This document is a draft Scope of Services/Technical Specifications for a future <u>competitive</u> contract Miami-Dade County anticipates entering into. Scope of Services/Technical Specifications is subject to change without notice.
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1.0 INTRODUCTION

Miami-Dade County, hereinafter referred to as the County, as represented by the Miami-Dade Corrections and Rehabilitations Department (MDCR) is soliciting proposals for a contract with MDCR to provide an off the shelf packaged software solution to support the Miami-Dade Corrections and Rehabilitations Department (MDCR) processes within the Jail specifically around the areas of Correctional Officer Rounds/Checks, the related recording of face-to-face observations, the effective tracking of detainee movements and compliance with programs, recreation, court, etc. MDCR is seeking proposals from qualified software vendors, for a custom package solution along with implementation and integration services The Contractor shall provide all required equipment, hardware, software licenses, implementation, interface development, configuration, training, hosting, and maintenance and support services, throughout the duration of the contract. The solution shall be a Criminal Justice Information system (CJIS) compliant as per policy Version 5.9 and remain compliant with future releases of the FBI's Criminal Justice Information Security policy.

The objective of this project is to help our officer's stay on time with their hourly, 30-minute, 15-minute and 10-minute Unit/cell checks. The solution should have alarms that alert the officers that a check is due prior to the check being late. Solution should allow supervisors to monitor checks real-time to ensure compliance. In addition, the solution should have the ability to track any detainee activity (food, med pass, recreation, etc.). The software should be customizable to MDCR's specific needs.

The County desires the Solution to be fully implemented no later than ninety (90) days after Contract execution.

2.0 SCOPE OF SERVICES

Background

Miami-Dade County (the County) is the seventh most populous county in the United States and the most populous county east of Chicago with an estimated population of 2.8 million residents. The County also operates the 8th largest jail system in the United States and the largest in the state of Florida. As a thriving, innovative county with one of the most diverse populations in the nation, the County is holistically rethinking what "public safety" means. The County understands its role as a leader in moving its residents toward that holistic definition of "public safety." Miami-Dade Corrections and Rehabilitations Department (MDCR) is soliciting proposals for a contract with MDCR to provide an off the shelf packaged software solution to support the MDCR processes within the Jail specifically around the areas of Correctional Officer Rounds/Checks, the related recording of face-to-face observations, the effective tracking of detainee movements and compliance with programs, recreation, court, etc. MDCR is seeking proposals from qualified software vendors, for a custom package solution along with implementation and integration services The Contractor shall provide all required equipment, hardware, software licenses, implementation, interface development, configuration, training, hosting, and maintenance and support services, throughout the duration of the contract. The solution shall be a Criminal Justice Information system (CJIS) compliant as per policy Version 5.9 and remain compliant with future releases of the FBI's Criminal Justice Information Security policy.

In all, the Solution will allow the Miami-Dade Corrections and Rehabilitation Department (MDCR) to further strengthen the commitment to our mission to; "Serve our community by providing safe, secure and humane detention of individuals in our custody while preparing them for a successful return to the community."

Current Operating Environment

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<u>Miami-Dade County, Florida</u>   *Project Title: Rounds, Inmate and Detainee Tracking Management Solution*

A. Facility Environment

MDCR presently operates four (4) correctional housing facilities with a total Average Daily Population (ADP) of approximately 4,400 detainees. These facilities include the Pre-Trial Detention Center, TGK Correctional Center, Metro West Detention Center, and the Boot Camp Program.

Metro West Detention Center	TGK Correctional Center	Pre-Trial Detention Center	Boot Camp Program
ADP- 2,500	ADP- 970	ADP- 1,244	ADP-100
Open Dormitory setting	Open Dorm with rooms	1st generation housing	Dormitory housing
40 housing units	19 housing units	84 housing units	4 housing units

B. Information Systems Environment

The County's Enterprise Technology Model has been included in Attachment F and describes the County's technology environment. The Solution, and each module or component and function thereof, must be capable of operating fully and correctly, completely independently from the County's technology environment, and shall not, under any circumstances, create interference with any of the systems, devices, or services contained in said environment.   Further, the County's policies for systems utilizing a cloud environment is described in detail within Attachment D – Cloud Service Usage Policy. The Contractor, in coordination and cooperation with MDCR, shall comply with the provisions of Attachment D.

Purpose

The purpose of this request for proposal is to enter into a contract whereby the Vendor provides Rounds, Inmate and Detainee Tracking Management Solution, infrastructure and related equipment, software, and services. Except for any wiring or cabling installed by the Vendor within walls, floors, or ceilings of facility structures, all equipment and software provided by the Vendor shall remain the property and responsibility of the Vendor.

Miami-Dade Corrections and Rehabilitation will demonstrate reasonable care but will not be liable in the event of loss, destruction, or theft of contractor owned equipment, software, or technical literature to be delivered or to be used in the installation of deliverables. The Vendor is required to retain total liability for the system. At no time will Miami-Dade Corrections and Rehabilitation be responsible or accept liability for any Vendor owned items.

