Colorado Department of Corrections
and
Governor’s Office of Information Technology

Request For Proposal #2015000038

TITLE: Offender Management System (OMS) with Integrated Electronic Health Records (EHR)

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SECTION ONE: ADMINISTRATIVE INFORMATION

A. ISSUING OFFICE: This Request For Proposal (RFP) is issued by the Colorado Department of Corrections (CDOC, or Department) Purchasing Office on behalf of the Department and the Governor’s Office of Information Technology (OIT). Until such time as the RFP is awarded, the CDOC Purchasing Office will be the sole point of contact concerning the RFP. Any prospective proposer/offerrer/bidder (“bidder”) that is found to have contacted any other CDOC or OIT personnel with regard to this RFP, may be deemed to be ineligible for award. Point of contact:

Dave Schouweiler
CDOC Purchasing Manager
Phone 719-269-4060
Email dave.schouweiler@state.co.us

B. SCHEDULE OF ACTIVITIES: Numbers 5 through 8 are projections only, depending on various events and factors in the RFP process.

2. November 24, 2014, 10:00 AM Pre-proposal conference (see below).
3. November 28, 2014, 10:00 AM Deadline for written inquiries (see below).
5. February 6, 2015 Projected date - notice of initial evaluation results.
6. March 6, 2015 Projected due date - ‘best and final offers’ (if applicable).
7. April 4, 2015 Projected date - Notice of Award.
8. June 1, 2015 Projected contract date.

C. PRE-PROPOSAL CONFERENCE: A mandatory bidders’ conference will be held as follows:

10:00 AM Monday, November 24, 2014
Hotel Elegante
2886 S Circle Dr, Colorado Springs, CO 80906
Phone: (719) 576-5900

NOTE: Attendance at this conference is mandatory; prospective bidders must have a representative in attendance at this pre-proposal conference in order to be eligible for consideration for award of this RFP. Written inquiries will not be accepted prior to the conference.

D. WRITTEN INQUIRIES: After the pre-proposal conference, bidders may submit written inquiries in order to obtain any needed clarification of RFP requirements. Inquiries should be sent via email, as follows:

Email address: dave.schouweiler@state.co.us
Subject line: RFP #2015000038 inquiry
E. INSTRUCTIONS FOR SUBMITTING PROPOSALS:

1. In order to be eligible for award of this solicitation, the bidder should be a registered vendor on the ‘Colorado VSS’ web site, by no later than the proposal receipt deadline stated in the schedule of activities. Registration information may be obtained on-line at: www.colorado.gov/vss. (The Department of Corrections Purchasing Office cannot process your BIDS registration.)

2. Proposals must be received at the Colorado Department of Corrections Purchasing Office, by no later than the submission deadline. Late proposals cannot be considered. It is the bidder’s responsibility to assure that his/her proposal actually arrives at the Department of Correction’s Purchasing Office by the prescribed time and date. The US Post Office does not deliver to the CDOC Purchasing Office.

Proposals should be submitted in a sealed package, identified on the outside with the bidding entity’s name and address. Address as follows:

CDOC Purchasing Office - RFP #2015000038
Colorado Territorial Correctional Facility
275 West Highway 50
Canon City, CO 81212

3. Supply one original written and signed proposal. An electronic copy of the proposal is also required. The e-copy must be identical in content to the written proposal, and should be in a non-alterable, read-only format such as Adobe PDF. The complete e-copy is preferred in a single document, and is not to exceed three documents total. Please submit seven (7) e-copies on CDs and include them with the original written copy. (The use of USB/thumb/flash drives is somewhat restricted at CDOC, therefore these will not be accepted.)

4. Technical assistance in the preparation of proposals will not be provided. The initial evaluation of proposals will likely be based only on the materials presented in the original proposal. Therefore, it is important that proposals be complete and bidders should recognize that the opportunity for revision or augmentation may not exist.
SECTION TWO: BACKGROUND INFORMATION

A. COLORADO DEPARTMENT OF CORRECTIONS OVERVIEW:

The Colorado Department of Corrections (CDOC or Department) has been in existence for over 130 years. The CDOC has a proud history of serving the citizens of Colorado by maintaining and enhancing public safety. Currently over 6,700 correctional professionals supervise more than 23,000 offenders in secure correctional facilities located throughout the State, and in appropriate community placements.

The Department is headquartered at 2862 South Circle Drive in Colorado Springs, and maintains its primary IT systems and operations at this address.

All areas of the Department are American Correctional Association (ACA) accredited and the Colorado DOC is the 14th state correctional system to earn ACA’s Eagle award. The ACA sets the highest national standards and promotes the best correctional practices. The accreditation process offers the opportunity for the department to proactively evaluate operations and policies against national standards, remedy inefficiencies, and continuously ensure the highest quality of correctional programs and services.

The CDOC is responsible for managing and operating 19 secure adult prison facilities and the Youthful Offender System (YOS). The facilities are designed to supervise offenders in four custody levels: minimum; minimum restrictive; medium; and close, with temporary restrictive housing, such as administrative segregation. The YOS program and facility is operated independently from the adult prison system.

CDOC contracts with private prison operators to house more than 2,000 offenders in facilities located in Colorado Springs, Crowley County, Bent County and Kit Carson County, and small populations housed in two County detention facilities.

The Department is also responsible for the safe supervision of offenders in appropriate community placements. The Parole Division oversees transitional offenders in numerous contractor-operated community corrections programs, offenders on parole, and YOS Phase III. The Division’s professionals are specifically trained to ensure public safety by utilizing best correctional and evidence based practices to supervise and support offenders reintegrating back into the community. The Parole Division utilizes contract providers in the community for case management and various treatment services for offenders.

The CDOC Clinical Services Division is responsible for all the health care needs of incarcerated offenders. Clinical Services provides a wide range of health care services within the CDOC facilities and contracts with outside service providers for specialized services. Clinical Services operates a Central Pharmacy near the CDOC’s facilities in Pueblo, CO, and distributes medications to all State facilities.

Generally speaking, all of the entities and service providers described above will require access to the new OMS, at varying levels to be determined.

B. OFFENDER MANAGEMENT SYSTEM BACKGROUND:

1. Objectives:

Through this RFP, the Department of Corrections (CDOC) seeks to select a contractor to implement a fully-integrated electronic offender management information system with integrated electronic
health records within its 20 state correctional facilities, the Division of Parole, headquarters and administrative offices, and also serving its private prison, community corrections and other contractors and agency partners. This comprehensive system will:
   a) Replace the Department’s current legacy system, the Department of Corrections Information System (DCIS), with a fully-integrated system that encompasses offender information management and tracking;
   b) Provide an electronic health records (EHR) system; and
   c) Provide an IT platform to continuously manage offenders from incarceration through their transition to and completion of, community-based supervision by the Adult Parole Division.

This fully integrated system will significantly enhance information sharing and cross-program case management as offenders are prepared to re-integrate into society while within facilities and progressing on to parole. An offender management system spanning from admissions to discharge from parole is an integral part of the long term strategy to enhance the overall efforts of the department to prepare, to the fullest extent possible, each offender to be a law abiding citizen upon discharging from the custody of the Department. The project is expected to be done in distinct phases with the first phase expected to be the implementation of the EHR system.

2. History, Existing Systems and Current Challenges – DCIS AND PCDCIS:

In early 2012, IBM was contracted by the Governor’s Office of Information Technology (OIT) to develop the “Operational Risk Assessment” of 133 State information technology systems. As part of this assessment, IBM identified the 10 systems that pose the greatest risk to the State, of which DCIS is one. DCIS poses a risk to the state due to its age, size, limited availability of IT staff able to maintain its antiquated technology, limited availability of resources in the marketplace, and lack of an existing plan for modernization. DCIS is critical to CDOC’s operations, serving as the “backbone” of prison operations, offender movement, program monitoring, and all aspects of offender management.

DCIS was implemented in the Colorado Department of Corrections in 1992 using an Informix 11.7 database. DCIS contains over 2.7 million lines of code and contains over 472,000,000 individual records, 128,000 offender records and supports over 6,700 active staff with approximately 3.7 million transactions yearly.

DCIS uses three different technologies (Terminal, PC Client and Web) to interact with the system. The DCIS system is purely character based Terminal [4GL] system meaning that there are no graphical interface capabilities and users cannot use a mouse but are forced to rely on cryptic keyboard commands and input only. DCIS is comprised of approximately 800 legacy green-screen, terminal-based applications. Each application has a very narrow focus, which requires users to access many different programs to complete work tasks. Each function is comprised of four separate programs: Create, Read, Update, Delete (CRUD).

The PC-DCIS (Personal Computer Department of Corrections Information System), is a Windows-based, two-tier client/server system that contains over 60 applications. It was created with the PowerBuilder rapid application development (RAD) tool, which is also outdated and limited. The CDOC Intranet (DOCNET) is a browser-based application built with Apache/PHP scripting language that interacts with the system via a standard Web browser. The DCIS database serves as the single data repository for all of these systems using the Informix Relational Database Management Software (RBMS).
3. **History, Existing Systems and Current Challenges – External Systems**

CDOC currently utilizes the vendor-based, Colorado Web-based Integrated Support Environment (C-WISE) which is used by the Division of Parole, Community Centers, contract providers, law enforcement, and other service providers for parolee information management. Data sharing between DCIS and C-WISE is limited (see more information next page).

The Offender Release of Information Law Enforcement (ORILE) system serves as a portal for county jails to login and access offender information, including health records involving diagnoses, medications, and immunizations as well as criminal history, active warrants, and other information relating to sentencing and incarceration.

The Colorado Transitions and Accountability Plan (CTAP) system is a case management system acquired through the University of Cincinnati to work with CDOC systems and data. The University of Cincinnati system is known as the Ohio Risk Assessment Summary (ORAS).

CDOC users who need access to DCIS, PCDCIS, DOCNET or CTAP, but are not in a CDOC facility, must connect via CITRIX which enables multiple users to launch applications on a remote server to view and interact with the application as if it were running on the user's own computer.

In addition to the State funded production systems, CDOC staff have filled voids in functional areas with the development of over 30 self-developed “critical” databases built in various data storage applications such as MS Access, Excel and others. The critical functions of these systems have been included below.

4. **History, Existing Systems and Current Challenges – Health Records**

The DCIS Database is the current repository for offender electronic health records, entered through in-house developed tracking systems. The PCDCIS windows-based interface system houses the medical system applications where medical providers enter notes about offender medical, dental, and vision care visits, pharmacy prescriptions, medical procedures, laboratory results, and consultations with providers outside the Department. Behavioral health applications, including psychology, social work, mental health, substance abuse treatment, and sex offender treatment are entered into the DCIS interface.

Other healthcare-related electronic systems that the Department currently utilizes include an interface between CDOC and Correctional Health Partners (CHP), a third-party contractor acting as the CDOC’s health care services administrator, that provides the Department with continuity of care, management of externally provided healthcare services, trending data, and offender medical cost analysis. The existing interface electronically exchanges offender consults to CHP for all coding and authorizations of services. However, this existing exchange is separate from the other systems and thus information entered here does not transmit automatically to DCIS or PCDCIS.

Although the gaps among the above electronic systems are rather significant, perhaps the biggest need for CDOC to transition to a system that incorporates an EHR component is evidenced in its heavy use of paper medical charts, which are then scanned into a third-party supported document management system. Offender health information that is still recorded and maintained in paper form includes:

- visits to outside specialists;
- all dental records;
- all optometry records.
Because health records stay with CDOC when an offender is released, these transition forms serve as releases of information (ROIs) for continuity of care to providers in the community. Mental health information for referrals and medication information may also be included on these transition forms.

Though paper records are scanned into a document management system, this system does not integrate or communicate with any of the other existing clinical information systems. Thus, paper health records are still necessary and follow offenders throughout their incarceration with the current system.

In anticipation of a pending effort towards development of a statewide health information exchange (HIE), an assessment was conducted on various state agencies’ (including CDOC’s) health information technology (HIT) platform by the Colorado Regional Health Information Organization (CORHIO). This assessment, conducted in late June 2013, highlighted the gaps among the Department’s various health information systems. Some of the specific gaps identified included:

- DCIS’ lack of integration capabilities with other systems;
- Lack of ad hoc reporting capabilities;
- Lack of integrated document management system;
- Maintenance of multiple offender records (e.g. dental, optometry) in paper charts; and
- Inadequate communication of health information with outside specialists.

Based on these gaps, CORHIO determined that the Department has an urgent need for an integrated EHR system. Such a system would need to ensure that the above gaps are eliminated, as well as interface with a statewide HIE, public health agencies, and other state agencies as needed; interface with pharmacy, labs, and other pertinent ancillary systems for ordering and/or results delivery; fully integrate with CHP for referrals and authorizations; streamline the ROI process when offenders are released from prison; and satisfy other requirements to be later identified through the procurement process.

