentence Calculation – Offender Records Management
- Inmate Classification – Facility Intake
  - Detailed Demographics, photos, and Scars, Marks and Tattoos (SMT)
- Inmate Housing Location
- Automated Victim Notification
- Incident Reporting - Misconduct
- Court Appointments/Transfers - Movement
- Visitor Registration
- Escape/Recapture
- Security Threat Group (STG) designation
- Prison Rape Enforcement Act (PREA) reporting
- ...and more

**B. Intake Service Center Division (ISCD)** is the second largest data store. Its client is customized in-house code written in Microsoft C# and stores data in an on-premise Microsoft SQL Server v2012 database on a Windows Server 2008 computer. Users of ISC include approximately 60 Human Services Professionals and social workers. County police departments transmit data to their respective Intake Service Center regularly (about every 7 minutes).

ISCD is responsible for initial facility intake of persons committed to the custody of the PSD. This occurs at the Community Correctional Centers (CCC) located on Oahu, Maui, Hawaii, and Kauai. ISCD is also responsible for preparing bail reports on persons unable to afford bail and for supervising individuals, who are released pending trial and ordered by the courts to some type of pretrial supervision.

The first major function of ISCD is facility intakes. In FY 2018, ISCD performed 12,708 facility intakes. These intakes include collecting personal and family information, security information, and a medical/mental health screen. As part of the intake process, ISCD staff are required to complete a classification assessment on each admission to insure the proper housing placement at the CCC. In May of 2014, ISCD began conducting the PREA screening.

The second major function of ISCD focuses on bail evaluations. All persons being held for bail by the county police or confined in a CCC with bail is eligible for a bail evaluation. In FY 2018, ISCD conducted 10,557 bail investigation reports. A bail investigation starts with the ISCD staff assessing the detainee using the Ohio Risk Assessment System-Pretrial Assessment Tool (ORAS-PAT). The ORAS-PAT will score the detainee as low, medium or high risk for pretrial failure. Pretrial failure is defined as being arrested for a new crime or failing to appear in court while on pretrial release. The bail evaluation is submitted to the court with a recommendation for some form of pretrial release or that the person be held pursuant to the Court's order, which may include bail.

The third function of ISCD is to supervise persons released by the court on pretrial supervision. In FY 2018, ISCD had a total of 2,200 new cases of supervised release for a total active caseload of 11,543 statewide. There was a total of 1,873 closed cases with 1,210 cases successfully closed and 663 cases that were unsuccessful. The cases that were closed unsuccessfully were due to arrests for new crimes, failure to appear to court, positive illicit drug use and other court condition violations. In FY 2018, ISCD's supervised release program achieved a 65% success rate

**C. Inmate Trust Accounts (ITA)** represent inmate financial accounts that provide the means for inmates to purchase prison commissary items and to store income from prison work performed. Deductions from these accounts can also occur for Victim Restitution based on court rulings and statutory requirements.

ITA was developed in a native Oracle suite version 6.0 on a Microsoft Windows Server 2003. Its users include facility business office account clerks, office assistants, and restitution specialists. ITA receives nightly transmittals from OffenderTrak in order to synchronize inmate movements and perform other vital processes. Each correctional facility currently maintains its own, independent bank account – transfer checks must be sent to receiving facilities when inmates are relocated.

Each week, ITA Store Orders (from prison commissaries) are transmitted to a third party along with balances. The third party processes these orders and returns those with sufficient funds and product inventory. Earnings from “Work Line” (prison work) opportunities are deducted automatically based on statutory requirements.

Although the application functions, the supported life span of its database version has expired. Attempts to upgrade it have been met with re-engineering and fiscal challenges.

**D. Aggregate Corrections Reporting** is an imperative for PSD. Pre-defined, functional/operational reports that maintain office productivity are supplied by OffenderTrak, ISC, and ITA. Aggregate reports allow the executive branch to view the Division as a whole from several angles. This role is also responsive to news media and public information inquiries when called upon.