Contractor Responsibilities

The Contractor shall assume prime contractor responsibility of the Contract to be the sole point of contact with regard to the Solution's installation, maintenance and training. The Contractor shall assume responsibility for all services and equipment obtained under or provided during the contract term.

Except for any wiring or cabling installed by the Contractor within walls, floors, or ceilings of facility structures, all equipment and software provided by the Contractor shall remain the property and responsibility of the Contractor.

County Responsibilities

MDCR will demonstrate reasonable care but will not be liable in the event of loss, destruction, or theft of contractor owned equipment, software, or technical literature to be delivered or to be used in the installation of deliverables. The Contractor is required to retain total liability for the Solution. At no time will MDCR be responsible or accept liability for any Contractor owned items.

Certification Requirement

Contractor shall at all times for the term of the contract, comply with the following requirements:

Contractor, including through a Subcontractor, must also hold (i) a Certificate of Registration as a General Contractor issued by the State of Florida Construction Industry Licensing Board pursuant to the provisions of Florida Statutes Section 489.115; **or** (ii) a Certificate of Registration as a General Contractor issued by the State of Florida Construction Industry Licensing Board pursuant to the provisions of Florida Statutes Section 489.117, **and** hold a Certification of Competency as a General Contractor issued by the Miami-Dade Construction Trades Qualifying Board pursuant to the provisions of Section 10-3(a) of the Miami-Dade County Code.

Codes, Permits, Licenses

The Contractor must comply with all mandatory licensing requirements. The Contractor must furnish and install all equipment, low voltage communication cable, power cables, miscellaneous hardware, and materials in compliance with all applicable codes, whether local, state or federal, and that all permits, or licenses required for installation will be obtained by the Contractor at no cost to MDCR.

Project Schedule

Within 15 days after the date of execution of the contract (Award Date), submit a Project Schedule including, the following:

A. Identify specific key tasks and duration including an outline of a Quality Control Plan to manage the project to include an estimated timeframe for implementation of services after contract execution. Contractor shall provide a Project Schedule (Gantt Chart), preferably in Microsoft Project, as well as in PDF with the proposal submission, to include approximate timeframes for all implementation phases and key tasks to include activities such as business process review; software customization; County review/approval of deliverables; site preparation; unit, system and acceptance testing; load and balance testing; a phased approach to the training and implementation of the solution and post-implementation support.

B. Include a project task list and timeline including detailed scope tasks/activities, organized in phases including, but not limited to project management activities, key resources, and estimated hours per key activity in order to facilitate resource availability and allocation.

Testing Plan

A. Within 30 days after the date of execution of the contract (Award Date), submit a Testing Plan including, the following:

　　a) Overview and introduction of Solution's features and functions.
　　b) Outline of testing strategy.
　　c) Scope and expected duration of each testing phase (i.e., unit testing, integration testing, user acceptance testing, etc.).
　　d) Identify type and quantity of resources (users) for each testing phase (i.e., unit testing, integration testing, user acceptance testing, etc.).
　　e) Identify any system's function that will be tested.
　　f) Description of the procedure for tracking the resolution of any problems encountered during testing.
　　g) Description of the criteria that will be used to determine whether tests have been satisfactorily passed.
　　h) Proposed criteria for completion of testing tasks/phases and for resolution of any identified defects.

B. Describe the recommended approach to the following types of testing to be performed on the project and the type of assistance to be provided to the County related to:

　　a) Functional Testing
　　b) Integration Testing
　　c) Stress / Performance Testing - User scalability, data volume scalability, load scalability

   d)　Interface Testing
   e)　Conversion Testing
   f)　Capacity Testing - network, hardware
   g)　Testing of Configuration Decisions
   h)　Workflow and Security Testing
   i)　Reliability Testing
   j)　User Acceptance Testing

Project Implementation and Conversion Plans

Within 30 days after the Award Date, submit an Implementation Plan to include, but not limited to, schedules for delivery and installation of hardware and software. The Conversion Plan should describe in detail how the Contractor will introduce its hardware and software. Provide a description of any anticipated challenges and steps to mitigate them.

1.　Contractor shall detail their recommended Implementation Plan based upon industry best practices and previous experience and include:

   a)　description of proposed methodology
   b)　project phases
   c)　team roles, including subcontractors.
   d)　milestones/deliverables
   e)　risks
   f)　which tasks are proposed to be completed on-site versus remotely?
   g)　in a phased approach, how will actively case data be reconciled between legacy systems and the Solution
   h)　critical success factors
   i)　assumptions

2.　Provide a detailed description of the proposed use of County resources for the implementation of the Solution, including a County staffing plan outlining the anticipated role (i.e., subject matter expertise, technical support staff, application development), including work expected to be performed by County staff including:

   a)　List all key positions that will be required by Miami-Dade County for all phases of this project (e.g., project management, operational subject matter experts from MDCR and any other entity).
   b)　Describe the role and responsibility for each County position.
   c)　For key County positions listed above (e.g., Project Manager, System Administration and Technical positions), please describe all required knowledge, skills and abilities.
   d)　Describe the estimated level of effort and associated timeframes (e.g., percentage of an FTE) that will be required by each of the identified County positions for each phase of the project.

