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REQUEST FOR PROPOSALS

Smartphone and Software Supervision for New York State Unified Court System Opioid Intervention Courts August 17, 2023

The Center for Justice Innovation is a non-profit organization that works to create a fair, effective, and humane justice system by performing original research and helping launch reforms around the world. The Center creates operating projects that have been documented to reduce the use of jail and prison, assist victims of crime, and strengthen communities. Nationally and internationally, the Center performs original research and provides consulting services to justice innovators. To learn more about the Center please visit our website: innovatingjustice.org

Background

The Center is requesting, on behalf of the New York State Unified Court System (“UCS”), proposals from qualified vendors (the “Provider”) to provide software and communications technology for scheduling, location monitoring and online clinical supports for participants involved in the NYS Unified Court System Rural Opioid Intervention Court (ROIC) Initiative in eight (8) New York State Counties including the counties of Sullivan, Greene, Delaware, Genesee, Cortland, Columbia, Chenango, and Lewis. The purpose of this contract is to provide smartphone services and software to be used by Opioid Intervention Court participants to facilitate court staff supervision, to improve access to clinical interventions, and to enhance access to recovery support services.

Scope of Work

Provider will provide Smartphone leases for 20 phones per site annually, equipped with web-based software that:

1. Allows court staff and project partners to conduct two-way communication through call, text or email to share program requirements and to communicate responses to compliance.
2. Allows court staff and project partners to set up phone and/or web -based calendars, automated reminders and program notifications to improve attendance at court hearings and meet mandatory requirements.

3. Has capacity to integrate approved web-based clinical interventions and electronic recovery support applications.
4. Provides location verification and monitoring for tracking and transportation assistance.
5. Maintains enabled smartphone camera capability to allow remote appearances at court hearings and to conduct virtual field visits.
6. Manages program participation records on all devices in one connected system available to court staff and project partners.
7. Generates site-based, and project-based, reports on participant statistics, compliance history, and progress indicators.

Project Timeline

The initial contract term will be October 1, 2023 – September 30, 2024. There will be two one-year extensions subject to funder approval. The contract term, if all extensions are exercised, will be no longer than October 1, 2024- September 30, 2026.

Proposal Content

Interested entities are encouraged to apply by submitting a proposal containing and addressing the following:

1. **Cover Page**, including:
 - a. Provider Name
 - b. Provider Website
 - c. Provider Address
 - d. Provider Contact Name for RFP Response
 - e. Provider Contact Email Address
 - f. Provider Contact Phone Number
2. **Experience**: Please provide information about the Provider's experience providing the services relevant to described in the Scope of Work including number of years and geographical locations.
3. **Capacity**: Please provide information about the Provider's capacity to provide these services including the level of customer service support that would be included.
4. **Product Description**: Please provide clear description of all relevant functionality of phone and software in meeting the scope of work.

5. **Budget and Pricing:** Please provide line item budgets for the budget period of October 1, 2023 – September 31, 2026 on an annual basis, which will collectively serve as the applicant’s quote. The total costs for smartphone leases for 20 phones per site annually for the term of three years shall not exceed **\$1,174,528**.

6. **References:** Please provide 1-3 references for clients for which the Provider has provided services relevant to the Scope of Work.

Submission Instruction

Proposals are due on September 11, 2023 at 5pm EST. Late proposals will not be reviewed.

- a. Please submit proposals as PDF files.
- b. Proposals should be emailed to oiicrfp@innovatingjustice.org.

Please direct any questions regarding this RFP to the email address above. Questions and answers will be posted at <https://www.innovatingjustice.org/contractor-opportunities>.

We anticipate selecting a vendor on or about September 25, 2023 . The final terms, scope of work, funding, and conditions will be set in a contract between the selected vendor and the Center.

Selection Criteria

When reviewing proposals, the UCS will evaluate the following factors:

1. **Suitability of proposal:** Proposed solution meets needs and criteria set forth in RFP.
2. **Experience:** Provider has successfully completed, on time and on budget, similar projects and has qualifications necessary to undertake this work.
3. **Pricing:** Proposed cost of the project.
4. **Resources:** Information on the Provider to demonstrate competence in providing the services outlined in the Scope of Work, and the capacity to complete this project.
5. **Presentation:** Proposal information is presented clearly, logically and is well-organized.
6. **References:** Provide current reference information for one to three former or current clients.

General Conditions

1. **Right to Amend RFP:** The Center reserves the right to cancel or amend or supplement the RFP, giving equal information and cooperation by way of issued addendum to all proponents through email.
2. **Bidder Incurred Costs:** All costs incurred in the preparation and presentation of proposals in any way whatsoever shall be wholly absorbed by the bidder(s).
3. **Acceptance of Proposals:** The Center and UCS are not bound to accept the lowest price or any proposal of those submitted. Proposals will be assessed in light of the evaluation criteria specified in this RFP.
4. **Evaluation of Proposals:** The Center reserves the right to make an award based directly on the proposals submitted or to negotiate further with one or more proponents. Quotes will be evaluated on a best-value basis, taking experience, capacity, experience and price into consideration.
5. **Contract:** The final terms, scope of work, funding, and conditions will be set in a contract between the selected vendor and the Center.

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