



**DEPARTMENT OF CORRECTIONS AND REHABILITATION  
CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES  
STATE OF CALIFORNIA**

**INMATE WELFARE CHECK SYSTEM (IWCS)  
STATEMENT OF WORK**

**ADDENDUM #2**

This Statement of Work (SOW) includes the goods and service(s) requirements for procurement of an Inmate Welfare Check System (IWCS) in all thirty-three (33) adult institutions, including the California Correctional Health Care Facility (CCHCF) and Dewitt-Nelson Annex in Stockton, California, and other mental health/correctional facilities.

The United States District Court for the Eastern and Northern Districts of California, in *Coleman v. Brown*, found that the California Department of Corrections and Rehabilitation (CDCR) was in violation of the Eighth Amendment and removed control of prison mental health care, and appointed a Special Master to oversee establishment of corrective policies and procedures. Subsequently, CDCR proposed, and the Court approved, a plan to include program and staffing that addressed mental health services at different levels of care for all adult correctional institutions. Since the Special Master took control of inmate medical care, continued monitoring and requests for improvements and/or changes to current practice(s) have taken place through various federal court orders.

One such Order resulted in a report concerning suicides in CDCR adult institutions. The report indicated that 69.2 percent of inmate suicides occurred in the institution's Administrative Segregation Units (ASU). Upon this finding, Coleman attorneys requested a plan to reduce the inmate suicide rate(s) and an expert panel developed recommendations that included, but were not limited to, Correctional Officers (COs) performing thirty (30) minute welfare checks (i.e., personal observations) on all inmates for the first twenty-one (21) days following placement in an ASU. All adult institutions are now required to perform welfare checks on all inmates for the first 21 days following placement in an ASU.

The current method for delivering the mandated tracking is through manual paper documentation every 30 minutes by a CO. The CO on each watch must manually log the exact time of their rounds on a tracking sheet. The tracking information must be logged immediately after completion of each 30-minute round. Tracking sheets are required to be retained at the institution for a minimum of three (3) years and for an additional four (4) years in a departmental records retention center.

CDCR does not have an automated system in place to record, gather, or retain the court mandated data. Based on departmental audits and reviews by Coleman Court monitors, inconsistencies have been reported in the logging performed by staff and retention of required documents (e.g., human errors or lost records, etc.).

To mitigate the above issues, CCHCS is requesting quotes to acquire electronic monitoring devices and/or a system (i.e., an "inmate welfare check system") consisting of an electronic recording device to digitally record the COs check time at all pre-assigned individual cell locations. As the CO conducts an inmate welfare check, the device stores each check and time. Upon completion of the COs shift, the data must be electronically transferred to a software system located on the department's network.

CCHCS seeks to procure and implement an Inmate Welfare Check System (IWCS) in all 33-adult institutions, including the California Correctional Health Care Facility (CCHCF) and Dewitt-Nelson Annex in Stockton, California, and other mental health/correctional facilities. A list of all CDCR/CCHCS institutions has been attached for quote purposes.

The proposed solution must be a commercial-off-the-shelf (COTS) product that does not require any customization and includes hardware, installation and configuration, and programming of necessary components of the system, software, training of information technology (IT) and custody staff at each site, headquarters setup, licensing, and a minimum two (2) year support agreement for all adult correctional institutions. Bidder's quote must not include labor for mounting any devices (e.g., a "button") on a cell door because CDCR/CCHCS' plant operations will perform this service.

1. In essence, contractor will deliver the hardware, install and configure the software for each state-issued workstation, and perform training services to designated CDCR/CCHCS IT and custody staff.

The proposed solution must be able to integrate with CDCR's existing Wide Area Network (WAN). CDCR/CCHCS have a statewide Multiprotocol Label Switching (MPLS) WAN that connects all institutions to the Federated Data Center (FDC). In addition, most institutions utilize Local Area Networks (LAN) that connect to the statewide WAN. All CDCR workstations must conform to the published Enterprise Architecture (EA) standards. These specifications establish CDCR/CCHCS' current and future hardware and software standards, and allows the department(s) to upgrade or replace workstations as well as maintain uniformity and supportability of various solutions.