3.　Solution Implementation and Configuration

Contractor shall describe their build and release approach, including at minimum:

- Required level of effort based on the expected configuration and customization work.
- Software configuration approach including check-in and check-out procedures.
- Software development approach including check-in and check-out procedures.
- Code management approach and documentation.

- Any other key activity.

For each of the above, the Contractor shall detail expected deliverables, the Contractor and County's respective responsibilities, and acceptance criteria.

Data Conversion and Migration Plan

Within 30 days after the Award Date, submit the Data Conversion and Migration Plan, address the following questions when preparing the plan:

    a) What County resources do you anticipate will be required for data migration and conversion?
    b) What are the County's responsibilities?
    c) What is your approach regarding definition of data mapping rules?
    d) What is your approach for the conversion and loading of digital images?
    e) How does your approach address extraction, transformation, staging, cleansing and validation?
    f) Is the County or Contractor responsible for cleansing County data prior to migration?
    g) What strategies do you employ to conduct the final conversion process?

Solution Software Support Plan

Within 60 days after the Date of Award, submit a Solution Software Support Plan that identifies:

A. Solution maintenance, support, and change management including but not limited to: new software releases, software upgrades, updates, patches, bug fixes, and optional software features. Contractor shall provide documentation of quality control processes used to ensure the integrity of the software, application data, and future changes/patches.

B. Describe the product release cycle including, but not limited to:

    1. Frequency of updates/enhancements or new versions (major and minor version releases).
    2. Contents of a release.
    3. Availability of release notes.
    4. Information contained in release notes (including known issues).

C. Describe the degree to which the County will be able to configure/customize the Solution including:

    1. How does the Contractor define customization versus configuration?
    2. How are code tables / pick list values managed, both manually and via automated synchronization from external systems?
    3. Change existing workflows for reviewing and approving reports/records within the system or creating new workflows entirely.

D. Describe the process for managing local configurations/customizations.

Business Continuity and Disaster Recovery Plan

Within 60 days after the Award Date, submit a Business Continuity and Disaster Recovery Plan that includes procedural processes in the following categories:

    a) Hardware redundancy at the primary site for critical servers and components
    b) Contingency site hardware requirements, including environmental requirements.
    c) Replication methodology and software requirements

    d)   Estimated bandwidth requirements for internal networking.
    e)   Backup methodology for data and environmental software
    f)   Methodology for handling downtime with relevant manual procedures, if any, to include recovery
    g)   Failover procedures
    h)   Recovery Time Objective (RTO) & Recovery Point Objective (RPO)
    i)   Testing methodology

Solution Maintenance Plan

Within 90 days after the Award Date, submit a Solution Maintenance Plan that includes:

A.   The approach to the Solution maintenance, support, and change management including but not limited to: new software releases, software upgrades, updates, patches, bug fixes, and optional software features. Contractor shall provide documentation of quality control processes used to ensure the integrity of the software, application data, and future changes/patches.

B.   A detailed explanation of the post-implementation support to be provided for the Solution following Go-Live. Identify the resources to be committed to providing post-implementation support including role and responsibility. Include total duration in calendar days, hours of support, type of support (i.e., on-site, remote), and number of resources.

C.   A detailed description of the technical support and help desk services proposed. Include details regarding (i) opening a support ticket, (ii) electronic ticketing, (iii) weekly case reporting, (iv) number of steps to reach live support, and (v) other hardware/workstation support.

Solution Components and Functionality

Contractor shall provide a Solution with automation of Correctional Officer Rounds/Checks and the related recording of face-to-face observations on minimum, medium, maximum, and high-risk detainee population being housed or temporarily located in segregation areas, medical housing, multi-purpose rooms, holding cells, visitation booths, and cellblocks. The system should provide documented proof that officers are performing their face-to-face observations as required. A system that can provide support in the gathering of detainee headcount, detainee movement, detainee identification, and distribution / refusal of meals and medication etc. is critical as MDCR seeks to improve its efficiency of operations within the Detention Facilities. Detainee safety, observation, and the related data collection of officer / detainee interaction throughout the jail is of primary importance to MDCR.

The Contractor must confirm product solutions are part of an integrated solution owned by the Contractor. The County requires the use of reliable, proven state-of-the art technology for all of the components of the Solution. The County will work with the Contractor to coordinate all telecommunication, conduits, and data cabling needs; however, the Contractor shall be responsible for ensuring the successful installation and implementation of the Solution including all costs. The County is seeking a Solution with 24/7 high availability, that is fault-tolerant with no single point of failures.

