

SOLE SOURCE DETERMINATION

The Purchasing Division has been requested to approve a sole source purchase for the commodity or service described below. Pursuant to West Virginia Code 5A-3-10c, the Purchasing Division is attempting to determine whether the commodity or service is a sole source procurement. If you believe your company meets the required experience and qualification criteria stated below, please e-mail the Purchasing Division Buyer at Tara.L.Lyle@wv.gov with a copy to William.M.Sheets@wv.gov to express your interest in the project. Please forward any and all information that will support your company's compliance with required qualification and eligibility criteria along with any other pertinent information relative to this project to the Purchasing Division no later than 1:30 PM on August 13, 2012.

Requisition Number: COR61575

Department/Agency: Division of Corrections

Detailed Description of Project: West Virginia Division of Corrections has need for 24-hour a day, 7-day a week operation, support and maintenance service for the Victim Information Notification Everyday System (VINE).

Proposed Sole Source Vendor: Appriss, Inc.
10401 Linn Station Road
Louisville, KY 40223

Specific Eligibility Criteria:

General Requirements:

Victim Information Notification Everyday System (VINE) provides automated inbound and outbound calls, email and or texting notifications for crime victims within a specific state, county, or city. Victims of crime call a toll-free number to receive basic information about an offender in custody, court case, and/or probation/parole offender. When a victim registers to receive notifications via an inbound phone call or the web (VINELink), VINE monitors the offender and/or case status and automatically begins making notification attempts when a change occurs. The VINE system meets all of the United States Bureau of Justice Assistance (BJA) guidelines and standards for Statewide Automated Victim Information Notification (SAVIN) programs. Each system is backed up with Victim Service Representatives (VSR) on a 24 / 7 basis. The VSRs are specially-trained operators who can assist the caller with the registration process. If the system includes a foreign language, the VSRs will get a translator on the phone. Included with the service is

VINEWatch, a secure web-based tool that allows the customer to register victims for notification. This site also provides statistics and audit reports on all notification calls that the system processes. Every contact to a victim is logged to provide assurance of the system's performance.

VINE Requirements:

Link the Division of Corrections' internal system into the Appriss Data Center located in Louisville, Kentucky.

Prepare and assist the Division of Corrections and Parole Board with complete training, promotion, and statewide public relations campaign designed to ensure that the program effectively reaches crime victims within the community.

Based upon information available in the offender management system,

VINE provides the following information on inbound calls from the public:

Inbound and outbound Service

Current Offender Custody Status

Offender Number (if searched by name)

Housing Location

Parole Hearing Date

Scheduled Release Date

List of Victim Service Agencies for additional services

Both the inbound and outbound VINE phone lines must be offered in multiple languages. Currently, West Virginia offers English and Spanish.

Automated notifications are delivered in the following ways:

Telephone

E-mail

TTY

Letter (Registered victims can receive letter notification if the victim has written to the West Virginia Division of Corrections or the West Virginia Parole Board requesting notification of an inmate's parole hearing)

Texting (available, but not currently used by WV VINE)

As changes occur in the offender's status, notifications will be made to all registered individuals. The following types of notification are used in West Virginia:

- Escape
- Returned from Escape
- Release (General, Court ordered, Parole)
- Work Release
- Home Detention/Electronic Monitoring
- Returned from Parole
- Death

- Transfer
- Parole Hearing (No calls; letters only)
- Scheduled Release-Sentence Expiration

Telephone notifications can be delivered to any direct dial number (e.g., home, work, and cell). VINE provides four different telephone notification-calling patterns based upon the level of urgency.

Normal: Calls will be made every 30 minutes for 24 hours or until the correct PIN is entered to confirm and stop the notification calls. If an answering machine, or a person answers a call and the correct PIN is not entered, then calls will be made every 2 hours for the remainder of the 24-hour period.

Non-Emergency Final: Calls will be made every 30 minutes during the hours of 7am and 9pm for 48 hours or until the correct PIN is entered to confirm and stop the notification calls. If an answering machine, or a person answers a call and the correct PIN is not entered, then calls will be made every 2 hours for the remainder of the 48-hour period.