5. **History, Existing Systems and Current Challenges – C-WISE**

The Department’s need for improved offender information management pertains to information utilized post-incarceration as well. The Department currently utilizes a vendor provided solution called C-WISE for parole information management. C-WISE is both a web-based and mobile platform, as well as a vendor-staffed call center that provides 24-hour assistance to CDOC, contract providers, law enforcement, offenders, and the public. C-WISE centralizes data for CDOC by allowing parole officers to dictate case contacts, leave messages, and request warrants 24/7. Officers can access the C-WISE system by phone, web-enabled computer, or smartphone device. All information received by C-WISE is recorded and transcribed into an electronic chronological history of each offender. Some of the data maintained in C-WISE includes information about fingerprint hits; offender check-ins and contacts; offender, public, police, and provider calls; offender changes of address and employment; treatment referrals; drug test results, and violations.

Although the C-WISE system satisfies many of the needs of parole and community services, DCIS is still used for maintaining some post-incarceration data on offenders, such as details on parole plans and parole hearings. When the Department replaces DCIS, it would be necessary to find a suitable replacement system that would be capable of housing all necessary data on all offenders including those under the management of parole and community services. Consequently, the Department wants to procure an integrated system that will cover an offender from admission to discharge from incarceration and on through the end of the parole term. This integrated approach will enable significant enhancements in the Department’s ability to address each offender’s respective criminogenic needs before they are released, as well as while they are on parole. The information
available to a parole officer as they work to help an offender transition into the community and work to target the treatment and tools would be significantly better than the present technology allows.

6. **CDOC website and CDOC Administrative Regulations and Colorado Revised Statutes:**
   Additional information about CDOC operations may be viewed through: www.doc.state.co.us. Many of the policies and procedures governing the daily operations of the Colorado Department of Corrections are documented through the CDOC’s Administrative Regulations. Most of these may be viewed at http://www.doc.state.co.us/administrative-regulations. Access to certain ARs concerning security issues and procedures is restricted, and the CDOC does not expect to make any restricted ARs available to bidders for the purposes of this RFP. (Upon finalization of the State contract, the successful bidder may be granted limited access to restricted ARs, at the sole discretion of the CDOC.)

   Colorado Revised Statutes may be viewed at http://www.lexisnexis.com/hottopics/Colorado.

7. **Independent Verification and Validation (IV&V):** The OMS-EHR project will be subject to the State IV&V requirement. The Governor’s Office of Information Technology authority and overall mission was established by the Colorado Legislature in 2008 and codified in C.R.S. 24-37.5-101, et seq. Subsequent legislation established the requirement to include IV&V as part of the planning and management of a major information technology project as set forth below:

   - IV&V is a service intended to provide state agencies with independent project assurance over the entire project lifecycle (from business case development through project closing).
   - Engaging the services of an independent resource to act as a third-party monitor at critical phases of the project life cycle can be of benefit to the state in ensuring that the best possible results are achieved for large, highly complex information technology projects.

   IV&V is a set of verification and validation activities performed by an agency not under the control of the organization that is developing the software. IV&V does not require a continuous on-site presence or extensive testing, nor does it perform actual quality assurance activities or other remediation. It instead imposes periodic reviews of development projects that include site visits employing various industry standards to conduct artifact analysis with interviews of a project’s team and stakeholder in order to fashion a comprehensive “snapshot” of a project’s management and technical processes at work at a given point-in-time. IV&V determines if project activities conform to the requirements set forth in the project charter and the business case. IV&V contractors will assess, analyze, evaluate, review, inspect, and test the project’s products and processes and report those findings to the governance committees.

   A third party contractor will be utilized by CDOC to perform the mandated IV&V function, and the Contractor will be required to coordinate and respond appropriately to the IV&V contractor.

8. **Other Colorado Agencies:** Several other State agencies may have plans or interest in procuring an EHR system at some point in the foreseeable future. Specifically, the Colorado Department of Human Services may have a procurement interest in one or more of the OMS components solicited herein. In the event that the successful bidder’s OMS solution has any particular system component/s that may be determined by another State agency to be a viable IT procurement fit for that agency’s purposes, this RFP procurement may be utilized by said agency/ies in accordance with CRS 24-110-201 ‘Cooperative Purchasing’. However, no such components are being actively solicited on another agency’s behalf at this time, and the CDOC is not able to respond to any inquiries concerning any other agency’s potential needs or requirements.
SECTION THREE: STATEMENT OF WORK:

A. OFFENDER MANAGEMENT SYSTEM – TECHNICAL / BUSINESS OVERVIEW:

Through this RFP, the CDOC is requesting proposals to select a contractor to provide a comprehensive, fully integrated Offender Management System with integrated Electronic Health Records. It should be a customized (as needed), flexible, scalable, web-based, and mobile-ready system to manage all areas of an offender's needs from intake to discharge, using a single Relational Database.

It is expected that the successful bidder (Contractor) will demonstrate that it has successfully implemented the majority of the proposed OMS solution in at least one other State. The OMS, including the major modules proposed in response to this RFP, are expected to have been in production for at least one year, as of this RFP’s proposal deadline.

1. **Technical Overview, Functionality and Use**: Provide a flexible, scalable, web-based and mobile-enabled OMS solution that is easy to use as well as easy to maintain. The web site must be a user-friendly site, and driven by data stored within a single relational database. The system should include a web-based, database-driven administration portion that allows key management personnel to easily update content without directly accessing source code. The OMS needs to be viewable by authorized employees, contractors and agencies. It needs to have an administrative tool or interface for the maintenance and management of the system. The OMS will enable CDOC employees to efficiently enter, store, view and manage information concerning offenders' activities, progress and needs. Administration of the OMS will be based on roles to control access and workflow (e.g. super-user, administrators, supervisors, users and read-only authorized users).

Following is a list of **mandatory OMS ‘global’ requirements** that have been established for any proposal to be considered eligible for award of this RFP:

a) The proposed solution will be a Customizable Off-The-Shelf (COTS), web-based and mobile-enabled, offender and parolee management system with an integrated Electronic Health Records system.

b) The proposed OMS solution must have a majority of its proposed modules in current production and use in at least one of the fifty states for at least one year.

c) The proposed OMS solution must be Oracle or Microsoft SQL-Server based.

d) The proposed OMS solution must include field level data encryption at rest.

e) The proposed OMS solution User Interface (UI) must function on cross-platform Internet Explorer and Chrome web browsers.

f) The proposed OMS solution UI views are to be optimized for mobile devices or mobile apps.

h) The proposed OMS solution UIs and APIs must be Secure Socket Layer enabled.

i) The proposed OMS solution must have authenticated login.

j) The proposed OMS solution must have end-user customizable reporting capability.

The CDOC desires an OMS solution with the following features, capabilities and functions:

k) Easy and intuitive user interface

l) High performance web site with fast web page load times

m) Works on mobile devices (iOS, Android) with their browsers or applications
n) Branded with CDOC logo, graphics and styles with easy update system
o) Encrypted website ready (SSL)
p) Authenticated login with enhanced security question challenge
q) Will interface with other external/internal web APIs
r) Audit system built-in for users and their interactions with the OMS

The CDOC desires an OMS solution with the following technical aspects and features:

s) System should allow the department the flexibility to run on-site, in a private cloud or in the public cloud.
t) Able to run on a Linux server running Apache web server
u) Database schema enforcing third normal form (3NF)
v) Safe and secure from web exploits, cross scripting, and SQL injections
w) Authentication system will integrate with current CDOC LDAP system (Microsoft Active Directory)
x) Support for e-mail notifications
y) Ability to interface with Web Extender

2. Security / cyber security requirements:

a) The successful bidder (Contractor) will agree at all times during the term of the contract to maintain network, system, and application security that at a minimum will perform intrusion detection and State of Colorado Office of Cyber Security (OCS) security testing on an annual basis. Likewise, Contractor agrees to maintain network, system, and application security that conform to the following:
   • State of Colorado Cyber Security Standards and Policies as found at www.colorado.gov/cybersecurity;
   • Current cyber security standards set forth and maintained by the Center for Internet Security; see www.cisecurity.org.

b) The Contractor will comply with State and Federal regulations and guidelines related to security, confidentiality, and auditing. These include but are not limited to those of: the Federal Bureau of Investigation (FBI), the Department of Homeland Security, the Colorado Bureau of Investigation (CBI), the Colorado Office of Cyber Security (OCS), and other State and Federal regulations and guidelines. Much of the information to be compiled in the OMS is subject to Federal and State statutory protection.

c) The Contractor will:
   • Ensure that security is not compromised by unauthorized access, including but not limited to what is described in this RFP and the ensuing contract.
   • Promptly report all breaches or attempted breaches to OIT Security Incident Reporting.
   • Have no rights to use or access any CDOC and/or State Agency related data or information, without prior CDOC written authorization and only as necessary for State contract performance.
   • Review, on a semi-annual basis, the Colorado Cyber Security Program and its related documents, and policies and procedures, and ensure compliance with standards and guidelines therein.
   • Provide for the performance of security audit and penetration tests.

d) RFP attachment H is the State’s system security plan (SSP) template. Bidders whose proposals are deemed to be potentially acceptable (refer to RFP Section Four – Evaluation) may be invited to make a presentation and/or may be required to complete and submit the State’s system security plan template and document any exceptions to the SSP policies and standards. Bidders should also be familiar with the State’s Data Classification Handling and Disposal policy, which can be found at: www.colorado.gov/oit/security_policies.
The CDOC desires an OMS-EHR solution with the following security/cyber security capabilities.

a) Requires that a unique user name and password be assigned to every user of the system.
b) Allows only authorized users, as defined by roles and access rights.
c) Allows for multiple user-defined security profiles using the 'Role Based Access Control’ (RBAC) standard.
d) System profiles have defined access rights that follow rules for which system functions and data may be accessed and updated. Security profiles must be easy to use and easy to maintain.
e) Each system security profile allows for a mix of user-defined read / write / execute / delete access permissions.
f) The system maintains the following information for each user:
   • Unique User ID
   • Employee ID (EID – if it exists within the system)
   • First Name
   • Last Name
   • Agency (State or County Name)
   • ID Creation Date
   • Last Login Date
   • Last Password Change Date
   • Access Rights (profile)
   • Indication on if the ID is a system, user or admin
   • Number of login attempts since last successful login
   • Number of failed login attempts since last successful login

g) The system logs the following information specific to user access within the EHR:
   • The system assigns a unique date, time, and user stamp on all saved records
   • What information was accessed
   • What action was taken (e.g., viewed, updated, printed)
   • Who accessed the information
   • When the information was accessed (e.g., date and time)
   • What report was generated (if report was run)
   • Where was the report printed (if report was run)
   • Who printed the report (if report was run)
   • The system is capable of reporting an Audit Trail of Access; and
   • The system protects the audit log files used to track the above information from unauthorized access.

3. **User Interface:** The CDOC desires an OMS solution with the following user interface features and capabilities.

a) Offender identification on each screen.
b) User-designated required data fields.
c) Auto-population of user-defined data fields.
d) Ability to move rapidly from screen to screen.
e) Ability to import and export data.
f) Use of voice recognition for dictation and/or transcription.
g) User-defined parameters for notifications and/or alerts and defines interfaces to mobile devices, pagers and smartphones.
h) Word processing functionality for text fields.
i) Online help and context-sensitive help.
j) Allows users to personalize their workspace, such as preferences for layout, navigation and the use of tools appropriate to his/her workflow.
k) Provides an easily viewed navigation structure that allows them to know where they are at all
times and can easily return them to a desired starting point.

l) Provides navigational links to related screens.
m) Provides access to the home page and logout from anywhere within the system.

