



California Department of Corrections and Rehabilitation

REQUEST FOR INFORMATION

Event Number: RFI_CDCR_OFTS_01312020

For

OFFENDER AND FAMILY TECHNOLOGY SERVICES

Release: January 31, 2020



State of California, Department of Corrections and Rehabilitation
REQUEST FOR INFORMATION
Event Number: RFI_CDRCR_OFTS_01312020

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Table of Contents

Request for Information (RFI)	4
I. Introduction and Purpose	4
A. Key Action Dates.....	4
B. RFI Response Instructions.....	5
C. Contact Information.....	5
D. RFI Disclaimer.....	5
II. PROJECT DESCRIPTION	6
A. Background.....	6
B. Current Environment.....	6
C. Desired Environment.....	6
Attachment A: Vendor Questionnaire	8
Attachment-B	
CDCR Adult Institutions and Facilities.....	
Attachment-C	
CDCR Youth Facilities.....	



Request for Information (RFI)

DATE: January 31, 2020

TO: All Interested Parties

FROM: The California Department of Corrections and Rehabilitation (CDCR), Director’s Office of Enterprise Information Systems (EIS), **hereafter referred to as State**

SUBJECT: Event Number: **RFI_CDCR_OFTS_01312020**, Offender and Family Technology Services (OFTS)

I. Introduction and Purpose

This Request for Information (RFI) is being released by the State of California, Department of Technology (CDT), on behalf of the California Department of Corrections and Rehabilitation (CDCR). CDCR seeks responses from interested and qualified vendors for the provision of a modern and multi-layered solution for Offender communications services.

This RFI seeks information and best practices from the vendor community on current and emerging technologies for offender communications, including but not limited to voice calls, electronic messaging, video relay services, and video calls on various devices or platforms. CDCR also seeks information on how the vendor community can enable CDCR to use these devices or platforms to enable offenders to consume educational, literacy, and rehabilitative content and to use CDCR tools to help increase process efficiency in CDCR facilities. The State also desires to learn about other vendor-provided capabilities which may include applications for trust account balance information, canteen orders, entertainment, problem reporting, or other services.

All interested vendors must complete Attachment A, Vendor Questionnaire as part of their RFI response.

Collective information provided by the vendor community may be used to develop alternatives for consideration. Please provide your best advice based on your experience with other organizations and initiatives of this kind. Responses to this RFI should adhere to the questions listed in Attachment A. Completion of this RFI will be performed at no cost to the State. The intent of this RFI is solely for information and planning purposes and does not constitute a solicitation. A contract will not be awarded based on this RFI.

Please read this RFI document thoroughly and adhere to the response submission guidelines.

A. Key Action Dates

Listed below are the RFI Key Action Dates and times (all times noted are Pacific Time) by which actions should be taken or completed.

Task	Target Date
Request for Information (RFI) release to Vendors	January 31, 2020
RFI Responses from Vendors due to State	February 21, 2020
Pre-solicitation release to Vendors (estimate)	March 16, 2020
Vendor Feedback on Pre-Solicitation due to State (estimate)	April 2, 2020
State and Vendor meetings to discuss feedback (estimate)	April 20-24, 2020
Release Solicitation (estimate)	June 2020



State of California, Department of Corrections and Rehabilitation
REQUEST FOR INFORMATION
Event Number: RFI_CDCR_OFTS_01312020

Contract Award (estimate)

February 2021

B. RFI Response Instructions

The responses to questions identified in Attachment A shall be no more than two (2) pages in length per question and must specifically answer the questions herein. Other material may be submitted with the RFI, but will only be reviewed at the State's discretion.

Responses to this RFI must be submitted via e-mail, preferably in the native file format of Microsoft Word, to the State's contact listed in Section I.C. Contact Information, and must include the following information in the email subject line: **RFI_CDCR_OFTS_01312020**.

Responses must be submitted by the date and time stated in the Key Action Dates.

Vendors must submit a signed cover letter with their response to the RFI that also includes a statement by the individual certifying the information in the response is true and accurate to the best of his/her knowledge at the time of submittal. The cover letter shall also include contact information including the name, title, address, phone number, and e-mail address of the primary contact person for the RFI.