The Solution should include the following functionality/components to support the described operational needs of the County:

1.   Wireless Mobile Devices, and adequate charging stations.
2.   Communications network linking of all the above equipment.
3.   Software as a service (SAS) through a cloud-based service that includes separate production, development and disaster recovery environments.
4.   Ability to separately configure the Solution for County business rules.

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General Functionality

The Solution shall include, but not be limited to, the following functional specifications:

1. System must allow for integration to Criminal justice Information System (CJIS) or Jail Management System for:
    a) Detainee booking data,
    b) mugshots,
    c) permanent housing assignments
    d) characteristics of Unit/cell configuration
    e) detainee alerts (medica health and mental health considerations, special meal etc.).
    f) characteristics of detainee (e.g., suicide watch, Combative, safety cell)
2. System should allow for the mapping of the Facility floors, units, cells etc. and the representation of this to an officer mobile device.
3. System should allow for the setup of scheduling and compliance of round completion by cell type, detainee type etc.
4. System should allow for the regular update of changes in Unit/Cell characteristics from CJIS or JMS which could impact the maximum round interval compliance.
5. System should allow for the "inactivation" of cell or round requirements by authorized parties for reasons such as: inactive cell; inactive Unit; temporary change in round review period etc.
6. System should be able to integrate with CJIS or JMS to dynamically update the maximum cell check time based on real time changes in jail population and housing configuration. (e.g., if detainee is marked as suicide, the max time is reduced automatically.)
7. System should have a method to document the physical presence of the officer as part of the rounds compliance. Any additional devices required to ensure this must be quoted in the bid and notated in comments.
8. System must have a real-time alert system or management dashboard to show areas of non-compliance with set round standards.
9. System should have an ability to compile compliance data to Supervisors.
10. System must allow for capture of detainees under restraint and/or suicide watch and manage the easy notation of observation of detainee behavior and well-being.
11. System should allow the custom configuration of standard observation notes for officers to select.
12. System should allow the capture of detainee observation notes via Voice to Text whether online or offline.
13. System should allow for the logging of cell searches or cell checks, and the cataloging / tracking of items found?
14. System should allow the scanning of a detainee armband or tag and display detainee data, Mugshot, detainee restrictions, diet, special handling concerns.
15. System should allow the enforcement and reporting of rounds through way point tags, Unit/cell tags, detainee armbands etc.
16. System should allow supervisors to identify potential abuse of round compliance due to speed of round, average time between tags etc.
17. System should provide facility supervisor level dashboards or reports that aid in assessing staff, shift or location efficiency, workloads etc.
18. System should have the ability to create a jail incident and capture core information about that incident including detainees involved, brief narrative, photographs etc.
19. System should have the ability to integrate with a CJIS or JMS to send any captured incident information to the system of record.

System Functionality: Detainee Movement

20. System should have the ability to receive an integration list of detainees for transfer or escort from CJIS or a Jail Management System for initial housing or release etc.
21. Officer should be able to use the handheld device to build a list of detainees for subsequent transfer or escort to a location (e.g., Court, Rec, Religious Ceremony etc.).
22. Officer should be able to use the handheld device to scan detainee wristbands / ID tags to build a list for escort or transport.
23. Officer should be able to assign a single or a group of detainees as "in transit" under their escort from the mobile device.
24. The receiving Officer should be able to "check-in" detainees to housing or to other location from In Transit (e.g., Medical Officer "accepts" the In Transit detainees).
25. System should have the ability to allow detainees to have a supervised "check-in" or track them to a common location (for example Recreation/Medical/ Kitchen etc.) – this could be achieved from a proximity sensor or similar by the area's ingress / egress.
26. System should have the ability to easily initiate a "go-home" escort, taking the detainee back to their home location. (e.g., once Court Hearing has finished, queue up those detainees ready to be returned)
27. System should enforce "keep-separates" when transporting or moving detainees into holding cells or any other defined destination.
28. System should display transportation or escort alerts when moving a detainee (e.g., medical alert, Safety cell only etc.
29. System should provide ability to perform partial or full facility head counts using mobile devices.
30. System should have a "management module" or similar where jail wide head counts are managed, and exceptions noted for the entire population.
31. System should be able to record escort and attendance to programs.
32. System should be able to track the date and time of detainee moves and transfers including time in transit, assigned officer etc.
33. System should be able to report metrics per officer, per location, per transfer type and other available acceptance / refusal fields in the system.
34. System should enable the monitoring and tracking of detainees.
35. System should allow a transportation officer to "drop off" a detainee at an interim location (e.g., holding cell) while maintaining the need to transport the detainee to their final destination (e.g., a Court chain transfer was interrupted by an unruly detainee who was deposited into a holding cell until the remainder of detainees are delivered).
36. System should track detainee access to services such as, Medical, chaplain and have the ability to report by detainee or by service.

System Functionality: Services

37. System should be able to be configured to track custom "service types" (e.g., Meals, Medication, uniform exchange)
38. System should be able to track at the detainee level whether the service was offered / rejected / accepted.
39. System should track detainee access to, and durations of use of mandatory items such as showers, Recreation and have the ability to report by detainee or by service.
40. Mobile Device should allow the capture of officer or detainee signatures related to refused services.