4. **Business Needs:** The CDOC desires an OMS-EHR solution with functional capability to address its business needs as follows.

   a) The system is expected to conform to all Colorado Revised Statutes, and state and Federal court orders that affect the Department.
   b) The system provides / enables the use of unique lifetime identification numbers (DOCNO), already established by CDOC for each offender, with multiple incarcerations and defined inmate and parole statuses within.
   c) The system has the capability to assign a unique identification number (DOCNO) to an offender manually; for previous offenders, out-of-state, interstate, probation and interstate parole and others as needed.
   d) The system has the ability to handle multiple certified and uncertified names, aliases, dates of birth, and social security numbers per offender, including flagging birth name, religious names, FBI names, court names, and gang monikers.
   e) The system has the ability to merge duplicate offenders if someone is found to have been committed under one name and subsequently determined to be a previous offender under another name or identity.
   f) The system has the ability to “hide” active offenders from both outside facing websites/reports and internal staff (high profile offenders).
   g) The system has the ability to seal or expunge partial or whole offender records.
   h) The system provides a Web based inmate locator tool for public access.
   i) The system provides mapping and geo-coding functions.
   j) The system provides methods to support current CDOC business and approval processes complete with deadlines and signatures as required by business rules.
   k) The system has data import and export tools, to include scheduling capabilities.
   l) The system enables event-based triggers.
   m) The system enables instant (pop-up), login, and queued alerts/notifications.
   n) The system can offer links to resource manuals, Colorado Revised Statutes, Administrative Regulations where required or as desired.
   o) The system has help screens, including field hover help.
   p) The system has spell-check functionality on text fields.
   q) The system has electronic signature capabilities. Electronic signatures may be collected from CDOC staff, Clinical providers, visitors, volunteers, contractors, and offenders and will store an image of the signature and an identifier.
   r) The system enables the creation of electronic forms for data entry where standardized forms may be needed, with the capability to print or output the form to a PDF.
   s) The capability to store, retrieve, link, and delete paper documents and photos.
   t) The system enables flexible user-defined security levels for different business units.
   u) The system offers locally controlled, on-site administrative rights for security and access, for individual business units.
   v) The system enables an automated security/permission approval process.
   w) The system has data quality controls.
   x) The system can prevent “date entered” data fields from being backdated.
   y) The system allows on-site State OIT and/or CDOC management of data contained in maintenance and list tables.
   z) The system has an Administrative user role that may query data for quality assurance checks and has permissions to correct data when necessary.
   aa) The system has audit tables, trails and processes.
   bb) The system allows changes to be made to electronic forms and data collected while
maintaining historical data and access to the fields that were changed or removed at a later
date.
cc) The system allows a point-in-time snapshot of an offender’s electronic health record or
CDOC record to be created for a user-selected date.
dd) The system provides a seamless interface between Clinical EHR data and Offender
Management System data.
ee) The system provides a comprehensive, user friendly data query and reporting system, as
described below:
  • Real-time reporting capabilities.
  • Batch reporting capabilities.
  • Automatically generated forms, letters, memos, receipts, etc. according to business
    function and specific requirements with the ability to add new forms and alter existing forms.
  • Extensive standardized reports with sorting, filtering, pick-list, date range and view control
    capabilities per business unit as needed.
  • Robust, user-friendly ad-hoc reporting tools/capabilities to quickly retrieve desired data
    fields, filtered on specific criteria and user-defined column formats.
  • Electronic notification and distribution of scheduled and ad-hoc reports.
  • Multiple output options, including PDF, Excel, Word, print screen, delimited file, message,
    etc.
  • Provide/contain standardized data views for common data usage.
  • Robust, user-friendly, GUI-based analysis tools with graphing capability.
  • Ability to download data to be manipulated by user for analysis.
  • Robust, user-friendly, GUI-based report development tools for users to create customized
    reports that are limited to user’s data access permissions; graphical, drag and drop
    capabilities preferred. Should not be dependent on user’s knowledge of database links or
    structured queries.
  • A report scheduling tool for standardized reports and ad-hoc reports with interface to allow
    State OIT/CDOC administrative staff to reschedule or cancel reports as system usage needs
    indicate.

5. Facility Kiosks: The CDOC recognizes that it may be advantageous for offenders to have
direct access to limited OMS programs from within the correctional facility, via electronic kiosk.
CDOC facilities do not presently have such kiosks for the purposes of this RFP, and CDOC may be
interested in exploring any cost-effective opportunities to employ kiosks within its facilities. However,
kiosks are NOT included within the Statement of Work for this RFP, and bidders are NOT to include
facility kiosks as an integral part of the proposed OMS.

In the event that any proposal/s are received which include an optional proposed in-facility kiosk
solution, said optional kiosk solution will NOT be considered as part of the evaluation and award
process for this RFP, but MAY be considered at a later date at the sole option of the CDOC, if the
use of facility kiosks is deemed to be practicable, and funds are deemed to be available. (See also
RFP Statement of Work item 8. Cost Information.)
B. CLINICAL SERVICES DIVISION/ELECTRONIC HEALTH RECORDS COMPONENT

1 Health Care Services Overview:

a) Medical Healthcare

Medical care is primarily provided by CDOC staff physicians, nurses, and other health professionals. CDOC has an in-house pharmacy, and does not contract out these services. Medical services in CDOC are structured to function like other managed-care organizations, providing a full range of health care services, including dental, vision care and pharmacy operations. CDOC has two Infirmary Care units providing pre and post-hospital care, infectious disease isolation, special testing, post-accident/stroke/injury rehabilitation, and the treatment of acute and chronic medical conditions not requiring hospitalization. CDOC infirmary also offers licensed hospice services. Healthcare services outside of CDOC facilities are provided through a managed care network of specialty and institutional providers under contract with Correctional Health Partners, LLC.

b) Behavioral and Mental Health Services

Offender mental health needs are assessed and identified on intake into CDOC using tools developed and validated in Colorado. Clinical mental health services are provided as well as crisis intervention, psychiatric services and medications, and hospital placement as needed. Mental Health also provides rehabilitative services to those offenders who present ingrained problematic behavior patterns, including immersive therapeutic communities for substance abuse and sex offender treatment. The goal of Mental Health is to assist offenders in developing new attitudes and behavioral patterns to reduce the risk of ongoing criminal behavior.

Residential Treatment Programs (RTP) are used when an offender is removed from general population, including a dedicated mental health treatment facility. The programs utilize specialized treatment programs, developed in Colorado, to prepare offenders for a successful transition back to general population while ensuring the safety of others. Management of these programs, such as out-of-cell time, is critical to the RTP. CDOC recognizes the importance of providing continuity of mental health care for offenders upon their release to community corrections or parole. CDOC provides appropriate information to mental health providers to ensure ongoing services.

c) Alcohol and Drug Services Program

The Alcohol and Drug services program provides facility and community-based treatment services for offenders assessed with substance abuse treatment needs. Screening and assessment of offenders for substance abuse is standardized and mandated by Colorado Revised Statutes across the criminal justice system, using the Standardized Offender Assessment-Revised (SOA-R), comprised of four assessment instruments developed in Colorado. These assessments are used to match treatment needs with programs.

d) Sex Offender Treatment and Monitoring Program (SOTMP)

CDOC provides identified offenders with specialized sex offense specific treatment designed
to reduce recidivism and enhance public safety. Offenders are identified for treatment using assessment tools developed in Colorado. The program provides identification, treatment, and monitoring services throughout an offender’s incarceration and subsequent release.


3. **Mandatory Interface**: The EHR component of the OMS solution must include a secure interface to the Colorado regional Health Information Exchange, in order to be eligible for consideration for award of this RFP.

4. **EHR Pharmacy System Features**: The CDOC desires an OMS/EHR solution having the functional capability to address its pharmacy needs as follows.

   a) Provide a method to enter and process electronic prescriptions; including:
      - Provider may order, refill, modify, discontinue, void prescriptions and view history;
      - Orders may be given verbally or after hours with a follow-on approval process;
      - Orders and approvals of non-formulary prescriptions are specifically tracked by provider and linked to the offender health record;
      - Pharmacist may enter and approve new prescriptions, approve refills, modify, discontinue, void and view history;
      - Orders may be tracked for non-formulary prescriptions specifically, by provider and linked to the offender’s health record
      - Provide ability to check for and advise of adverse drug interactions or other medication information utilizing Third Party drug database (e.g. Medispan or First Data Bank)
   
   b) Provide the Pharmacist a method to query offender records detailing allergies and prescription history.
   
   c) Generate and maintain formulary and non-formulary drug lists.
   
   d) Produce needed reports for the Prescription Drug Monitoring Program.
   
   e) Provide inventory tracking that may be used at both the Central Pharmacy and at various individual facility clinics, including:
      - Barcode and/or drug image tracking
      - System for entering and removing stock, tracking cost from data interface with vendor (current primary vendor is Amerisource Bergin) and method of processing returned items.
   
   f) Provide an Electronic Medication Administration Record (EMAR) with the following capabilities:
      - Offline/mobile device capable EMAR system with advanced online syncing capability, ability to download data from a pharmacy system and upload updated information (reorders, changes) back to a pharmacy system;
      - Record medication administration either by session or by actual time;
      - View patient’s current prescriptions, allergies, etc.; trend analysis on medication compliance;
      - Graphical representation of offender’s past medication compliance
      - Notify provider within defined timeframe when patient is not coming to med line, refuses medication, or loses self-medication privilege;

5. **EHR Appointments and Scheduling Features**: The CDOC desires an EHR solution having the functional capability to address its scheduling needs as follows.

   a) Provide a method to enter and track requests for care, including date submitted, date
scheduled, date seen or appointment missed, etc.

b) Provide a scheduling application to create appointments linked to the request(s) for care, which includes:
   • Method to prioritize/triage requests by type of service, acuity and complaint;
   • Ability to schedule recurring appointments over a given time frame;
   • Track and sync with provider work schedules;
   • Notify facility Living Unit staff of the offender’s appointment/s;
   • Retain history of requests submitted, in patient’s medical record;
   • Provide ad hoc and standard daily reporting, including no-shows (ACA requirement) and audit capability.

c) Detect/alert for possible duplicate requests that have been submitted.

d) Provide alerts for requests that are approaching or are past due date.

e) Interface for offenders to enter these requests directly into the system (see Paragraph 5)


a) Provide Medical Encounter template/s that the provider may select and complete as needed.

b) Allow the user the ability to view all current offender demographic data, including requests for care, ambulatory health record, current medical issues, allergies, housing and work restrictions, EMAR record, behavioral data, Canteen purchases, bank balance, etc.
   • Able to drill down into historical data for more information;
   • Able to view lab and testing history.

c) Provide a hyperlink to clinical standards and knowledge web sites, including the CDOC’s paid subscriptions to sites such as Med Knowledge Base, Clinical Standards, Lexicomp, and Milliman Care Guidelines.

d) Ability to create a thorough record of each new Encounter with a visit type (chronic care, emergency, routine), for co-pay purposes, and Diagnosis codes (ICD9, CPT4, CDT Dental Codes).
   • Pop-up reminder for provider to update patient’s problem list, medical restrictions, etc. with latest diagnoses information;
   • Enter and modify data from the medical visit, e.g. complaint, weight, exam notes, etc.;
   • Record vital measurements, blood glucose levels, UA results, etc., and ability to auto-notify care provider when such information has been entered by nurse;
   • Ability to enter patient offender information, date/s of test/s, date/s of follow-up/s, results, and other required information;
   • Ability to track immunizations by disease, date administered, signature of offender acknowledging/authorizing the immunization;
   • Ability to track disease tests/results by disease type;
   • Ability to enter offender information, date of test, date of follow-up test, results and other required information
   • Provide alert notices for testing or treatment;
   • Ability to enter and modify SOAP (subjective, objective, assessment plan) case notes, including disease management plans, tracking including specifically finger sticks on diabetic care form;
   • Ability to enter or modify housing, work and Canteen restrictions;
   • Ability to enter patient allergy information;
   • Ability to enter and manage offender patient’s medical diet data, order dietician consults, view past diet history (also see Food Service section C.8. following);
• Issue, cancel and track individual food handler certificates;
• Ability to enter orders for follow-up visits, lab tests, radiological exams/results, outside
  consults, including ability to generate referrals to internal specialist providers, etc.;
  i. Ability to enter lab and diagnostic test orders by provider, offender patient, order date,
     reason(s);
  ii. Ability to enter lab results performed internally;
  iii. Provide a data interface with laboratory contractor (LabCorp) to share orders and
       results;
  iv. Provide ability to view electronic lab results records;
• Ability to order, refill, and/or discontinue prescriptions and view history;
  i. Generate electronic prescriptions with ability to send to outside pharmacies;
• Record assignment of Health Care Appliances with interface to Inmate Property records;
  i. Track appliance records, date assigned, returned, out for repair, and other required
     information;
• Ability to add addendums to the Encounter record;
• Provide electronic form for reporting offender death and medical errors.
  i. Provide automatic notification/s to Quality Management Program/elsewhere in the event of
     patient offender’s death.

e) Provide capability to order, store, display, and track X-ray and other radiology images,
   including:
   • Generate electronic orders for providers to request X-rays;
   • Store X-ray images in patient offender’s medical record through document storage,
     viewable by any authorized provider;
   • Ability to enter electronic version of radiology report, linked to patient offender’s record and
     X-ray image;
   • Send/receive digital X-ray images from/to on-site radiology department from/to radiology
     contractor.

f) Ability to enter Dental Care Specific data add-on to Encounters, including:
   • Electronic forms 900 and 900A, standard Dental Care forms, with diagrams and codes;
   • Ability to enter modify and track dental-specific information for dentures and partial plates,
     including eligibility requirements, and electronic prescription/s;
   • Ability to store scanned dental information, and digital dental X-rays, linked to patient’s
     record;

g) Ability to enter Vision Care Specific data add-on to Encounters (Only for regular eye exam
   and prescription glasses. All other issues handled under Medical):
   • Standard electronic vision tracking template for eye exam results;
   • Ability to enter current vision prescription and view past history of same;
   • Enable exception to allow contact lenses;
   • Ability to electronically transmit prescription request to contractor or data interface with the
     contractor system;
   • Provide validation that outside vision contractor has provided correct prescription and track
     products received and dates;
   • Electronic signature capability for patient offender to sign for eyeglasses;
   • Auto update to Inmate Property when offender receives new glasses;
   • Pop-up warning when new eye exam is scheduled less than 24 months from previous
     exam, with ability to set exceptions.