The proposed solution should function on Microsoft Windows 7 operating system (OS) 64 bit and 32 bit, which has not been modified. Windows 7 base install must remain out of the box, unmodified. The application that installs the solution onto the base OS must use generally accepted industry best practices and must be installable from either an installer compact disk (CD) or executable file. It must also be installable via Microsoft's System Center Configuration Model (SCCM) across CDCR's WAN. The installer via SCCM will follow Microsoft's best practices or CDCR/CCHCS' standards for deploying software via the SCCM.

As hardware ages or fails, the proposed solution must also function on new hardware approved by CDCR's standards, which typically models standards that are available to the public without modification to the base OS install.

The required IWCS equipment and quantities for each institution shall include, but are not limited to, all of the following minimum requirements:

Contractor shall provide a detailed quote for the quantity of each item listed below:

**IWCS Hardware:**

	<u>Quantity</u>	<u>Description</u>	<u>Unit Price</u>	<u>Total</u>
1.	33	Server License/Software;		
2.	33	Reporting Services;		
3.	33	Client License;		
4.	72	Rounds Tracker License;		
5.	171	PIPE Touch Button Reader/Data Recorder;		
6.	171	Holster with Belt Clip/Accessories;		
7.	72	IP Downloader;		
8.	1,200	5mm touch memory button;		
9.	99	Leather wallet for incident recording; and		
10.	6,180	Prison Proof Metal Wall Mount Button.		

**Professional Services:**

Contractor shall perform all of the following:

1. Set-up servers and databases and train custody and headquarters staff;
2. Set-up approximately two hundred (200) checkpoints, configure IP Downloader(s), set up Rounds Tracker software, and provide training to institutional IT staff, supervisors and officers;
3. Provide support services for a minimum of two (2) years to all thirty-three (33) prisons; and
4. Provide software maintenance for a minimum of two (2) years beyond warranty period.

**Contractor Responsibilities:**

Contractor shall do all of the following:

1. Designate a representative to be responsible for ensuring that the terms, conditions, and provisions of the ensuing Agreement are met;
2. Notify CDCR/CCHCS within five (5) working days of a change in contractor representative;
3. Upon request, provide written updates to CDCR/CCHCS' representative on progress of statewide installation and implementation the IWCS;
  - a. All progress reports shall be provided in electronic format in Microsoft Word;
4. Adhere to and follow department rules, regulations, policies, and procedures that govern contractor personnel;
5. Work with each of the thirty-three (33) prisons' IT and custody staff to ensure their complete understanding of the system, its capabilities, and infrastructure; and
6. Make every effort to minimize the cost of travel by the most direct route when traveling from institution to institution.

**CDCR Responsibilities:**

CDCR shall do all of the following:

1. Designate a CDCR/CCHCS representative/liaison for the ensuing Agreement;
2. Provide contractor with the data necessary to complete the scope of this RFQ;
3. Make CDCR/CCHCS staff available, as needed, to provide support and other assistance; and
4. Be responsible for reviewing and approving the deliverables performed by contractor under the Agreement.

**Installation and Implementation – required for all sites:**

The purpose of this section is to request service quotes for the installation and implementation of the IWCS in a designated area within the institutions.

1. Bidder shall be an authorized dealer and have required training certification for all devices included in the SOW;

- a. A copy of certification must be provided with the bid. Elements of these services shall also include, but are not limited to: project management, planning meetings (e.g. project kick-off and acceptance testing meetings), management information systems, computer science, etc.
2. Contractor will test the equipment to ensure that all components are functioning as specified in the Agreement; and
  - a. Once the equipment is installed, contractor and CDCR/CCHCS staff will verify that all specifications have been satisfactorily completed and a User Acceptance document will be signed.
3. Contractor must delineate the role for each function including the proposed service(s) and itemized cost(s) in response to the Statement of Work.
  - a. Bidder must also include in their quote whether services are provided by bidder or outsourced to a third-party vendor (i.e., subcontractor).