System Functionality: Hardware

41. System preference is to utilize secure RFID for communication with handheld device.
42. If RFID is not available in your solution, does your system have a way to validate officer presence.
43. RFID or Cell Tags should be passive and not require any cabling to operate.
44. Mobile Devices should be shockproof / waterproof certified to a government specification?
45. Mobile Devices should be equipped with camera and allow the collection of tag / location information with photos taken.

46. Vendor should provide integration services through Restful API as a preference. Details of integration services and model should be provided separately.
47. Mobile device should have replaceable battery or expected battery life over 8 hours of continual use.
48. Mobile device should be able to auto log off after a specified time period if officer has not logged out.
49. Mobile device should allow disconnected use from a network with a synchronization capability upon reconnection without the need to cradle a device (i.e., wireless connectivity)
50. All functionality of the device should be available in offline and online modes (e.g., voice to text capabilities for capturing observation notes etc.)
51. Device should be able to be locked down to specific functions and applications. Define whether this is managed by the vendor or by a 3rd party system provided by the vendor or by the County.
52. RFID tags or location tags should have lifetime warranty replaceable at no cost to the County.
53. Vendor should offer waterproof detainee wristbands with configurable data options that may be printed for detainee ID.
54. Tags should be mountable with either secure screws or be enclosed in a tamper-proof/ shatterproof unit.
55. If vendor provides an RFID solution, the system should ensure that no duplicate RFID tags exist in the detainee population.
56. Mobile devices should be able to store detainee population on the device to ensure off-line mode is available to officers at any time.
57. System should provide database schema or ODB access so custom analytic reports can be generated by MDCR.
58. Vendor should identify if any perimeter monitoring/ invisible wall solutions are available that work with detainee armbands. Any such items should

Industry Standards

The Solution shall include, but not be limited to, the following functional specifications:

1. Deploy as a wireless network with the ability to wirelessly provide updates to Operating System, devices and applications, including security patches or fixes. Security updates shall be implemented within 30 days of release.

Network Security

The Contractor must meet the following network security requirements:

1. Provide network and control internet access.
2. Network appliances must have access control lists that are capable of a 1) deny all or 2) whitelist approach.
3. Network appliances must have stateful inspection with 1) attack checking and 2) automatically discard traffic initiated from the internet.
4. Network appliance must have firewall and content filter capabilities.
5. Network appliances must deploy only with Contractor's circuit so that only the Contractor's engineers have access to firewall.
6. Ability to encrypt transmitted data and authentication information.
7. Support for Secure Socket Layer (SSL) 128 bit and 256-bit encryption.

Application Security

The Contractor must provide a mobile device management tool capable of the following:

1. Must be a custom solution to meet the needs of MDCR.

2. Built into the Operating System layer to prevent removal.
3. Ability to alert if device is root kitted (hacked).
4. Updated applications can be installed remotely.
5. Provide basic authentication through use of PIN/Passwords.
6. Provide the ability to enforce password expiration.
7. Provide the ability to require automatic password expirations when initially assigned or reset.
8. Provide ability to support and configure complex password parameters such as password lengths, Upper/Lower alpha numeric and special characters configurable by MDCR, and user access to expiration settings and other behaviors.

Device Requirements

Devices shall include, but not be limited to, the following:

A. Wireless Mobile Device

Hardware and accessory capabilities must include the following:

1. Hardened, proven in the corrections environment device. A modified off-the-shelf product may be considered.
2. Case should be either sealed or accessible only by security screws with unique unlock tool.
3. Preferred Scored - magnetic charging - the charging port attaches to and charges the tablets and kiosks via a magnetic connection. Tablets and Mobile Kiosks must not be able to be used to charge other devices. Any access ports must not allow data transfer by the Detainee.
4. Flame Resistant
5. Military Drop Tested
6. At least 32GB of onboard RAM, a battery of at least 8000mAh
7. Minimum 5" Screen Size
8. Non-Removable Lithium Battery
9. A variety of Device Charging Systems Available (i.e., mobile cart, secured wall units)

B. Device Security Requirements

Device hardware security requirements should include the following:

1. USB ports should not recognize human interface devices (i.e., keyboards).
2. USB ports should not recognize Ethernet connections.

Device operating system security must include the following:

1. Locked bootloader (Only Operating Systems digitally signed by Contractor can be installed)
2. Custom OS that removes risky OS features such as safe boot, factory reset, command line access, blue tooth, wireless tethering, etc.
3. System should be able to remotely measure signal strength and noise floor of all tablets and mobile kiosks.

Instrument requirements are based on current technology and facility need. New technology and/or Instruments determined to be better suited for the custody and detention environment may be substituted at the request of County or Contractor with County approval of the Agreement.