This necessity is currently managed dynamically for ISC and via manual downloads for OffenderTrak into Microsoft Access. Trained, authorized staff are free to create their own queries using the intuitive, graphical interface to be combined with Excel for formatting purposes, or SAS for statistical analysis.

As implied above, Aggregate reporting requires an ongoing investment from IT, and a dedicated research analyst with an intermediate/advanced mastery of reporting tools with significant familiarity with the disparate data storage media of their sources.

E. PSD also coordinates the following correctional programs in addition to the four major components mentioned above.

1. **Education Services**: The vision of the Education Services Branch is to assist in developing self-empowered individuals who are successful in their reentry back into community. Its mission is to realize and actualize the potential of each individual through the development of academic education, career and technical training, cultural awareness and awakening, social, emotional and spiritual growth. Inmates may use transcripts and certificates at their Parole Board hearings. Education is a member of the Alliance for Higher Education in Prison and the ACA. There are approximately 20 Education Specialists at facilities across the State.

Education Services information is managed by an off-premise web-based, “asp”, solution written in VB 6.0 with data storage in MS Access. This solution is outsourced and is currently undergoing a significant upgrade. It receives nightly downloads from OffenderTrak to capture Inmate ID’s and demographic information.

2. **Substance Abuse Services**: The goal of the Substance Abuse Services is to eliminate the risk of recidivism with respect to substance abuse habits and crime. Risk assessments are based on screening sessions with inmates on several levels such as standard LSI-R/ASUS and Biological/psychological/social behaviors. Subsequent to these screening sessions, inmates are assigned to a Recommended Treatment Level (RTL) from which a schedule of treatment is designed and managed. Progress notes are recorded and success rates are measured.

Substance Abuse data is manually assembled with the use of Microsoft Excel on a Microsoft Windows desktop. Information is garnered from OffenderTrak screens and reports as well as supplemental multi-state consortiums.

3. **Library Services** – Reading material inventory and check-out history.
4. **Health Care Division** manages electronic medical records using a solution contracted to eClinicalWorks (eCW). This system is comprised of a client/server interface with an on-premise server farm. eCW receives downloads from OffenderTrak regularly. Healthcare Division has expressed interest in an integrated solution with a Corrections Management System for paperless, real-time transparency.

## **SECTION TWO**

### **FORMAT OF SUBMITTALS IN RESPONSE TO REQUEST FOR INFORMATION**

#### **II. Objective**

The purpose of this RFI is to take the first step in identifying requirements that include a suite of functional modules to accomplish the integration of the major application component functionality identified in the previous sections:

- Facility Custody Management
- Intake Service Center Functions
- Inmate Trust Accounting
- Aggregate Corrections Reporting

We also hope to see solutions with integrated correctional reform programs and healthcare modules.

The ideal solution should consist of proven, Customizable Commercial-Off-The-Shelf (CCOTS) software designed to fulfill our present needs in addition to supporting current and emergent reform research movements. This ideal should operate reliably with minimal code customization. The new solution should be capable of data transmittal to- and from- other agencies such as our county police, judiciary, victim notification, labor department...etc. at varying frequencies with minimal intervention. And, at minimum, it should house presently separate data systems within the same database platform (DBMS) as tightly bound, related databases or within a single, logical database to facilitate research and statistical reporting.

PSD is also seeking information on solutions where some components are still in development and/or where suite integration is not yet complete. We are seeking information from vendors whose products/services demonstrate a product set, an associated product development roadmap, and associated timeline that meets the intent of our vision for CMS. We are also interested in the information related to successes and challenges in deploying and supporting products in the functional areas described above as well as their capacity to provide the resources for the full project life cycle