C. Contact Information

Vendors must submit their written response, via e-mail, to the State contact listed below:

Contact: Emily Klahn

Agency: California Department of Technology, Statewide Technology Procurement

Email: Emily.Klahn@state.ca.gov

Phone: 916-628-5661

D. RFI Disclaimer

CDCR is not taking any steps in a competitive bidding process in this RFI and is under no obligation to Vendors in any manner whatsoever. Neither this RFI nor any information provided by any Vendors hereto shall or shall be deemed to create any legally binding agreement or obligations upon CDCR. A response to this RFI is not an offer and cannot be accepted by CDCR to form a binding contract. This RFI is solely designed to provide CDCR with meaningful information to enable CDCR to determine how to proceed with its activities.

The submission of a response does not constitute any commitment on the part of the interested party. However, the Vendor agrees that the submitted information is correct to the best of the Vendor's knowledge. Also, the right to compete in future procurements is not affected in the event that the party chooses not to submit a response to this RFI. CDCR is also interested in learning the reasons for not submitting a response.

Vendors are advised that all documents submitted in response to this RFI will become the property of the State of California, and will be regarded as public records under the California Public Records Act (CPRA) pursuant to Government Code Section 6250 et seq. and subject to review by the public. The intent of this RFI is to validate project objectives and requirements for possible future solicitations. Please do not include any confidential or proprietary information in responses to this RFI as it may be disclosed or be subject to the CPRA.

Note: *The intent of this RFI is solely for information and planning purposes and does not constitute a solicitation. Therefore, do not include any proprietary or confidential information in your response to this RFI.*



II. PROJECT DESCRIPTION

A. Background

CDCR oversees offender incarceration, as well as providing parolee services. These responsibilities include:

- 1) State correctional institutions;
- 2) California Department of Forestry and Fire Protection (CAL FIRE)/CDCR fire camps' custody and administrative services for offenders;
- 3) Community Correctional Facilities (CCF) with disciplinary, release, and custody oversight of offenders;
- 4) Community Programs (CP's) with disciplinary, release and custody oversight for female offenders; and,
- 5) Adult parolee supervision.

CDCR has thirty-five (35) adult institutions, forty-three (43) adult CAL FIRE/CDCR fire camps, seven (7) adult CCFs, and five (5) CPs housing approximately 125,000 adult offenders. CDCR operates three (3) youth facilities and one (1) youth fire camp, housing approximately 600 youth offenders. Additionally, CDCR supervises approximately 46,000 adult parolees throughout the State. A list of CDCR adult facilities and locations can be found in Attachment B. A list of CDCR youth facilities and locations can be found in Attachment C.

B. Current Environment

Through two separate contracts held by CDCR, offenders and their family and friends are currently provided the following services:

- voice calls via vendor provided wired telephones
- electronic messaging via vendor provided tablet devices and kiosks
- video relay services via vendor provided terminals
- entertainment on vendor provided tablet devices and kiosks

One contract with JPAY provides electronic messaging and entertainment at five (5) CDCR institutions. A separate contract with GTL provides voice calls and video relay services for those offenders that utilize American Sign Language (ASL). Both contracts can be made available by written request to the Procurement Official.

C. Desired Environment

The current environment has limitations with data collection, ticketing/issue reporting, and investigative tools. While some functionality has been updated under the current agreements, the rollouts of updates have been difficult and lengthy.

In a new solution, the State seeks to consolidate the services into one solution. Additionally, enhanced data collection, ticketing, investigative, and intelligence tools are highly desired. The State also requires a solution that will be continually updated with the latest available technology at no additional cost to the



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State, offenders and their friends and families. The solution must allow for the State to add CDCR provided content and applications on the vendor's devices and platform. All infrastructure and construction costs shall be provided at the vendor's expense. The vendor's revenue to support the solution shall be derived from the services provided to the offenders and their friends and families. The State expects that any new solution provided must offer a lower rate for services than the existing contracts. Additionally, any new solution must follow the current compensation model which directly charges the offenders' families and friends for services.

The new vendor will have 12 months from the contract award to transition-in the existing services, infrastructure, and equipment. During the transition-in period the new vendor at a minimum shall maintain the telephone and VRS services with no interruption to the offenders and their friends and families. The remaining services shall be deployed in a phased approach beginning with messaging services.



Attachment A: Vendor Questionnaire

Please provide responses to the following items as it pertains to your solution. The response to each item must be no more than two (2) pages in length. Diagrams and figures may be provided beyond the two (2) page limit.