7. **External Provider Consultations**: The CDOC desires an EHR solution with the ability to
   address the following outside medical, lab and radiology consultation service needs.

   a) Provide a method to enter, modify or cancel a request for a consultation with a provider
      outside of CDOC, including requestor, services requested, outside provider requested,
urgency and notes to outside provider.

b) Programmatically generate a request form that includes request data, and all required offender information, Encounter information and diagnostic codes.

c) Transmit request form to a third-party medical care management contractor (Correctional Health Partners) through a data interface. Retrieve approval/denial of request through data interface; with automatic notification to the referring care provider, and notification to the scheduler (only if approved).

d) Provide a method to enter notes on required preparation for the appointment (as given by outside provider) and notify facility-nursing staff. This would include ‘auto-fill’ with standard preparation instructions, but allow edits if desired.

e) Provide a location to enter consultation outcome, preferably a pick-list of possible outcomes.

f) Link an electronic record of the outside consultation report, e.g. scanned, or obtained through CORHIO, to the patient offender’s health record.

8. Infirmary Care: The CDOC desires an EHR solution with the ability to address the following internal infirmary care service needs.

a) Provide an Infirmary Care Module to track tasks of daily nursing care of an offender without creating an Encounter record, or as a daily flow sub-section of an Encounter record.

b) Ability to track date and time that care services were provided and treatments given, e.g. vitals, IVs, wound care and dressing changes, neurostatus, urinary output and bowel movements, lab draws, nutrition, restraint checks, SOAP notes.

c) Provide a standardized assessment checklist.

d) Track finger sticks on a diabetic care record.

e) Provide standardized entry form for reporting medical errors and offender death, with automated notification sent to Quality Management Program in the event of patient offender death.

f) Ability to view electronic lab result records.

9. Infectious Disease Tracking: The CDOC desires an EHR solution with the ability to address the following infectious disease treatment service needs.

a) Provide a method for Infectious disease data collection and reporting, similar to the Quality Management Program (see following) reports:

   • Provide an automated tracking record when there is a positive test for an infectious disease at any facility (see Vital Measurement section of preceding Patient Encounters section 4);
   • Provide ability to track the disease, facility, offender patients and any staff members infected, severity level, test dates, immunization records and other necessary information;

   i. Track individual cases of those infected or testing positive;
   ii. Ability to amend case records as they progress;
   • Provide ACA-required reports, and real-time reporting of events in progress.

b) Track dates of staff immunizations by disease.

c) The system should provide a data transfer interface to the Colorado Department of Health reporting system (CEDRS).

10. Behavioral and Mental Health and Substance Abuse Treatment: The CDOC desires an EHR solution with the ability to address the following behavioral and mental health treatment service needs.

a) Track Individual Contacts with offenders and Behavioral and Mental Health providers, including:

   • Ability to view offender patient’s biological and mental health history, medical history, behavioral records, Canteen purchases and other necessary information;
i. Ability to drill-down in historical data for more detail;
• Enter a new contact event with diagnostic codes (DSM – Axis I & Axis II)
  i. Enter and modify data regarding the Contact;
  • Ability to link a Contact to a treatment plan.

b) Track Crisis Contacts including details of a contact with an offender patient in crisis, cause/circumstances of the crisis, interventions and other relevant information
• Enter detailed case notes regarding the crisis and plans for follow-up;
• Utilize the Mental Health Resource Consumption Scale tool to determine the severity of a mental health episode.

c) Provide the ability to perform and track Mental Health Assessments:
• Ability to enter and score Brief Psychiatric Rating Scale (BPRS) standardized method of assessing symptoms in offenders with serious psychiatric problems;
• Enter and score intake assessments.
• Provide access to all assessment forms from the same screen

d) Document Involuntary Medication hearings and outcomes:

f) Provide a method to track the treatment and therapy associated with the Drug and Alcohol Treatment Program, including:
• Enter, evaluate and track mandated assessments for drug and alcohol treatment needs, known as SOA-R, which includes LSI-R, ASUS-R, SSI-R, TxRW and others defined by Title 16, Article 11.5 of Colorado Revised Statutes. (Some assessments are completed at CDOC intake and some are repeated on a regular basis) Copies of these assessments will be provided upon request.
• Track assessments, treatment needs level, treatment history, treatment discharge requirements, requests for assessment and other necessary data;
• Enter and modify specialized treatment plans;
  i. Link individual Contacts that are Drug and Alcohol related;
• Group therapy tracking of recommendations, waitlists and enrollments in group therapy programs;
  i. Provide flexibility in program scheduling to allow more than one group per day;
  ii. Include group therapy sessions in Offender’s medical record.
  iii. Enter attendance, participation level, discharge information and notes on each group member;
• Provide reporting tools for State and Grant mandated reporting needs.

g) Provide a method to track the treatment and therapy associated with the Sex Offender Treatment and Monitoring Program.
• Enter, evaluate and track mandated assessments for sex offender risk and treatment needs, such as Static 99, Vasor 2, SOTIPS and others defined by the Colorado Sex Offender Management Board (SOMB), http://sites.google.com/a/state.co.us/dcjsomb/ and Title 16, Article 11.7 of the Colorado Revised Statutes. (Copies of these assessments will be provided upon request);
• Enter and evaluate assessments for Sexually Aggressive Behavior (SAB) and Sexual Vulnerability Risk (SVR);
• Method to enter data from Sex Offender Assessments completed by agencies outside of the CDOC;
• Ability to enter and modify a risk level and treatment readiness code;
• Link individual Contacts that are SO treatment related;
• Facilitate Group Therapy treatment tracking including:
  i. Ability to add offenders to CDOC-wide SO referral lists
  ii. Prioritize therapy waitlist based on parole eligibility date and risk level
  iii. Track each SO group therapy course separately
iv. Enter attendance, participation, notes on each group, including entering case notes on each participant;

• Link group therapy session data to the offender’s medical record.

h) Provide mental health providers with the ability to identify an Offender with a history of trauma and provide a description of the Offender’s triggers. Once an Offender is identified, all users will receive an alert with the description provided when viewing the Offender’s record.

i) Provide the ability to share treatment records with outside providers to ensure continuity of care after release, and record a Discharge Plan for the offender’s needed treatment and continuity of care after release.

j) Provide a query tool to allow access to some mental health data for non-Clinical staff,

k) Track therapeutic time spent out-of-cell at the designated mental health facility and residential treatment programs (See Special Prison Operations section C.16. following for more detail).

11. **Medical Records:** The CDOC desires an EHR solution with the ability to address the following electronic medical records storage, retrieval and sharing needs.

a) Provide a method for Electronic Medical Records storage, including a centralized application where offender medical records may be scanned, viewed, queried, and reported on, which is available to all Clinical users, based on user group level security permissions.

• Includes storage for a method to identify all records generated by CDOC internal processes or providers, outside consultants and vendors linked to an Offender record;

• Electronic document, audio and video storage that is linked to an Offender’s record;

• Electronic radiology image storage;

• CORHIO compliant records format to allow electronic sharing.

12. **Quality Assurance:** The CDOC desires an EHR solution with the ability to address the following QA needs.

a) Include a quality assurance module to track quality of care and sentinel event issues. The module should include:

• Electronic form to submit a report on quality of care issues;

• Submittal is confidential and protected by user-group security permissions;

• Quality review instigated by report(s) or sentinel event (death, infectious disease and medical errors).

• Ability to track discipline involved, severity level, dates, statements, review documents, and other relevant information

  i. Confidential electronic document,

  ii. Audio and video record storage, and other electronic evidence collected on-site.

  iii. Ability to enter final disposition with a plan of action and follow-up dates and the ability to track compliance with follow-up dates.

  iv. Monitoring and auditing of review process.

b) Track facility level quality management programs, with the ability to track Continuous Quality Improvement plans, Bi-monthly Audits, Plan of Action, and follow-up actions.

c) Track the peer review program by programmatically identifying providers who are approaching six months since their hire date, programmatically and randomly assign another provider, in the same specialty, to audit, and track results of the audit and follow-up.

13. **Spoken word transcription capability:** The CDOC desires an EHR solution which provides or is compatible with Dragon Speak or similar dictation software for entering notes.
C. **PRISON OPERATIONS AND CORRECTIONAL MANAGEMENT**

1. **Introduction:** As noted in the Background Information, the new OMS will replace two existing primary information systems for the CDOC, the DCIS/PCDCIS systems used mainly to support operations associated with incarceration, and the C-WISE system that is used primarily to support Parole and community-based operations. Eliminating the existing 'disconnect' between the systems is a major objective for the new OMS.

Operations and functionality related to both DCIS/PCDCIS and C-WISE are described in this Statement of Work section C, based on the assumption that the new OMS will address all such areas with one comprehensive, integrated offender management solution.

2. **Court Services and Detainer Operations:**

CDOC’s centralized management of court interactions is unique among states. Electronic sentencing documents are transferred through the Colorado Integrated Criminal Justice Information System (CICJIS) from the Colorado Judicial courts. County sheriff departments are responsible for notifying CDOC when orders of conveyance are complete and offenders are ready for transport from county jail to prison.

The Court Services office processes new commitments to CDOC and monitors the status of offenders in jail awaiting transfer to CDOC. Court Services coordinates the temporary transfer of custody to local jurisdictions to resolve pending court actions, coordinate transportation to district court for additional criminal charges and civil cases, and track community regresses and short-term parole revocation offenders. Court Services monitors CDOC offenders for detainers and warrants from outside agencies, and monitors offenders in other states who may be of interest to Colorado. The office processes commutation applications, and serves as central records management for all active and discharged offenders, hard copy and electronic.

The Division of Probation Services is under the Judicial Department in the State of Colorado and has its own information system. In the event that a probationer is sentenced to prison, all data related to probation is also transferred to CDOC electronically through CICJIS.

The CDOC desires an OMS solution that will address the following Court Services and Detainer Operation’s needs.

a) Interface with Colorado Integrated Criminal Justice Information System (CICJIS)

b) Provide a method to identify individuals with new sentences to CDOC in Jail Backlog, schedule moves between county jails and CDOC Reception and Diagnostic Center, and notify affected departments.

c) Include the ability to identify and track CDOC Offenders who are housed in Colorado county jails. (Awaiting incarceration, awaiting new charges, parole revocations, community corrections regresses), which includes:
   - Record the offender number, date in, date out, reason why the offender is in jail, reason why in jail past the deadline (imposed by some counties);
   - Link to any relevant Parole Board hearing record;
   - If an Offender is foreign-born, record ICE interview and date/outcome.

d) Provide a method to manage Offender court appearances of both in-person and video court hearings, schedule appointment and required transportation. Provide notifications, and alerts to affected facilities and CDOC staff.

e) Provide a method to track outstanding detainers and warrants for offenders scheduled to release, including ICE detainers.
f) Provide a method to distribute detainers electronically to the appropriate CDOC facility.
g) Track CDOC offenders evaluated for competency at the State Hospital and dual-commitments, and provide alerts when these offenders are scheduled to release.
h) Provide an external interface for other court and law enforcement agencies to access and enter limited offender data.

3. **Sentence Calculation (Time and Release):**

CDOC Time and Release Operations is responsible for processing court-sentencing documents (mittimus) into CDOC sentencing data, and oversees calculation pursuant to applicable statutes, and governed by the Colorado State Legislature. Time and Release manages any sentence modifications due to new crimes, sentence modifications, or escape periods, and produces sentence calculation reports for each offender as needed. The office manages earned time credits and eligibility for various types of earned time under Colorado statutes. The office schedules offenders for parole hearings and processes offenders approved for release. The office also processes offenders returning from parole on parole violations or new sentences.