System Updates to Services

The County reserves the right to request from the Contractor updates to services, technology, and hardware. Without limiting Contractor's obligation to provide system updates, Contractor and County acknowledge the probability that the technology of the Detainee Kiosk, or any of its components provided under the Agreement will change and improve during the Term. Contractor shall provide the flexibility to incorporate into the Detainee Kiosk any new technologies, as they may become available in new releases or the marketplace. Contractor shall report to MDCR, new trends and technological enhancements at least twice per year.

Solution Interface Requirements

The Solution should provide one-way and bi-directional interfaces to various third party and internal County systems through open Application Programming Interface (API). All data derived from the Solution shall be made available via the API. Contractor should conduct a thorough review / assessment of all interfaces to be provided. Noted below are the principal recognized application interfaces required for the Solution.

The column heading "Req'd for Go-Live" indicates the need for the specific interface to be operational with the initial deployment of the Solution.

The column heading "Frequency of Data Flow" describes the anticipated occurrence or regularity of the interface's data transfer.
- Real time: Indicates an interface that must operate dynamically on demand between systems.
- Batch: Indicates a grouped, multiple record/transaction-based interface between systems. Typically, file based in nature, and often on a predetermined interval (e.g. hourly, daily, weekly, monthly, etc.)

The column heading "Mode" describes the direction of the interface between the Solution and the County systems.
- Data Exchange: Signifies a bidirectional functional interface between the application and the Solution where data is exchanged.
- One-way / Solution: Signifies a unidirectional interface in which data is pushed from the County to the Solution.
- One-way / County: Signifies a unidirectional interface in which data is pushed from the Solution to the County.

The Solution must interface with all current and future MDCR systems to include but not limited to the systems as identified below:

Interface	Req'd for Go-Live	Description	Frequency of Data Flow	Mode
Interface: Bookings/Releases/Transfers **Vendor**: ITD **Application**: CJS (Criminal Justice System) **Platform**: CA-IDMS mainframe-based DBMS running under MVS. IDMS Release 18.0. **Development Tool**: ADSO, IDD, IDMS COBOL **Keys**: Jail Number, CIN Number, Case Number, Name, IDS Number	**Yes**	CJIS posts any Bookings, Releases, and Transfers to a web service. The Vendor's application should look to the web service to pull the detainee records waiting to be retrieved Data Exchange Values: Type (Booking, Release, or Transfer) Book Date/Time Release Date/Time Booking Number Permanent Number (CIN) Name fields Housing Locations SSN Race Gender DOB Address	**Every Minute**	**Auto**
Interface: CJIS Permanent Number (CIN) Lookup **Vendor**: ITD **Application**: CJS (Criminal Justice System) **Platform**: CA-IDMS mainframe-based DBMS running under MVS. IDMS Release 18.0. **Development Tool**: ADSO, IDD, IDMS COBOL **Keys**: Jail Number, CIN Number, Case Number, Name, IDS Number	**Yes**	The interface is used to look for Detainee that are not assigned a CIN at time of booking. The interface checks the CJIS web service for any detainee in the Vendor system without a CIN. If the CIN has been updated/assigned, the Vendor updates the system with the proper CIN. Data Exchange Values: Data element passed to CJIS for detainee lookup: Booking Number Data elements received from CJIS: Book Date/Time Release Date/Time Booking Number Permanent Number (CIN)	**Every Minute**	**Auto**

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Interface	Req'd for Go-Live	Description	Frequency of Data Flow	Mode
		Name fields Housing Locations SSN Race Gender DOB Address		
Interface: CJIS JMS Active Roster **Vendor**: ITD **Application**: CJS (Criminal Justice System) **Platform**: CA-IDMS mainframe-based DBMS running under MVS. IDMS Release 18.0. **Development Tool**: ADSO, IDD, IDMS COBOL **Keys**: Jail Number, CIN Number, Case Number, Name, IDS Number	**Yes**	CJIS creates and updates in a SFTP site an ascii text file of all active detainees to be retrieved by the Vendor's application. This information is used to capture any detainees that may have been missed in the Web Service Interface (possible network outage or CJIS maintenance). This also is used to update detainee housing locations. Data Exchange Values: Booking Number Permanent Number (CIN) Name fields Housing Locations SSN Race Gender DOB Address	**Every Hour**	**Auto**
Interface: Mugshot Interface **Vendor**: DataWorks **Application**: Mugshot **Platform**: Microsoft SQL Server 2014 - 12.0.2000.8 (X64) **Development Tool**: Microsoft .Net Development platform **Keys**: Jail Number, Mugshot ID, CIN, SID, FBI #, OBTS, SSN	**Yes**	The Vendor's application retrieves Mugshot and Property Images from Mugshot system to display detainee mugshots and for property verification upon release Data Exchange Values: Booking number Mugshot Image Property image	**Every Minute**	**Auto**

<u>*Miami-Dade County, Florida*</u>   *Project Title: Rounds, Inmate and Detainee Tracking Management Solution*

Data	Interface	Req'd for Go-Live	Description	Frequency of Data Flow	Mode

Backup/Storage

Contractor shall perform all database backups used by the system, archiving data from phone calls, audio and video recordings, text messages, emails, and usage data. All hardware used for database backup, archiving, network, and recovery procedures, which ensure that no data is lost, will be provided by the Contractor at no cost to the MDCR. The Contractor shall keep all such information stored for Five (5) years.