#### **II. RFI Response Format/Information Requested**

**INTERESTED PARTIES SHALL FOLLOW THE FORMAT BELOW FOR THEIR SUBMITTAL:**

1. Enterprise Architecture (Functional and Technical)  
Please provide the following:



- a. An overview of the proposed solution describing the underlying design.
- b. The system architecture and its underlying technology. Please also include applicable details of the level of data and process integration, such as a common database between functional modules/services or an integrated set of transactional databases with real-time synchronization.
- c. Where components of this architecture currently exist or are nearing production release, please include a relatively detailed description of these components. Where components are in the planning or development stage, please describe their specific intended functions and their role in the overall architecture.
- d. The rationale and explanation of why the described architecture and technology would be beneficial to PSD and how it will support and enhance the Department's strategic vision.
- e. Disaster/Recovery Plan (DRP)  
For *hosted solutions*, describe preventative measures you have taken to preserve the data and interfaces.

For *on-premise solutions*, describe backup and recovery steps you have recommended for existing customers.

## 2. Security Controls

Due to the sensitive nature of the information being generated, collected, and/or derived within the system, as well as privacy regulation that impact corrections operations, please provide an overview on how your solution protects PSD data from breach and/or unauthorized access.

Additional HIPAA compliance for solutions that manage sensitive medical data. And, for on-premise solutions, proof of compliance with Microsoft "Best [Security] Practices".

## 3. Migration/Transition Plan

Assuming a start date of March 1, 2020, propose a preliminary plan and timeline on how various system functions and data of PSD's existing application environments could be integrated and migrated to the new system. The present system, OffenderTrak, has been operational for over 20 years with outgrowths into separate, distinct applications such as Inmate Trust Funds, and Intake Service Centers. Collectively, they manage a considerable amount of archival information that must be transitioned to the new system.

4. Training

Provide training options on the new system (end user, system training, train the trainer, etc.). There is a strong interest in the trend towards on-demand video training for new recruits and to re-sharpen techniques of more experienced staff.

5. Time Zone Accommodation.

A demonstration that submitted products will function properly within our unique Time Zone (Hawaii Standard Time) for local facilities in conjunction with our remote facility in Arizona.

6. References and Testimonies

Provide a list of customers, ideally customers with mixed populations (jail and prison) as we maintain here in Hawaii, who have acquired and installed relevant software from your company that you would propose to be part of our environment.

The list should include the following:

- Customer Name
- Contact name and title
- Contact Information: Address, telephone number and email
- Description of modules installed
- Timeframe for implementing software
- Cost for implementing software
- Cost savings and/or performance improvements achieved
- Migration/Transition timeline for project.

7. Technical Support

Please provide information on how you plan on providing continuous technical support to Public Safety users in Hawaii, after the initial transitional period. Due to our isolated locale, there may be time zone concerns.

8. Additional Comments/Information

- a. Based on your review of the approach and requirements described above, what do you feel are the strengths and weaknesses of this approach?
- b. What are the major challenges or technical difficulties Hawaii could face by following this approach?
- c. Please provide any additional comments/information that you feel would be beneficial to PSD in deciding on a platform and vendor to provide the services outlined in this RFI.

9. Pricing

**In order to determine the feasibility of implementing a system as outlined herein, please provide an anticipated “ball park” cost including start-up costs, data migration costs, implementation cost, training costs, maintenance costs, etc.** The information

provided will be used for planning purposes only and should not be construed as part of a future RFP solicitation.

10. Corporate standing with regard to HCE Certificate of Vendor Compliance.

HCE Certification will be required for all respondents if/ when a final RFP is published.

HCE certification is not required for this RFI. Information regarding HCE Compliance may be gathered at <https://vendors.ehawaii.gov/hce/splash/welcome.html>.

11. INDUSTRY DAY: The PSD may invite vendors to make oral presentations/product demonstration, participate in individual question-and-answer sessions, or participate in other fact-finding activities the PSD may determine to be necessary concerning their responses. Vendors should indicate in their responses whether they are willing to participate in these sessions as part of an industry day. Attendance and participation to the industry day is not mandatory nor a requirement to submit a response to the RFI.