Sentencing and release provisions are governed by multiple, complex Colorado Revised Statutes, as well as state and federal case law. The current system utilizes a sentence type identifier, known as a “law code”, to quickly identify the associated law(s) that are applicable to each of an offender’s sentences and the overall governing sentence. Sentencing laws also determine eligibility for different types of earned time and parole eligibility criteria. For example, the same crime committed during different years may be subject to different sentencing and parole provisions due to changing statutes while different crimes committed during the same timeframe may have very different sentencing and parole provisions. While there are 26 combinations of sentencing and release provisions currently, this number is likely to increase with future legislative changes and court mandates.

The current system uses a Parole Board agenda type to provide specific information on the type of hearing to be held for an offender. The type of hearing is based on applicable sentencing laws, release provisions, and offender’s previous parole history. The agenda categories identify the various discretionary mandatory parole provisions, revocation types, various life sentences, and miscellaneous hearing types.

The sentencing law code information and parole board agenda types are highly utilized by many functional areas throughout the current CDOC system, including offender case planning and release preparations, analysis of proposed sentencing laws and impact of court rulings, and preparation of prison and parole projections. **The proposed solution must provide a method of identifying and tracking this information at the sentence level and offender level.**

The CDOC desires an OMS solution that will address the following Sentence Calculation needs:

a) Process offender’s court sentence information/data (mittimus) into CDOC sentencing data:
   - The system should:
     • Process initial sentencing data received through data interface with CICJIS (See Court Services section for interface requirement);
     • Process any additional mittimus data received through CICJIS that add new sentences or modify the existing sentence(s).

b) Programmatically compute the Governing Sentence as the sentence or combination of sentences that results in the latest release date:
   - Display all sentence calculations for user review.

c) Programmatically determine the sentence start date, and time spent in Jail Backlog, and compute date eligible for parole, mandatory parole date, re-release date, parole termination
date, and/or sentence discharge date based on information provided on the mittimus, Colorado Revised Statutes, and applicable Colorado Supreme Court decisions governing sentence calculation. The system should calculate sentences for incarceration periods and parole periods using these dates above, any awarded earned time, and any outstanding projected earned time;

- Programmatically calculate changes to sentence dates when additional sentencing documents are processed, including recalculating the Governing Sentence when necessary;
- Provide a process review function with authorized user override capability.

d) Programmatically determine which sentence type an offender’s governing sentence is assigned based on date of offense, crime, governing statutes at the time, statutory parole provisions, life sentence and/or habitual court findings (see narrative above). Allow authorized user override.

e) Provide a method to manage offender earned time eligibility, including:
- Programmatically determine offenders' eligibility for various types of earned time allowed under CRS, limit time earned to match eligibility, and determine projected awards.

f) Programmatically calculate good time and earned time awards an offender is eligible to receive, which may include achievement earned time, earned release time, exceptional conduct, and others types defined by CRS The system should:
- Provide a method for users to manually enter earned time records;
- Programmatically calculate earned time based on achievements or awards;
- Programmatically suspend earned time eligibility and awards due to a disciplinary sanction;
- Provide the ability to make changes to earned time eligibility and calculations as statutes change.

g) Allow authorized users Administration rights to earned time award records generated by all processes, including the ability to create, edit, or delete earned time records, as required;

h) Provide method to manage sentence modifications, such as changes to a sentence or an escape period;

i) Produce sentence calculation reports including all sentences, sentence dates, earned time awards, projected earned time, estimated parole eligibility date, estimated release date, and other occurrences that affect sentence time (such as escapes or COPDs):
- Store a point-in-time record of each time calculation as it is run;
- Audit changes made to the sentence information that caused changes to the report.

j) Programmatically determine the parole hearing type an offender will be assigned based on his/her sentence type and parole history (see narrative above);

k) Provide a method to track offenders with upcoming parole eligibility dates (PED), mandatory parole dates, re-release dates, and/or sentence discharge dates, taking into account all earned time awarded since the last sentence computation. The system should provide reporting and alerts to the user on offenders whose dates are within a user-defined time frame;

l) Place offenders on the correct Parole Board schedule for a parole hearing based on PED, or re-release date, and the type of parole hearing an offender must have, determined by the sentencing and release provisions defined in the C.R.S. the offender was sentenced under;
- Provide a method to override the parole hearing type if it is determined programmatically

m) Provide a method to process offenders approved/scheduled for an upcoming release, including, scheduling a release date from facility, notifying facility staff and Victim Services, monitoring warrants/detainers, monitoring and awarding any final earned time, producing final sentence calculation report and release documentation

n) Provide a method to process offenders returning from parole on a parole violation or new sentence and manage the re-release process, including:
- Calculate new sentence dates (as described above) as an extension to the existing sentence;
- Track any ordered re-release date. Alert user if this date is after the calculated sentence
discharge date.
o) Provide a method for authorized users to view a selected offender’s most recent sentence calculation;
   • Provide a printable version of the sentence calculation with sentence description redacted that may be provided to the Offender.

4. **Central Classification:**

The Department uses a Central Classification instrument, developed and validated in Colorado, that is scored to determine appropriate custody level. There are separate instruments for male and female offenders. Internal classification instruments based on specific risk factors assist in making optimal cell assignments.

The CDOC desires an OMS solution that will address the following Central Classification needs.

**External Classification:**

a) Provide a risk needs assessment instrument to determine an offender’s custody level and minimum security level of facility to be housed at, which will include:
   • Suggested scoring based on data available, including severity of conviction(s), history of institutional behavior, escape history, age, and demographic information.
   • User may override suggested scoring with justification, and an approval process to determine the final score
   • Provide different scoring methodologies for male and female offenders;
   • Allow rescoring on a predetermined schedule or as needed;
   • Store a history of an offender’s past classification instruments that is accessible to the user.

b) Translate External Classification score into custody level based on a scale, which becomes part of an offender’s current record visible to all users.
   • Any past custody levels are also accessible to all users.

b) Allow a status to be added to custody level to indicate special classification beyond risk assessment. Example – Protective Custody.

**Internal Classification:**

a) Provide a risk / needs assessment instrument to determine an offender’s disposition toward predatory behavior or victimization, which is used to determine cell placement.
   • Instrument scoring is based on several data points to include most serious conviction, age, disciplinary history, anger needs level, gang association and SAB/SVR level (See Case Management requirements in section 7. following for detail on SAB/SVR)

5. **Facility Placement and Offender Movement Management:**

CDOC centrally manages offender placements based on offenders’ classification and program needs. The Offender Services office plans and schedules offender movement between facilities and to outside locations, such as courts. Moves are done by CDOC’s Central Transportation Unit (CTU).

The CDOC desires an OMS solution that will address the following Facility Placement needs:

a) Provide a single view of an offender’s entire electronic record data that is applicable to his/her management within a facility. This view shall be accessible to all users. Information will include, but not be limited to, custody level, any alerts tied to the offender, description and photo, current cell/bunk assignment, criminal history, behavioral history, any mental...
health and medical data affecting offender’s management (not protected by HIPAA), links to narratives and assessments, and other necessary data.

b) Record, update, and monitor all issues that an offender has had with other offenders, visitors, staff, or volunteers, and all other known custody concerns, including:
   • The ability for all CDOC staff who have contact with an offender to enter data on custody issues, but have methods in place to prevent duplicate data
   • If an issue involves more than one offender, the system should create a custody issue record for each offender.

c) Allow as much user access to offender gang affiliation data and non-HIPAA protected medical and mental health records as authorized.

d) Provide a Facility Placement Decision tool to centrally manage offender facility placement to minimize custody issues, housing issues, and ensure external classification matches facility security levels. The system should allow the user to view and analyze offender’s demographics, custody issues, gang affiliation, medical and mental health needs, ADA accommodations, criminogenic and behavioral history, programs, and other relevant information and use this data to:
   • Review re-classification and movement requests;
   • Approve/deny requests;
   • Determine best facility/ies for placement and add offender to waitlist(s).

e) The system should provide a method to assign and/or waitlist an offender to a particular bunk in a facility

The CDOC desires an OMS solution that will address the following Movement Control needs:

a) Provide a method to identify the location and characteristics of each bunk in each facility where an offender may be placed.
   • Location includes Facility, Housing Unit, Pod, Tier, Cell, Upper or Lower Bunk
   • Characteristics include ADA accommodations available in the cell or tier, number of possible occupants, and other important information

b) Display an offender’s current bunk assignment to all users. The system should keep an historical record of an offender’s previous bunk placements

c) Include a Movement Waitlist to record offender(s) authorized to move, which facility(ies) that they may move to, and the date they authorization was made

d) Provide a method to manage scheduling of movements between facilities, to a Community Center, or a release facility, including:
   • Generate an official authorization document authorizing an offender to be moved;
   • Central move management process to match scheduled moves with available seats on buses;
   • Notification of departing and arriving facilities three days in advance of the scheduled movement;
   • Check-out / Check-in process for the facilities to update population counts as offenders come and go;
   • Retain historical record of scheduled moves.

e) Allow mass move scheduling that allows identification of a group of offenders of a similar type or with similar needs that can be moved at once.

f) Record unscheduled moves.

g) Record temporary moves off the grounds of a facility when the offender is expected to return.

h) Record moves made internally within a facility.

i) Track facility population levels to ensure no over-crowding or under-utilization.

The CDOC desires an OMS solution that will address the following Central Transport needs:
a) Provide real-time reports of scheduled moves by date and/or between selected facilities.
b) Provide real-time reports on each offender scheduled to be on a trip, including photo, authorization to move (EAO), gang affiliation, custody issues, profile information, medical/mental health issues, medications, ADA accommodations, medical appliances, and other information on an offender that could cause issues.
   • Notification of the need for alternate vehicle due to ADA or medical issues (i.e. wheelchair van.
c) Provide real-time reports on the type of trip for all offenders scheduled (court, medical, release, scheduled move, etc.)
   • Provide summary report of the number of trips by type per month
   • Track the number of emergency trips and individual offender (high risk) trips
   • Track the number of out of state movements coordinated through the Interstate Compact Coordinator
d) Provide the ability to cancel an offender’s trip.
e) Provide a report for each offender on a bus, and for each offender whose property is on the bus even if the offender is not, listing:
   • Property inventory and condition of the property;
   • Medications;
   • Healthcare appliances and the condition.
f) Provide a method to create a seating grid for a bus, and notify the user of potential custody or gang issues between offenders on the same trip.
g) Provide an analysis of all offenders scheduled on a trip and notify the user if there are potential conflicts between offenders.

6. **Intake and Diagnostic Processing:**

CCDOC has a standard intake process and evaluation of all offenders prior to permanent facility placement. Offenders receive a complete diagnostic evaluation including: medical, dental, mental health, and personal needs assessments; academic and vocational testing; initial classification; and custody level recommendation.

The CDOC desires an OMS solution that will address the following Intake and Diagnostic Processing needs:

a) Provide an intake processing tool to capture all functions conducted during screening and processing of an offender into a CDOC facility including (but not limited to):
   • Verification of sentencing documents;
   • Official commitment name and known aliases;
   • Body sheets to include body scars, marks and tattoos;
   • Search and inventory of all offender possessions and entry into Inmate Property;
   • General demographic data (height, weight, ethnicity, etc.);
   • Photos;
   • Fingerprinting using AFIS
   • DNA testing;
   • Offender personal data (next of kin, visiting lists, phone lists, etc.);
   • Record known custody issues with staff and other offenders.
b) Capture initial improvement needs levels assessed to include work, academic/vocational, psychological/self-destructive, substance abuse, sexual violence, medical/dental, leisure time, pre-release, conduct, assault, mental retardation/developmental disability (mr/dd), criminal and social factors.
c) Provide templates to capture detailed information for each of the initial needs levels listed
above including narratives for each needs area.

d) Provide a unified diagnostic module with easy access to the assessments required for classification, PREA, case management, clinical, assessments, writs and detainers, IBAAP, and other functional areas.

e) Provide access to prior incarceration and prior parole information on returning offenders to allow incorporation into new assessments.

f) Capture all active and historical criminal data obtained from various sources including prior incarceration data in CDOC information system, CICJIS and CCIC/NCIC.

g) Provide a seamless interface with CTAP for entry and query of all assessments (See Case Management requirements for details on CTAP system).

h) Include the violent offender identification process and capture designations per policy and CRS.

i) Track the offender orientation process including instruction and material distribution and electronic forms and signatures, and provide a record of an offender completing the orientation process.

j) Provide a direct interface with CBI and CCIC/NCIC with automated data exchanges for such areas as fingerprint processing, CCLs, sex offender information and photos, and other required transactions.

k) Provide a tracking process to monitor the status and file completion of the diagnostic processes by offender, identify offenders ready for permanent facility placement, and identify problem areas in the diagnostic process and work flow.

l) Utilize mobile technology to capture and attach photos to electronic records (example: body sheets with photos of scars, marks and tattoos).

m) Provide a seamless interface with CICJIS.

n) Provide an interface with CCIC/NCIC.