1. What should CDCR consider in preparing to acquire communications solutions that provide contemporary communications services coupled with the ability to use technology to extend our programs for literacy, education, English language instruction, and rehabilitation in general via content and tools developed and delivered by CDCR?
2. Provide three specific examples or projects that demonstrate your company's commitment to supporting rehabilitative efforts through a complete communications suite.
3. Describe what services should be included and or excluded from CDCR's solicitation, to obtain the lowest possible rates for offender families and friends.
 - 3.1. Is there a benefit to segregate any services into a separate solicitation? If so, which services should be procured separately and why?
 - 3.2. Are there services that should be bundled? What are the benefits of bundling these services?
4. Describe any new or emerging technologies that may provide benefit towards offender rehabilitation. Include the following information:
 - 4.1. Why are these technologies most beneficial to offenders and their families and friends?
 - 4.2. What are the potential cost drivers or tradeoffs for solution implementation?
 - 4.3. What data can be provided to CDCR to demonstrate these new and emerging technologies contributing towards an offender's rehabilitation or other benefits to CDCR?
 - 4.4. Describe any features and functions CDCR should consider that benefit the offender or CDCR in using or managing devices/platforms.
5. What tools or resources does your company use to ensure project success in a prison environment?
6. The current Inmate Ward Telephone Services (IWTS) contract provides for CDCR to retain ownership of existing infrastructure and equipment (telephones, enclosures, Video Relay Services (VRS) terminals). Please provide recommendations for transition in planning; what should CDCR consider in transition planning for this procurement specific to the unique corrections and rehabilitation characteristics. The new vendor will have 12 months from the contract award to transition in the existing services, infrastructure and equipment.
7. If a vendor does not intend to use existing equipment in their proposed solution, provide recommendations and considerations for transition out that addresses future equipment ownership and management without interruption of service.
8. What would your company need from CDCR or the incumbent vendors to ensure your company could completely transition services within the 12-month transition timeline?
9. Describe any investigative and intelligence technology CDCR should consider that would enable CDCR to proactively:
 - 9.1. Provide assistance to or protect an offender
 - 9.2. Take action to prevent crime
 - 9.3. Respond to threats, protect staff/public



California Department of Corrections and Rehabilitation

ADULT INSTITUTIONS

CDCR Adult Institution	Physical Address
Avenal State Prison (ASP)	1 Kings Way Avenal, CA 93204 (559) 386-0587
California City Correctional Facility (CAC)	22844 Virginia Blvd. California City, CA 93505 (760)246-7600
California Correctional Center (CCC)	711-045 Center Rd. Susanville, CA 96130 (530) 257-2181
California Correctional Institution (CCI)	24900 Highway 202 Tehachapi, CA 93581 (661) 822-4402
California Health Care Facility, Stockton	7707 Austin Road Stockton, CA 95215 (209) 467-2500
California Institution for Men (CIM)	14901 Central Avenue Chino, CA 91710 (909) 597-1821
California Institution for Women (CIW)	16756 Chino-Corona Road Corona, CA 92880 (909) 597-1771
California Men's Colony (CMC)	Highway 1 San Luis Obispo, CA 93409 (805) 547-7900
California Medical Facility (CMF)	1600 California Dr. Vacaville, CA 95696 (707) 448-6841
California Rehabilitation Center (CRC)	5th Street & Western Norco, CA 92860 (951) 737-2683
California State Prison, Corcoran (COR)	4001 King Avenue Corcoran, CA 93212 (559) 992-8800
California State Prison, Los Angeles County (LAC)	44750 60th Street West Lancaster, CA 93536-7620 (661) 729-2000
California State Prison, Sacramento (SAC)	100 Prison Road Represas, CA 95671 (916) 985-8610
California State Prison, Solano (SOL)	2100 Peabody Road Vacaville, CA 95696 (707) 451-0182
California Substance Abuse Treatment Facility (SATF)	900 Quebec Avenue Corcoran, CA 93212 (559) 992-7100
Calipatria State Prison (CAL)	7018 Blair Road Calipatria, CA 92233 (760) 348-7000
Centinela State Prison (CEN)	2302 Brown Road Imperial, CA 92251 (760) 337-7900