Non-Emergency Delay: Calls will be made every 30 minutes during the hours of 7am and 9pm for 48 hours or until the correct PIN is entered to confirm and stop the notification calls. If an answering machine, or a person answers a call and the correct PIN is not entered, then calls will be made every 2 hours for the remainder of the 48-hour period. Notification calls will be delayed for a minimum of two (2) hours from the time the transfer record is received by VINE.

Advance Notification: Calls will be made every 2 hours during the hours of 7am and 9pm for 48 hours or until the correct PIN is entered to confirm and stop the notification calls. If an answering machine, or a person answers a call and the correct PIN is not entered, then calls will be made every 2 hours for the remainder of the 48-hour period. Advance notification calls will occur 45 days prior to the expected scheduled release date. Advance notification letters will be sent 45 days prior to the expected date for parole hearings.

E-mail notifications are initiated at the time of the event change.

Individuals can register to receive VINE notifications via the web (VINELink) or through a TTY (teletypewriter) device. A nationwide toll-free number for TTY devices is available for this option. The users will be directed to a VINE Service Representative who will manually complete the registration process. Outbound notifications are automated to communicate with the TTY device.

System Promotional and Training Support

An Account Manager (AM) is assigned to the West Virginia VINE Program and works with the project manager on the Division of Corrections (DOC) side to schedule annual onsite and web-based trainings for users of the VINE system.

The West Virginia DOC office receives annual supplies of promotional materials, designed specifically for the system. The Account Manager works with the West Virginia DOC's office to design these materials. If more than one language is included with the West Virginia DOC's system, the annual quantities can be divided between the different languages.

Description of Service Fees

One-Time Service Startup Fee

The startup fee is a one-time cost that covers the following program expenses. It has been paid in full:

- All equipment required for the interface
- Development of custom interface software
- Installation and checkout of interface equipment
- Startup costs for all telephone services
- Project management
- Script design, recording, and programming
- Communications Center programming for options
- System testing
- Development of a customized training program
- Instructional video
- Public service announcements for TV and radio
- Development of promotional materials
- On-site customer orientation program
- Coordination of media announcements
- Assistance with live press conference presentation

Annual Service Support Fee

The annual service support fee covers the following program expenses:

- Ongoing service support 24 / 7 / 365
- Support of interface hardware and proprietary software
- Monitoring of all system hardware and software used to power VINE
- Secure environment for data transmission, processing and storage
- 24 hour troubleshooting support for system alarms
- Communication costs for transferring data
- Emergency Override Line (EOL) to be used when the data feed has been interrupted or when data being received from the agency is not accurate
- Ongoing support of system script or normal programming changes
- Ability to meet all BJA Guidelines and Standards for SAVIN Programs

- Ability to provide 24 hour sensitivity trained live operator support for English and Spanish victims including assistance with information and registration in.
- Ability to provide automated telephone, email, and TTY notifications twenty four (24) hours a day, seven (7) days a week in English and Spanish.
- Ability to maintain equipment, including antivirus security software, server replacement, upgrades to remote support console and SNMP monitoring.
- Ability to conduct training (live, video, or web)
- Ability to provide and maintain a twenty four hours a day, seven days a week public website that allows victims to self-register.
- Ability to provide and maintain a free, private web portal for agencies to assist victims and generate usage reports.
- Ability to secure victim notification confirmations via assigned PIN.
- Ability to provide a means (PIN Confirmation) to stop calls when a notification has been achieved.

Specific Qualification Criteria:

- Vendor must be able to meet all requirements listed above without disruption to current operations.
- Vendor must be prepared to conduct onsite training and installation for all and future facilities at no cost to WV.
- Vendor must be willing to reimburse WVDOC for any overtime hours required by WVDOC personnel for training.

Renewal:

This contract may be renewed upon the mutual written consent of the spending unit and vendor, submitted to the Director of Purchasing thirty (30) days prior to the expiration date. Any such renewal must be in accordance with the original terms and conditions of the original contract and shall be limited to four (4) one (1) year renewal periods.