7. **Case Management:**

CDOC Case Managers are responsible for monitoring offender behavior and serve as the primary source of information for administration, the Parole Board, outside agencies, attorneys, families, victims and offenders. The Case Manager (CM) maintains open communication with offenders, offering counseling and guidance, making program and job recommendations, and assisting with requests. CM also acts as an interface to an offender’s family and the court. CMs provide diagnostic evaluation and case planning, completing and updating of the Colorado Transition Accountability Plan (CTAP, the Colorado customized version of the ORAS), pre-parole and release planning, administering the Colorado Actuarial Risk Assessment Scale (CARAS), and developing pre-parole plans. CTAP assessments are used statewide at all facilities and are part of an offender’s incarceration record.

The CDOC desires an OMS solution that will address the following Case Management services, information and reporting needs:

a) Provide a seamless, two-way data interface with the Colorado Transition Accountability Plan (CTAP) system, Colorado’s version of ORAS, version 1.3
   • Existing system for diagnostic evaluation and case planning
   • CTAP is a modified version of the standard ORAS application and includes the Colorado LSI-R assessment

b) Incorporate CTAP follow-up actions into other areas of OMS.

c) Provide a method to enter, score and track unique Colorado assessment for parole readiness, CARAS assessment.

d) Provide a method to enter, score and track unique Colorado assessments for Sexually Abusive Behavior (SAB) and Sexual Vulnerability Risk (SVR) assessments.

e) Enable the user to enter, update and delete the following offender information:
• Personal data, emergency contacts and other demographic information that is initially collected at Intake and Diagnostic;
• Photograph initially collected at Intake and Diagnostic;
• Program referrals and job applications;
• Change of religion forms;
• Sex offender registration forms;
• State ID applications;
• IBAAP documentation.

f) Allow the user to view, enter, and update offender custody issues.
g) Allow the user view access to offender data, including movement record, criminal history, behavioral history, program history, prior incarcerations, non-HIPAA protected medical and mental health information, inmate bank statements and other required data.
h) Track interviews that the Case Manager holds with offenders including dates and case notes.
i) Provide a scheduling system for monthly offender interviews.
j) Provide a method to record contacts with outside agencies or individuals regarding an offender.
k) Provide a method to verify and approve monthly earned-time recommendations created programmatically.
l) Provide a method to prepare Community Corrections referral recommendations package (See Community Corrections requirements for further detail).
m) Provide a method to prepare parole plans and applications for interstate parole (See Parole requirements for further details)

The CDOC desires an OMS solution that will address the following needs of the Food Service central administration, and operations throughout the State:

a) Provide inventory control for facility kitchen food items.
b) Provide a system to create and store recipes based on available stock items.
   • Recipe cost, nutritional analysis, conversion scale to match facility size;
   • Historical tracking of changes to recipe over time

c) Provide a system to develop menus based on stored recipes and other stock food items, including menu cost and nutritional analysis.
   • System to develop special diets for standard medical diet menus, religious diet menus and holiday menus;
   • System to develop custom medical diets upon physician request;
   • System to develop hybrid medical/religious diets;
d) Provide Food Service-specific tracking system that includes:
   • Tracking of offenders on special diets and meal consumption, special diet violations and cancellations;
• Track number of meals served;
• Track facility menu item substitutions;
• Track offender disciplinary meals.

e) Provide the ability to view list of offenders with Food Handler Certificate and any restrictions thereof.
f) Provide a scheduling system for offender Food Service workers with an attendance tracking system via barcode scanner.
g) Include a barcode scanning system to track number of meals served and to prevent offenders from entering the meal line more than once.
h) Include a Food Service administrative tracking of kitchen equipment inventory, facility health inspections, and tool checkout.
i) Provide reporting per facility on special diets, meals served, inventory, and budget.

9. **Laundry**: CDOC’s Laundry operations issue and track offender clothing and linen, facility stock inventory maintenance, laundry processing, and enforcement of health and sanitation standards.

The CDOC desires an OMS solution that will address the following needs of the Laundry central administration, and operations throughout the State:

a) Provide an official record of laundry items issued to offender while at CDOC facilities/private prisons.
   • Track reason for issuance of replacements, and any charges for lost or destroyed items;
   • Update offender inventory with items purchased through Inmate Canteen and removed/added via Inmate Property.

b) Provide an inventory control system for each facility’s laundry items (not assigned to an offender).

c) Provide a tracking system for soiled items collected for laundering and disbursement back to offender/facility.

d) Include reporting on items issued, replacement wear, workload and capacity.

10. **Visiting and Volunteers**:  
    The CDOC offender visitation system allows appropriate contact with family members and friends. Tracking and management of offender visitor lists and visits is an important component of the OMS solution.

    CDOC’s volunteer program recruits, screens, trains, and admits qualified individuals and organizations to CDOC facilities, to augment and support CDOC staff by providing a variety of approved programs, including life skills, education, pre-release planning, substance abuse and faith-based support. These programs are offered at no cost to offenders and state government. The Volunteer program guides volunteers through program design, policy development, annual budgeting, training programs, and audit systems to ensure CDOC goals are met and ensure facility compliance with applicable laws and regulations. Colorado is considered a national model for provisional chaplaincy programs.

    The CDOC desires an OMS solution with the ability to compile and manage information concerning facility visits by offender friends and family, and authorized volunteers, as follows:

    a) Include a Visitor Tracking System that enables CDOC to manage offender visitations.
       • Track which offender each visitor is authorized to visit, enabling multiple visitors per offender, but only one offender per visitor, unless immediate family;
       • Track visitor applications, identification, background checks, visitor demographics, access
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approval/denial;
• Provide access to Visitor data to all facilities;
• Provide reporting and querying on offender visits;
• Enable facility to efficiently manage authorized visits and prevent unauthorized visits.

b) Include a Volunteer Tracking System (Colorado has an extensive Volunteer program).
• Track approval process of volunteers, volunteer demographics, background checks, cross-reference visiting list, volunteer training, program assignments and hours, approved access to facility or facilities, dates active, etc.;
• Track one-time volunteer visits and special events;
• Provide reporting and querying on volunteers and offenders contacted;
• Track volunteer training registration, photo identification, electronic application, etc.;
• Track visitors, volunteers, contractors, and other non-CDOC staff entering a facility;
• Store photos of visitors, volunteers, contractors to assist with verifying identification.

11. **Facility Population Management:** The CDOC desires an OMS solution with the following features, capabilities and functionality:

a) Provide alerts when viewing offenders with special issues, which include, ADA accommodations, medical issues, high-risk dually diagnosed, special security risks (for example: can get out of restraints, assaults staff), history of trauma and/or mental health issues, gate pass permissions, or other issues defined by CDOC staff;
• The user may use the alert to drill down for more information that is not protected by HIPAA.

b) Provide a facility open bed view and printable report;

c) Track results of regular scheduled offender counts, including:
• Roster(s) of offenders assigned to facility/housing unit/pod/tier/cell/bunk that can be used for a physical offender count;
• Count reconciliation with facility roster with alerts on any discrepancies.

d) Include a religious affiliation tracker which includes:
• The ability to track offenders’ religious affiliation, requests to change affiliation, offender attendance at religious programs, and other required information;
• The ability to track donated religious items, oversight of religious trust funds maintained at facilities;
• Provide a link with Food Service to confirm religious affiliation for religious diet requests;
• Provide a link with Inmate Property to add donated religious items to an offender’s property list and produce receipts;
• Provide reporting on religious affiliation counts, history of affiliation change requests, and other required information.

12. **Internal Movement:** The CDOC desires an OMS solution with the following features, capabilities and functionality:

a) Track offenders who have been issued Gate Passes, are eligible for a Gate Pass, or who have lost Gate Pass eligibility;

b) Track appointments and other scheduled internal moves, and produce passes for offenders.

13. **Inmate Banking, Property, Mail, and Law Library access:**
(Note: An ‘inmate’ is an incarcerated offender. ‘Offenders’ include inmates and parolees. The terms are used somewhat interchangeably here. The systems discussed here serve in them management of inmates.)

Individual accounts are maintained at an internal CDOC bank for each inmate offender. These
accounts function similar to a checking account in the community. Electronic fund withdrawals are processed for inmates’ Canteen purchases and medical co-pays. Offender payroll is processed electronically and inmate bank deposits are encumbered for restitution and child support as mandated by statute and CDOC policy. Outside electronic fund deposits from offender family members are accepted and processed through outside vendors Western Union and J-Pay.

Inmates are allowed to keep certain personal property items in their cell, in accordance with CDOC policy. Inmates are allowed to send and receive mail in accordance with CDOC policy. Inmates also have access to legal reference materials in accordance with Colorado statute and CDOC policy.

Inmates send and receive traditional US Post mail through facility mailrooms, in accordance with CDOC policies. All such mail except certain legal communications, are subject to review by the CDOC. Inmates may also receive emails, which are received, reviewed and printed by the mailroom for distribution to the inmate. At present there are no direct electronic communications available to inmates, in or out.

The CDOC desires an OMS solution that will assist with the management of the above inmate rights, privileges and property, and which includes the following functions and features for Inmate Banking:

a) Provide a fully functional internal banking system for deposits, withdrawals, transfers, fund encumbrances and account closure. Allow multiple accounts (checking/saving) for each offender.
   • Process deposits/credits, withdrawals, and outside electronic fund transfers to offender accounts in real time, and allow accounts to run a negative balance;
   • Process outside paper-based (checks/money orders) transactions in and out of offender accounts;
   • Ability to place a hold on accounts or funds within an account;
   • Ability to transfer funds outside of CDOC electronically;
   • Ability for offender and staff to check real-time available balances;
   • Issue funds vouchers to be used as internal currency.

b) Process restitution (both in state and out-of-state), child support and additional garnishments and automatically withdraw these funds from offender account(s) and distribute to the appropriate authority.

c) Interface with CDOC Job/Program tracking application to process monthly inmate payroll into offender accounts.

d) Interface with EHR application to automatically withdraw medical co-pays.

e) Interface with Canteen system (see CCI section 18) to encumber monies for inmate purchases from Canteen until purchase is confirmed and funds are transferred.

f) Interface with Colorado Judicial data system JPOD.

g) Distribute offender’s banking account balance on release using check or debit card.

h) Ability to determine offender eligibility for release funds and distribute those funds using check or debit card.

i) Process funds upon an inmate’s death, to be distributed to next of kin.

j) Include reporting on incidents, statistics, and analysis in a meaningful way to improve facility management.

k) Capture electronic signatures from Offenders for use in electronic funds transfers.

l) Provide an interface for offenders to make electronic funds transfer requests and view bank statements (see RFP Section Three A.5 Facility Kiosks).

The CDOC desires an OMS solution with the following features and functionality for Inmate Property:

m) Maintain a master list of property items that an offender may possess.

n) Maintain a master list of which property items and the quantity allowed by facility and
housing unit.

o) Allow the user to enter, update, and remove property items owned by an offender, with identifying information about the item:
   • Ability to track the purchase date, serial number, size, color, how the item was obtained (state issue, canteen, etc.), date the item was confiscated/returned/destroyed, disposition, exchanges, in storage, or other information;
   • Ability to note any identification added to the item, such as fabric labels, etching, or engraving;
   • Ability to view an historical record of all items ever owned by an offender;
   • Provide a property record accessible to all facilities;
   • Provide a printable report for offender to provide proof of authorized property;
   • Ability to track the number of property sheets printed and provide reports.

p) Track offender contacts with the property office and provide reports.

q) Allow edit permissions to property from:
   • Clinical to track healthcare appliances issued and returned;
   • Canteen to track purchases and returns of durable goods;
   • Mail room to track items received through mail;
   • Faith and Citizens to track donated religious items.

The CDOC desires an OMS solution with the following features and functionality for Inmate Mail:

r) Track legal mail and money orders sent to or from an offender, who the mail is from, date received, date offender signed for the mail, date mail sent out and to whom, etc.

s) Track censored material in publications (magazines) received.

t) Track intercepted contraband material received through the mail for the offender (intended recipient), date received, from who/where, contraband item, and other relevant information.

u) Track number of incoming/outgoing letters and packages for inmates for monthly reporting.

v) Provide a system that allows an offender to enter an electronic message and request it be sent to a designated recipient (see RFP Section Three A.5 Facility Kiosks).