California Department of Corrections and Rehabilitation

ADULT INSTITUTIONS

CDCR Adult Institution	Physical Address
Central California Women's Facility (CCWF)	23370 Road 22 Chowchilla, CA 93610 (559) 665-5531
Chuckawalla Valley State Prison (CVSP)	19025 Wiley's Well Rd. Blythe, CA 92225 (760) 922-5300
Correctional Training Facility (CTF)	Highway 101 North Soledad, CA 93960 (831) 678-3951
Deuel Vocational Institution (DVI)	23500 Kasson Road Tracy, CA 95376 (209) 835-4141
Folsom State Prison (FSP)/Folsom Women's Facility (FWF)	300 Prison Road Represa, CA 95671 (916) 985-2561
High Desert State Prison (HDSP)	475-750 Rice Canyon Rd. Susanville, CA 96127 (530) 251-5100
Ironwood State Prison (ISP)	19005 Wiley's Well Road Blythe, CA 92225 (760) 921-3000
Kern Valley State Prison (KVSP)	3000 W. Cecil Avenue Delano, CA 93215 (661) 721-6300
Mule Creek State Prison (MCSP)	4001 Highway 104 Ione, CA 95640 (209) 274-4911
North Kern State Prison (NKSP)	2737 W. Cecil Avenue Delano, CA 93215 (661) 721-2345
Pelican Bay State Prison (PBSP)	5905 Lake Earl Drive Crescent City, CA 95531 (707) 465-1000
Pleasant Valley State Prison (PVSP)	24863 W. Jayne Avenue Coalinga, CA 93210 (559) 935-4900
Richard J. Donovan Correctional Facility (RJD)	480 Alta Road San Diego, CA 92179 (619) 661-6500
Salinas Valley State Prison (SVSP)	31625 Highway 101 Soledad, CA 93960 (831) 678-5500
San Quentin State Prison (SQ)	San Quentin State Prison San Quentin, CA 94964 (415) 454-1460
Sierra Conservation Center (SCC)	5100 O'Byrnes Ferry Road Jamestown, CA 95327 (209) 984-5291
Valley State Prison (VSP)	21633 Avenue 24 Chowchilla, CA 93610 (559) 665-6100
Wasco State Prison (WSP)	701 Scofield Avenue Wasco, CA 93280 (661) 758-8400

List updated: 4/17/2018



California Department of Corrections and Rehabilitation COMMUNITY CORRECTIONAL FACILITIES

CDCR Adult Institution	Physical Address
Golden State Modified Community Correctional Facility (GSMCCF)	611 Frontage Road McFarland, CA 93250
Desert View Modified Community Correctional Facility (DVMCCF)	10450 Rancho Rd. Adelanto CA. 92301-0724
Central Valley Modified Community Correctional Facility (CVMCCF)	245 Taylor Ave. McFarland CA. 93250
Shafter Modified Community Correctional Facility (SMCCF)	1150 E Ash Ave. Shafter, CA 93263
Taft Modified Community Correctional Facility (TMCCF)	330 Commerce Way Taft, CA. 93268
Delano Modified Community Correctional Facility (DMCCF)	2727 W. Industry Way Delano, CA 93215
McFarland Female Community Reentry Facility (FCRF)	120 Taylor Ave. McFarland, CA 93250-0637