All data will remain the property of the MDCR, and the Contractor shall not use the data for any purpose other than as required in the Contract. Contractor is strictly prohibited from sharing/selling any data with any third party to include any biometric identifiers.

Contractor shall have a written Disaster Recovery Plan and Continuity of Operations Plan, as well as the necessary equipment to provide support in the event of a disaster situation, natural or man-made.

System/Data Breach

A. System Breach

The Contractor shall report, in writing, to the County Project Manager any system breach by an unauthorized individual. The Contractor shall be liable for all damages, fines and corrective action arising from any system breach. The penalty fine amount for such breach is set at one (1) Million dollars in the form of a check and shall be issued to the MDCR.

B. Data Breach

The Contractor shall report, in writing, to the County Project Manager any use or disclosure of County data, usage data, or content not authorized by this Contract or in writing by the County, including any reasonable belief that an unauthorized individual has accessed County data, usage data or content. The Contractor shall make the report to the County immediately upon discovery of any unauthorized disclosure, but in no event more than two (2) business days after Contractor reasonably believes there has been such unauthorized use or disclosure. The Contractor's report shall identify (i) the nature of the unauthorized use or disclosure, (ii) the County covered data or content, (iii) who made the unauthorized use or received the unauthorized disclosure, (iv) what the Contractor has done or shall do to mitigate and deleterious effect of the unauthorized use or disclosure, and (v) what corrective action the Contractor has taken or shall take to prevent future similar unauthorized use or disclosure. The Contractor shall provide such other information, including a written report, as reasonably requested by the County. Notwithstanding any other provisions in this Contract, the Contractor shall be liable for all damages, fines and corrective action arising from disclosure of such information caused by the Contractor's breach of its data security or confidentiality provisions.

Maintenance and Support Commitment

The Contractor shall provide 24/7 technical support and maintain sole and absolute responsibility for the maintenance and service of the Contractor's systems at no cost to MDCR. The Contractor shall coordinate planned system maintenance with MDCR Project Manager or designee not less than forty-eight (48) hours in advance. System maintenance shall be scheduled, whenever possible, to minimize potential impact to prime Detainee calling periods. Any deviations will require the County Project Managers' written approval.

Solution Maintenance and Support Plan

Contractor shall describe in detail how the systems are maintained and supported to ensure, for the duration of the contract term, reliable service for detainees and consistent access to system controls and reporting capabilities by MDCR.

The Contractor's service and support plan must address at a minimum the following topics:

A.　Local Maintenance and Repair Service

　　The Contractor shall provide local service personnel to maintain and/or replace broken or malfunctioning system equipment as needed. Contractor must provide 24/7/365 technical support.

　　<u>Remote Access for System Monitoring and Software Maintenance</u>: The Contractor's technical experts must be able to remotely monitor system performance and, if necessary, remotely reconfigure or repair the system's software control program. Include the company's policy for updating the user interface software as new versions are released.

B.　Help Desk

　　Contractor shall provide facility staff with a toll-free Help Desk number that can be reached 24 hours a day, 365 days a year to report system problems, ask for help with system functionality or submit requests for additional equipment or services. The Help Desk should be Contractor-run and staffed with the Contractor's trained personnel. Help Desk support shall be decentralized to ensure support availability during regionalized natural disasters.

C.　Trouble Ticket Tracking and Escalation

　　Upon the request of the County, the Contractor shall provide documents that verify its compliance with the requirements stated in this section. Contractor must have a well-defined process for logging, tracking, and resolving issues related to the Contractor's systems and services. The Contractor shall have defined emergency-priority levels, responses, and resolution times for each level. The Contractor shall have an escalation plan for dealing with issues that are not resolved within the agreed upon time frame. Upon contract award, the Contractor shall provide MDCR with specific names, titles, and personal-contact information for all individuals involved in ticket escalation.

　　The County reserves the right to request from the Contractor, enhancements, or modifications to the Solution's Software. No enhancements or modifications should be performed by the Contractor unless preapproved and scheduled by MDCR. Contractor shall provide a test system capable of validating enhancements or modifications prior to deployment on the production system. County shall not be responsible for any costs thereof, even if the County requests such enhancements or modifications.

Customer Support Plan

Contractor shall provide a contractor-run and staffed billing customer support help desk for public users of the Contractor's systems. Describe in detail the availability of the help desk as well as the services provided to the public by this support group. Contractor must address at a minimum the following requirements:

Contractor shall provide one (1) technician with extensive knowledge of the hardware and software to service the County and be on call to support the operation twenty-four (24) hours a day, seven (7) days a week and three hundred sixty-five (365) days per year. Technicians shall respond within Two (2) hours and resolve the problem within Four (4) hours. If the problem is not resolvable within Four (4) hours, the technicians shall provide a work plan and schedule acceptable to MDCR for resolving any outstanding issues. Technicians must be familiar with all aspects of the operating system.