The CDOC desires an OMS solution with the following features and functionality concerning Law Library Access:

w) Track requests to use the law library, including the requesting offender, legal issue, date received, response date, request approved/denied, appointment-scheduled date.

x) Track law library usage including:
   • Appointments missed and attended;
   • Offender time spent in the library, legal issues, materials used, copies made, and documents printed;
   • Reports on library usage by facility and by offender.

y) Provide reports for monthly usage and management.

14. **Incident Tracking and Reporting:**

Colorado has an advanced, robust and automated incident tracking and investigation system managed within the facilities. Colorado is frequently asked to share its system with other corrections agencies. CDOC captures detailed information on all incidents involving offender behavior that violates CDOC regulations or posted rules. Reports are required from any staff, contract worker, or volunteer who is involved in, or witnesses an incident. Daily reporting requirements, escalation, and further action items and processes are outlined in CDOC policy. Incidents that are serious enough for escalation may have all reports combined to create one “reportable incident”, as defined by policy. Reports may become the basis for disciplinary charges or other offender behavior
management actions.

The CDOC desires an OMS solution that provides the following Incident Reporting and Tracking features and functions:

a) Allow the user to enter, edit, and update a record of all eye-witness accounts of any incident involving an offender, including individuals involved (offenders, staff, etc.), type of incident, location within the facility, date/time, and a description from each witness.
  • Facility and locations with facilities are currently identified with GIS codes;
  • Photos and evidence linked to the incident and chain of custody;

b) Allow the user to enter, query, edit, and update an incident summary record that includes:
  • Summarizes witness statements;
  • Provides further detail on offender(s) involved;
  • Provides information on incident investigation.

c) Provide a method to link an incident to a disciplinary hearing in order to see the final disposition.

d) Allow an incident record to be linked to a visitor or volunteer.

e) Track facility remediation plan(s) to prevent future incidents.

f) Include reporting on incidents, statistics, and analysis in a meaningful way to improve facility management.

15. **Code of Penal Discipline (COPD) and Disciplinary Process:**

Charges may be filed against an offender under the written rules of offender conduct, the Code of Penal Discipline (COPD). Charges are investigated, evidence is collected, hearings are held, and the charges are given a final disposition. Convictions may include sanctions, such as loss of privileges or good time. CDOC policy has strict deadlines for actions, requiring accurate and timely data systems to support these functions.

The CDOC desires an OMS solution that enables the Department and its facilities to manage its Disciplinary Tracking processes, including the following features and functions:

a) Enable the user to enter, edit and update record of Code Of Penal Discipline (COPD) charges filed against an offender, including the charges filed, offense date, date filed, hearing date, etc.
  • Link to the record of the incident (incident tracking record) that caused the charges;
  • Include investigation information, witness statements, evidence, etc.;
  • Link electronic audio recording of hearing;
  • Include final disposition, ruling, penalties, whether penalties are suspended, etc.

b) Track date charges filed and provide notification when hearing deadline is approaching.

c) Include a scheduling system for hearings.

d) Produce required legal paperwork and forms ready for printing.

E) Provide notification of hearing disposition to affected areas, for example, Case Manager, Sentence Calculation (loss of good time), etc.

f) Provide reporting on disciplinaries, statistics, and analysis in a meaningful way to improve facility management.

16. **Specialized Operations and Management Programs:**

The CDOC desires an OMS solution that will support the management of special operational programs and needs, including the following features and capabilities:
a) Track Out-of-Cell Time, and identify whether the time is therapeutic out-of-cell time or non-therapeutic out-of-cell time. Tracking shall include:
   - Ability to track date and times of out-of-cell time, type of time (therapeutic or non-therapeutic) and activity;
   - Ability to track each occurrence where out-of-cell time is offered, whether the time is accepted or refused, reason why if scheduled time is cancelled, how much time was spent out-of-cell;
   - Reporting on time out of cell by Offender and by type of time.

b) Track offenders placed on Remove From (general) Population (RFP) status and the deadline for action to change status.

c) Provide a method to track offenders in Administrative Segregation/Close (AdSeg/Close) status (offenders removed from the general population due to behavior that demonstrates a risk to safety and security of staff, other offenders, and the facility).
   - Track dates an offender has been in AdSeg/Close, what caused the offender to be placed in this classification/status, behavior history, and other relevant information;
   - Track regular classification reviews;
   - Track housing information, such as haircuts, clipper blades issued, and other issues that pose a safety risk.

d) Provide a method to identify high-risk offenders and view criminal history, history of violence, alerts, intelligence, etc.

e) Provide a method to track the established AdSeg/Close Residential Treatment Program (RTP), which includes:
   - Ability to track offender levels, recommendations for level changes and reason, level change approval/denial, and dates;
   - Ability to enter daily offender behavior and compliance reports;
   - Ability to track curriculum classes completed, Relapse Prevention Plan (WRAP), and completion of Transition Plan;
   - Ability to track date offender returns to General Population;
   - Provide a link between offender level to privileges in Inmate Property, Canteen, and CIPS;
   - Provide a dashboard view of RTP offender with current level, behavior, privileges, and other information.

f) Provide a method to track the established Behavioral Treatment Plan (BTP) program, including:
   - Provide a link to the Incident Tracking system for information on the incident that precipitated the BTP and the date it occurred;
   - Monitor the 5 day deadline after the incident to create a plan, and alert users when the deadline has passed;
   - Provide a method to create a plan, customized to the offender and the incident, including narrative on offender’s behavior, treatment, targeted changes, goals, privileges suspended, and incentives to earn privileges back:
   - Ability to create progress reports, and update sanctions;
   - Ability to modify BTP dates, including deadline date, date modified and date closed;
   - Provide a view of the offender’s BTP record accessible by all authorized users.

g) Provide a method to track Involuntary Medication Hearings and Orders (Also see section B.8. Behavioral and Mental Health).
   - Create an alert for offenders ordered to have involuntary medication.

h) Provide a method to conduct offender counts using offender photos or other non-standard identification methods.

i) Provide a method to track restricted privileges and property allowed at different levels of treatment.

j) Provide a summary of an offender’s mental health issues and needs available to all users. This summary should protect HIPAA data as appropriate.
17. **Private Prison Monitoring Unit** The CDOC desires an OMS solution with the following features and functionality:

a) Allow private prison facilities that house Colorado inmates within the state full read/write access to the data in an Electronic Health Records and Offender Management System:
   - User permissions will be subject to the same security levels as CDOC staff user permissions based on user groups with some exceptions;
   - Users permissions to certain data may be set to read-only.
b) Provide reporting and data analysis tools to monitor private prison performance;
c) Track all requests to place out-of-state offenders at Colorado private prison facilities, request approval/denial, date(s) offender was in the facility;
d) Track correspondence received by CDOC regarding an offender at a private prison facility;
e) Allow administrative oversight of data entered at private prison facilities to ensure data quality.

18. **Jobs and Programs**

CDOC has a Program Consistency platform to standardize all programs, classes, and jobs across the department. There is a centralized Oversight Committee that reviews program designs, course content, evidence based practices, offender pay allocations, and other aspects of program design. The Committee is responsible for approving new programs and requiring improvements in existing programs. The CDOC desires an OMS solution with the following features and functionality:

a) Provide a facility master program schedule listing all classes, programs, and work shifts for each user-selected date, including Program name, instructor/supervisor, start time, end time, and location;
b) Provide the ability to create a master offender schedule based on available jobs, classes, programs, and therapies the offender has been or will be accepted into. The schedule shall be flexible and allow multiple programs to be scheduled per day, but prevent conflicts;
c) Produce an offender schedule report with Program name, instructor/supervisor, start time, end time, and location;
d) Incorporate earned time awards, including achievement earned time, for class, training, program, and/or therapy participation and completion based on established criteria.

**Correctional Education Program**

The correctional education program provides academic, social science, career and technical education programs, helping offenders obtain entry-level marketable job skills prior to community re-entry. The program strives to ensure each offender who leaves the prison system reaches the highest academic achievement level possible, including attaining the General Education Development (GED) Diploma, and the gathers the vocational skills needed to obtain employment upon release. To meet these needs CDOC offers over 200 programs, 23 certificate programs and an inmate apprenticeship program in partnership with the United States Department of Labor. By state statute, all college level classes and vocational training must meet Community College Accreditation standards, so CDOC is a certified community college. The CDOC desires an OMS solution with the following features and functionality:

e) Provide a standard student education management system that supports a range of course levels (high school, GED, college), which includes the following functions:
Scheduling, waitlist, attendance, progress reports, grading, termination reasons, special education, testing scores from internal and external sources, GED records and transcripts, and historical records;
• A range of course levels from GED to college courses;
• Tracking staff credentials, licensing and certifications;
• Program evaluation and audit tools;
• Program changes and new program development.
f) Link to offender payroll to pay offenders for attendance at certain classes;
g) Interface with external testing organizations for import of testing results;
h) Interface with the Pueblo Community College system for the exchange and sharing of offender education records;
i) Provide program financial tracking, including budgets, audits, and manage grants.

Vocational Training The CDOC desires an OMS solution with the following features and functionality:

j) Track vocational training programs, including scheduling, waitlist, attendance, terminations, certificates earned, and historical records;
• Tracking will include the number of training contact hours the offender received.
k) Provide an apprentice management module that meets Federal Department of Labor/EEOC requirements and standards and includes tracking of on-the-job hours and training standards;
l) Support the vocational training and apprenticeship programs offered through Correctional Industries.

Programs The CDOC desires an OMS solution with the following features and functionality:

m) Provide a program management module to track eligibility, referrals, acceptance, waitlist, attendance, progress reports, participation, and termination type and reasons.
n) Include automatic offender referrals for certain programs based on specific criteria established for those programs;
o) Utilize standardized programs and capture the following:
• Program definitions, content, and evidence-based practices documented;
• Program breakdown into modules and courses, when applicable;
• Completion criteria for each program, module and course;
• Specific criteria associated with achievement earned time, when applicable.
p) Capture all program completion information including testing results and certifications;
q) Link to offender payroll to pay offenders for attendance at certain programs.

Work Assignments and Job Board Work assignments within each facility not only teach the offender valuable skills, and provide money to the offender through inmate payroll, but enable the facility with vital functions such as food service, laundry and housekeeping. Offenders have the opportunity for higher pay and to learn marketable job skills working for the Colorado Correctional Industries program. Job placements are overseen by a facility Job Board based on recommendations from Case Managers. The CDOC desires an OMS solution with the following features and functionality:

r) Track all qualifications and pay rates for offender work assignment positions;
• Track vacant positions.
s) Capture the job board process of offender job applications, acceptance, assignments, transfers and terminations for non-Correctional Industries positions:
• Provide an interface to review offender qualifications including job skills, certifications, classification, custody issues, disciplinary and prior work history;
• Provide electronic notification of job board decisions and assignments to supervisors and affected staff;
• Keep offender applications open until placed in a position or specific action is taken to close out the application;
• Maintain the history of offender applications and decisions for positions considered, including no action taken.
t) Include the job assignment process outside the job board for Correctional Industries positions (see section 20 following);
u) Include attendance, evaluation and payroll processing for offenders;
v) Provide data quality and audit tools.

**Group Therapy**  CDOC offers a variety of Group Therapy programs that assist offenders with behavioral skills, interpersonal management, substance abuse, and many other topics. Offenders are referred to these programs based on assessments, by Case Managers or other staff. The CDOC desires an OMS solution with the following features and functionality:

w) Manage enrollments to Group Therapy sessions the same as Programs, with the following exceptions:
   • Referrals to Group Therapy will be based on assessments and have stricter criteria
   • Provide a method to designate a particular Group Therapy program as part of an existing Therapeutic Community (TC), and only allow offenders in that TC to enroll
x) Provide Group Therapy session records additional areas for the instructor/therapist to provide data:
   • Notes on the group session as a whole
   • Case notes on the participation level of each individual
y) Link the Group therapy session record to offender’s mental health treatment record

**Pre-Release Programs**  These programs are designed to teach the life skills an offender will need when living in the community. Classes include financial management, parenting skills, employment and other courses to assist with re-entry. The CDOC desires an OMS solution with the following features and functionality:

z) Track the series of required classes and specific criteria that must be successfully completed in order for the offender to receive credit for completing the Pre-Release program, including:
   • Ability to identify class modules that must be successfully completed and the date of completion;
   • Ability to track the contact hours the offender has had in the program and an alert when the required number for program completion has been reached;
   • Ability to track the number of days between program completion and offender’s release date. If completion is within 45 days of release, programmatically award achievement earned time award if the offender is eligible and according to other earned time regulations.
   aa) Provide scheduling and program management for Pre-Release as for other programs.