California Department of Corrections and Rehabilitation

CONSERVATION (FIRE) CAMPS

CDCR Adult Institution	Physical Address
Acton Conservation Camp	8800 Soledad Canyon Road Acton, CA 93510
Alder Conservation Camp	1400 Alder Camp Road Klamath, CA 95548
Antelope Conservation Camp	P.O. Box 270160, Susanville, CA 96127
Baseline Conservation Camp	16809 Peoria Flat Road Jamestown, Ca. 95327
Ben Lomond Conservation Camp	13575 Empire Grade Road Santa Cruz Ca, 95060
Bautista Conservation Camp	33015 Bautista Canyon Rd Hemet, CA. 92544
Chamberlain Creek Camp	15800 HWY 20 Fort Bragg, CA. 95437
Cuesta Conservation Camp	635 N. Santa Rosa Street San Luis Obispo, CA 93405
Deadwood Conservation Camp	17148 McAdams Creek Road Fort Jones, CA 96032
Delta Conservation Camp	6246 Lambie Road Suisun City, California 94585
Devil's Garden Conservation Camp	2300 County Road 74 Alturas, CA 96101
Eel River Conservation Camp	3850 Redwood Dr Redway, CA 95560
Fenner Canyon Conservation Camp	Big Rock Creek Road Valyermo, CA 93563
Francisquito Conservation Camp	35100 N. San Francisquito Canyon Road Santa Clarita, CA 91390
Gabilan Conservation Camp	31801 McCoy Rd Soledad, California 93960
Growlersburg Conservation Camp	5440 Longview Lane Georgetown, CA 95634
High Rock Conservation Camp	23322 Ave. of the Giants Weott, CA 95571
Holton Conservation Camp	12653 N. Little Tujunga Canyon Road Sylmar, CA 91342
Intermountain Conservation Camp	651-025 Foothill Road Bieber, CA 96009
Ishi Conservation Camp	30500 Plum Creek Road Paynes Creek, CA 96075
Julius Klein Conservation Camp	East Fork Road Azusa, CA 91702
Konocti Conservation Camp	8275 South State Highway 29 Lower Lake, CA 95457
La Cima Conservation Camp	15108 SUNRISE HIGHWAY JULIAN, CA 92036
Malibu Conservation Camp	1250 S. Encinal Canyon Rd Malibu, CA 90265
McCain Valley Conservation Camp	2550 McCain Valley Rd Boulevard, CA 91905
Miramonte Conservation Camp	49039 Orchard Drive Miramonte, CA 93641
Mountain Home Conservation Camp	P. O. Box 647 Springville, Ca. 93265



California Department of Corrections and Rehabilitation CONSERVATION (FIRE) CAMPS

CDCR Adult Institution	Physical Address
Mount Bullion Conservation Camp	5730 Mount Bullion Access Road Mariposa, CA 95338
Norco Conservation Camp	3195 Western Ave. Norco, CA 92860
Oak Glen Conservation Camp	41100 PINEBENCH RD YUCAIPA, CA. 92399
Owens Valley Conservation Camp	2781 S. Round Valley Road Bishop, CA 93514
Parlin Fork Conservation Camp	23000 Hwy. 20 Fort Bragg, CA 95437
Pilot Rock Conservation Camp	P.O. Box 10 Crestline, CA 92325
Pine Grove Conservation Camp	13630 Aqueduct-Volcano Road Pine Grove, CA. 95665
Prado Conservation Camp	14467 Central Ave Chino, CA 91710
Puerta La Cruz Conservation Camp	32363 Highway 79 Warner Springs, California 92086
Rainbow Conservation Camp	8215 Rainbow Heights Road Fallbrook, CA 92028
Salt Creek Conservation Camp	10655 Round Valley Rd. Paskenta, CA 96074
Sugar Pine Conservation Camp	15905 SUGAR PINE CAMP RD BELLA VISTA, CA. 96008
Trinity River Conservation Camp	3325 Pettijohn Road Lewiston, CA 96052
Vallecito Conservation Camp	3225 SIX MILE ROAD ANGLES CAMP, CA 95222
Valley View Conservation Camp	3339 County Road 307 Elk Creek, CA 95939
Ventura Conservation Camp	2800 Wright Road Camarillo, Ca. 93010
Washington Ridge Camp	11425 Conservation Camp Road Nevada City Ca. 95959



California Department of Corrections and Rehabilitation Custody to Community Transitional Reentry Programs

CDCR Adult Institution	Physical Address
CCTRP - Santa Fe Springs	11121 Bloomfield Ave Santa Fe Springs, 90670
CCTRP- San Diego	3050 Armstrong Ave San Diego, 92111
CCTRP - Bakersfield	1932 Jessie Street Bakersfield, 93305
CCTRP - Stockton	1609 North Wilson Way Stockton, 95205
CCTRP - Sacramento	4410 Power Inn Rd. Sacramento, 95826

California Health and Human Services

Department of Youth and Restoration

Youth Facilities

CHHS Youth Facilities	Physical Address
N.A. Chaderjian Youth Correctional Facility	7650 South Newcastle Road Stockton, CA 95213 (209) 944-6400
O.H. Close Youth Correctional Facility	7650 South Newcastle Road Stockton, CA 95213 (209) 944-6400
Pine Grove Youth Conservation Camp	13630 Aquaduct-Volcano Road Pine Grove, CA 95665 (209) 296-7581
Ventura Youth Correctional Facility	3100 Wright Road Camarillo, CA 93010 (805) 485-7951