**Software Support – required for all sites:**

1. Software support for the first-year must be in the software cost.
  - a. Software support costs for the second and subsequent years must be quoted on a per-license basis.

**Training – required for all sites:**

The purpose of this section is to specify the minimum training requirements provided by bidder to all designated staff on the IWCS and to request a quote for rendering of services.<sup>1</sup> The training audience shall include information technology (IT) staff, custody supervisors and correctional officers.

1. Contractor will have primary responsibility for training of support, technical and end-user staff, which must include presentation and training materials that can be stored on CDCR's shared drive.
  - a. Training services must occur during system deployment and following the "go-live" of the system.
  - b. Custody staff are the end-users of the IWCS and require training on use of the equipment and downloading of data.
2. CCHCS/CDCR seeks quotes for onsite training following the initial equipment install and supplemental training during major equipment component upgrades.
  - a. Other training options that may be considered include, but not limited to, distance learning, computer-based training, and/or web-based meetings.
3. Bidders training services must include the following minimum requirements:
  - a. Onsite application training per institution for designated staff on IWCS and all components following the initial installation and acceptance testing;
  - b. Onsite training per institution for use of Quality Assurance (QA) and Quality Control (QC) testing, emergency shutdowns, and proper maintenance of equipment (i.e., software, hardware, etc.); and
  - c. Onsite application training per institution for designated staff on IWCS.

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<sup>1</sup> Bidders must include an itemized description and quote for training service(s) to equal a total price.

**Service and Maintenance – required for all sites:**

Along with all hardware and software system requirements, bidder's quote shall also include service repairs, replacement parts (i.e., hardware and software), and preventive maintenance for the IWCS.

The service and maintenance requirements listed below shall apply to all core and peripheral components of the system (e.g. software, hardware, etc.).

1. Services shall include, but are not limited to, all of the following:
  - a. Two (2) year term for Service and Maintenance of IWCS;
    - i. Common replacement parts (e.g., for hardware and software) must be stocked by contractor for a period of two (2) years with a minimum ninety (90) day warranty on all replacement parts;
  - b. The service and maintenance agreement shall also include all parts with labor required for IWCS repairs, configuration requests, software updates, component relocations, and any other requests associated with the system performance;
  - c. Scheduled maintenance for all components of the IWCS (e.g. software, hardware, etc.);
    - i. Minimum maintenance frequency shall be once a year.
  - d. Installation of IWCS software upgrades as new versions become available;
  - e. Provide a hard copy and digital copy of the original IWCS manuals, software CD/DVDs, schematic drawings, and any additional documents;
  - f. For all equipment and peripheral devices that are offline or out of order, service repair (SR) may require an onsite visit by vendor to facility (e.g., correctional institution) where equipment/peripheral devices reside and/or return of the good(s) to vendor for SR;
    - i. Contractor shall receive prior approval for any onsite repair service that may be requested by CDCR/CCHCS staff.
  - g. Provide customer support telephone number(s) that are currently in use and staffed from 8:00 a.m. to 8:00 p.m., Pacific Standard Time (PST), Monday through Friday. Contractor shall also provide telephone answering service(s) for any after-hour support request(s) three-hundred sixty-five (365) days per year for service calls initiated by CDCR/CCHCS staff;
    - i. For support requests made by CDCR/CCHCS staff during after-hours, Contractor shall verbally respond with resolution within two (2) hours of receiving said request(s).
  - h. Contractor shall be responsible for all travel related expenses; and
  - i. Provide proof of a Quality Assurance (QA) system for tracking and auditing all service calls initiated by CDCR/CCHCS staff.
    - i. The proposed solution shall generate a tracking number to ensure that services are identified for future audit purposes.

**CDCR/CCHCS Contact Information:**

Any questions or concerns involving this RFQ may be directed to:

Mike Monteverde, Health Program Specialist

Division of Correctional Health Care Services

(916) 691-0324 (direct line)

(916) 691-0537 (facsimile)

[Mike.Monteverde@cdcr.ca.gov](mailto:Mike.Monteverde@cdcr.ca.gov).