Primary problem reporting will be made through the Contractor's onsite technical support staff. In the event that the onsite technical support staff is unavailable, MDCR will contact the Contractor at the pre-agreed help desk number to open a ticket for resolution of problem(s). Contractor shall provide an alternate telephone number in the event that MDCR needs to escalate any outstanding technical issues.

Installation Plan

The Contractor shall provide and be responsible for the installation of all equipment and any necessary cabling related to the required services at no cost to MDCR. Installation of the system shall be at the Contractor's expense, as will removal if required by MDCR of same upon cancellation or completion of the contract. The Contractor shall be totally responsible for all equipment and services.

A. Installation Plan

Contractors must submit an Installation Plan in accordance with Section 8, *Project Schedule*, which identifies the time and activities required for installation, utility coordination, training, cut over and testing. The system must be installed in a manner and under a timeframe designed to minimize disruption of the normal functioning of MDCR and security concerns. Any delay in contractor's implementation schedule that is caused by MDCR personnel will increase the contractor's time allowed to cut over by the length of such delay. The County desires a fully implemented and installed Solution within ninety (90) days from the Award Date.

B. Risk of Loss

The risk of loss and/or damage to Contractor's equipment will be fully assumed by the Contractor during shipment, unloading, installation, and for the entire lifecycle of the contract.

C. Delivery and Unloading

The Contractor must provide transportation to and unloading of equipment at MDCR's designated locations. MDCR will not be liable for any charges related to packaging, delivery, or storage of equipment or materials required for proper implementation of the required services. All packing crates, boxes, paper, packing materials, and all other such extraneous material shall be removed from the premises by the Contractor at the Contractor's expense after installation.

Training

A. MDCR Personnel

The Contractor must provide hands-on training on-site to MDCR personnel at a mutually agreed upon schedule. The Contractor must provide hands-on training to line staff during implementation as well as training tutorials and videos to educate all MDCR personnel. At no charge, the Contractor must provide one (1) set of appropriate documentation, Video, and Manuals per installed facility upon completion of training.

B. Additional Training as Needed

In addition to initial training required at the time of system installation, the Contractor must offer and provide additional training to existing or new MDCR employees, at a mutually agreed upon schedule. This requirement could be met with a comprehensive video tutorial.

Solution Acceptance

Contractor must demonstrate all system modules, functionalities and applications are operational as described in this document prior to MDCR finally accepting the Solution. Contractor agrees as part of the implementation to perform all required services to successfully achieve all objectives herein set forth in all MDCR facilities, including, but not limited to, (a) system configuration; (b) interface development. (c) software testing; (d) acceptance and user acceptance testing; (e) training; (f) cooperating with all other vendors supplying peripheral or ancillary equipment that will interface with the Solution.

Solution acceptance shall be determined by a consecutive thirty (30) day period during which the Solution must function ninety-nine percent (99%) of the time. The Contractor must work with MDCR to determine the actual uptime and downtime operation of the Solution. No Deficiency shall be deemed remedied until all necessary remedial action has been completed and approved in writing by the concerned County Project Manager in accordance with the procedures set forth in the agreement.

This document is a draft Scope of Services/Technical Specifications for a future <u>competitive</u> contract Miami-Dade County anticipates entering into. Scope of Services/Technical Specifications is subject to change without notice.
This is not an advertisement.

Solution Uptime and Downtime

The County has established target levels of the Solution availability to require no system outages longer than four (4) consecutive hours. If the Solution offering fails to be available for longer than four (4) hours at any given time, a fee shall be charged to the Contractor payable to MDCR in accordance with the schedule below.

Occurrence	Fee Amount
1st occurrence	3% of Annual Cost Credit
2nd occurrence	5% of Annual Cost Credit
3rd occurrence or more	10% of Annual Cost Credit

Downtime means that the Solution is not accessible to the County or its customers and shall not include periods of routine maintenance or administrative procedures that are scheduled during non-operating hours with the prior approval of the County. For clarity, should the Solution be not accessible by the County or its customers at any individual facility covered under this Agreement shall be considered Downtime.

The concerned County Project Manager shall notify Contractor's Project Manager in writing, or orally to either Contractor Project Director or Contractor Project Manager, of any Deficiency. Upon the notice (orally or in writing) from County, or the Contractors discovery of such Deficiency, Contractor shall promptly commence corrective measures to remedy any Deficiency, and shall remedy such Deficiency, in accordance with the timeline set forth and agreed upon by both parties. Contractor acknowledges that, as part of Maintenance and Technical Support Services provided to County, Contractor may be required to repair, replace, or reinstall all or any part of the Detainee Kiosk, or other material, or create an Update, in order to remedy a Deficiency.