19. **Youthful Offender System (YOS)**

The Youthful Offender System (YOS) is a program unique to Colorado. Established by legislation in 1993, it is a “middle-tier” sentencing option, between traditional adult and juvenile corrections, for violent youthful offenders. YOS provides young offenders an opportunity to improve their behavior and future through education, vocational, and life skill training. YOS Offenders serve their sentences in a facility specifically designed and programmed for youthful offenders. The YOS program consists
of four distinct components or phases:

- **Intake, Diagnostic, and Orientation (IDO) Phase**: needs assessment and evaluation. An individualized progress plan is developed, re-entry challenges are identified and offenders are acclimated to the facility.
- **Phase I**: Core programming, supplemental activities, treatment services, educational and prevocational programs and services are provided to the offender.
- **Phase II (Pre-Release)**: This phase occurs during the last three months of the institutional confinement, continuing focus on re-entry and providing a foundation for effective and well-planned transition to Phase III.
- **Phase III (Community Supervision)**: This final program phase encompasses the last 6 to 12 months of the sentence. This phase is similar to parole, and the offender is closely monitored during reintegration into society.

The CDOC desires an OMS solution with the following features and functionality to support YOS operations:

a) Include a management system to track the YOS program with the following:
   - Track all offenders sentenced to YOS including age at crime, age at sentencing and age at admittance;
   - One-application method to view and edit offender data, including biographical, demographic, criminal history, assessments, etc., for YOS assigned offenders;
   - Track phase of the program an offender is in and his/her eligibility date for the next phase. Include a check-list of requirements that must be met to move to the next phase;
   - Number of community service hours performed;
   - Discretionary Transitional earned time awarded;
   - Track projected YOS program completion date, actual completion date or fail date;
   - If revoked to CDOC sentence, what phase was offender in and why was he/she revoked;
   - Track information on all offenders necessary for facility management, such as offenders on disciplinary status, volunteer programs and hours, and other information.

b) Include a standard student education management system that is designed for a high-school setting with the following:
   - Flexible scheduling for multiple class periods, work schedules and other training during the day;
   - Ability to produce and distribute individual student schedules as well as a master schedule;
   - Scheduling for multiple semesters during the year;
   - Type of class (academic, GED, vocational, etc.), instructor name, hours held, location;
   - Class/Participant rosters for the instructor(s);
   - Track all certifications, diplomas, etc. received;
   - Produce individual transcripts listing current and former classes, grades, and credits earned, including all that were earned prior to CDOC;
   - Produce individual report cards for the current semester and year.

c) Include a standard vocational training tracking system with the following:
   - Record of all vocational training completed, prior and current grades, and credits earned at the high school, GED and Community College level;
   - Track all certifications received;
   - Produce individual transcripts;

d) Include reporting on:
   - Master transcript reporting;
• High school and GED graduates and date of diploma;
• Facility Management reports.

20. **Colorado Correction Industries (CCI):**

Correctional Industries (CCI) is a division of CDOC which operates as a profit/loss enterprise business. CCI employs 1,800 inmates in over 60 employment programs. CCI provides certified education training and college credits, supplemented by on-the-job training, preparing inmates for successful employment in the community. Offender employees are offered incentives for performance, such as higher pay and advancement, similar to private employment. The work ethics and skills taught by CCI employment have an impact on reducing overall recidivism for CDOC. The CDOC desires an OMS solution with the following features and functionality to support CCI operations:

a) Provide a method for Correctional Industries to maintain and track an offender work and payroll system that is different from the standard job tracking system. Tracking should include:
  • Link to Job/Program application to track referrals, assignments, evaluations, and terminations for Correctional Industries positions;
  • Review offender behavioral history, crimes, medical restrictions, ADA, etc.;
  • Track job/shift attendance;
  • Link to Inmate Banking application for offender payroll for CI positions, to include bonuses and special programs;
  • Process payroll for offenders in CI Prison Industries Enhancement (PIE) programs, which are subject to federal and state employment laws and have special payment rules that are not covered by current Inmate Payroll system;

b) Provide queries to find offenders eligible for SWIFT (State Wildland Inmate Fire Team) program.

**CCI Canteen**  A division of CCI, the Canteen focuses on providing merchandise and services to offenders in an efficient and profitable manner. Colorado is unique in providing a large number of items for sale, including toiletries, snack foods, phone services, electronics, and other CDOC approved items. Most offender orders are currently placed through an automated phone ordering system, provided by a third-party vendor.

The CDOC desires an OMS solution that will provide a complete module for managing the CCI Canteen operations. Administration of sales, purchasing (inventory replenishment), warehousing and physical processing and distribution of offender orders are key operations of the Canteen that will benefit from a Canteen module, including the following functions:

c) Provide an Inventory management system that includes:
  • Inventory control of Canteen items offered for sale, identified as “on hand”, “reserved”, or “available”;
  • Generate purchase orders, invoice and add received items to inventory;
  • Update Inventory when items are purchased;
  • Just-in-time” orders of special items, such as electronics;
  • Maintain vendor information, such as business name, address, city, state, zip code, phone number(s), point of contact, description, and whether the vendor is an active supplier. Link the vendor record to the items purchased from the vendor;
  • Quarterly inventory review method to match system with physical inventory.

d) Interface with third-party vendor, GTL, which currently collects automated phone orders from offenders and passes them to CDOC;
e) Provide a method to process/fill offender orders with the following:
   • Programmatically interface with Inmate Banking to confirm offender has funds available for items ordered;
   • Programmatically confirm ordered items are allowed by offender’s facility and/or living unit and/or individual restrictions;
   • Print order tickets with reasons order could not be fulfilled and receipts for items received
   • Interface with Inmate Banking to transfer funds for processed orders;

f) Allow facilities to set Canteen privileges for their facility, living unit, and/or individual offender;

g) Produce reports on inventory, sales, vendor sales, sales projections, and order recommendations;

h) Produce a sales history by item;

i) Flag and notify staff of suspicious Canteen purchases by offender, even if technically allowed.

**Colorado Inmate Phone System (CIPS)** The Colorado Offender Phone System operation provides administration of contracted phone service (currently GTL); coordination of maintenance and repair of phone system; information and training to offenders, staff and offender families; as well as phone account maintenance at all supported facilities. The CDOC desires an OMS solution with the following features and functionality to support CIPS:

j) Provide a data interface with the CIPS Inmate Phone information system, provided by vendor GTL;

k) Update CIPS with current offender location and bank balance, new admits, offenders scheduled to be released and/or moved to Community Corrections frequently enough to be near real-time data;

l) Update CIPS with phone time purchased through Canteen and current bank balance nightly;

m) Update CIPS with a list of offenders who have had phone privileges suspended as a result of a COPD conviction and the date privileges will be restored.

n) Provide a link to Inmate Banking to charge offenders for copies of phone records and to refund phone time on release;

o) Provide a method for users to query offender Canteen purchases for phone time, review Inmate Banking statements, query offender visitor lists, scheduled moves, and scheduled releases, and offender profile information.


This CDOC office provides professional investigative resources and is the primary contact on law enforcement issues within the Department. Responsibilities include gang intelligence and monitoring, crime detection, collection and analysis of evidence, investigations, warrants and affidavits, drug interdictions and random staff urinalysis, administration of the Colorado Sex Offender Registration Act, DNA collection in compliance with statutes, high-profile offender data collection and analysis using FBI’s national Violent Criminal Apprehension Program database (ViCAP), supervision of Colorado Crime Information Center (CCIC) and National Crime Information Center (NCIC) training and operations for CDOC, intelligence information monitoring and analysis, employment background investigations, and law enforcement assistance.

The CDOC desires an OMS solution that will support the IG Office’s investigative and law enforcement functions and duties, including the following features and capabilities:

a) Provide an end-to-end investigation case management system, including:
   • Secure user access with multiple levels of security, secure messaging, secure tracking of confidential informants;
• Case-driven data collection for cases handling multiple offenders/staff, with an audit trail, point-in-time record snapshot archive, and reporting capability;
• Provide a link to all OMS data regarding reportable incidents, incident tracking, offender demographics, admission data summary and diagnostic levels, staff information, Code of Penal Discipline convictions, mental health and clinical encounters, case manager logs, and grievances;
• Method to collect and store all appropriate outside data and documentation using: Inspector General databases, Colorado Courts (CoCourts), ORILE, outside state corrections agencies (for offenders housed in Colorado private prisons), staff sanctions/actions:
  • Interface with CDOC staff data, where required and appropriate;
  • Prison Rape Elimination Act (PREA) flagging;
  • Evidence chain of custody tracking with bar code identification to track evidence (for Colorado Bureau of Investigation (CBI) compliance);
  • Document and electronic media repository with secure storage;
  • Case notes with word-processor editing capability;
  • Interface with all other Offender management system data, including Parole.

b) Provide a method to track street gangs, gang chapters, disruptive groups, associates within groups, and security threat groups to include level of association and gang classification scoring based on objective point system, including:
  • Ability to track individuals and groups separately;
  • Ability to track non-offenders;
  • Document and electronic media repository with secure storage.

c) Provide a method to track sex offenders entering/returning to department and releasing to parole/community corrections or discharging sentence, including:
  • Notification system to outside agencies when a Sexually Violent Predator (SVP) is due to release;
  • Document and electronic media repository with secure storage.

d) The system should interface with the Colorado Integrated Criminal Justice Information System (CICJIS), the Colorado Department of Revenue system (COR), and outside vendors (e.g. J-PAY);

e) Provide reporting and data analysis tools on each of the systems mentioned above.

Prison Rape Elimination Act (PREA) CDOC established a zero-tolerance policy for incidents of sexual assault/abuse and staff sexual misconduct, in compliance with the Prison Rape Elimination Act (PREA) enacted by Congress in 2003. The PREA program administrator oversees the implementation of all national standards, continually seeks out and evaluates new methods to prevent and reduce sexual assault/abuse and staff sexual misconduct within CDOC and affiliated facilities.

The screening and classification process to identify potential victims of sexual assault and sexual predators includes the Sexually Aggressive Behavior (SAB)/Sexual Vulnerability Risk (SVR) assessment, a unique classification instrument developed for Colorado CDOC. Mental health and medical treatment is offered to victims of sexual assault or sexual abuse and referral timelines are carefully tracked and monitored for policy compliance. Data collection and tracking of events, allegations, and incidents are critical elements of this program to meet federally mandated reporting requirements. CDOC maintains PREA records indefinitely, beyond federal requirements. Current projects include ongoing improvements to monitor, audit and report all elements of this program. The CDOC desires an OMS solution with the following features and functionality:

f) Provide for special investigation functionality for PREA investigations.
  • Track offender requests for mental health counseling and the mandatory time limits for certain types of referrals;
• Provide electronic storage for PREA reports received from outside of CDOC and link to investigation record;
• Ability to track information on CDOC staff involved in PREA incidents;
• Ability to produce a query/report that lists an offender’s past cellmates by date.

2) Produce mandatory Federal PREA reports, monthly reports to CDOC Executive Staff, Facility reports, etc.;

h) Track Sexually Aggressive Behavior (SAB) and Sexual Vulnerability Risk (SVR) assessments, results, and whether these were completed for all offenders at mandated times;
• Notifications to other departments when an offender receives a high SAB or a high SVR score;

i) The system should track offender PREA training classes completed.

22. **Legal Services:**

Legal Services administers ADA accommodation tracking and notification. Colorado has implemented elaborate and extensive tracking and monitoring tools for ADA compliance, under the settlement provisions for a 1992 federal lawsuit. Legal Services also administers offender grievances, and provides management of the offender reading materials censorship program.

The CDOC desires an OMS solution that will support the Legal Services Office with its administrative duties concerning ADA compliance, offender grievance processes, and reading material violation issues, including the following features and capabilities:

a) Provide a method to track requests for accommodation by offenders under the Americans with Disabilities Act (ADA), why the request made, how the request was made, and outcome of request. The system should include:
• Printable hard-copy notification to offender regarding outcome of request (mandated by Federal requirement);
• Notification to staff and facilities of approved accommodations;
• Access to EHR system to records of ADA review, accommodation(s) recommended, and healthcare appliances issued;
• Track offender healthcare appliances, including notification from Clinical if the offender’s needs or accommodations change.

b) Provide a method to track grievances filed by offenders through the multi-layered approval/denial process through the final decision. Tracking shall include:
• Provide grievance case identification, date filed, date(s) at each step of the process, CDOC staff member(s) involved, final outcome, justification, etc.;
• Track grievance coordinators at each facility;
• Provide a standardized electronic form for staff to document offender grievances;
• Provide standardized, step-by-step, electronic review and signature process by different offices/staff;
• Provide a method for all staff to search and review grievance records.

c) Provide a method to track public reading material that has been deemed inappropriate for a prison setting after a publication review process, including items that have been through the process and approved as well as those that have been censored by the review committee. Tracking shall include:
• Tracking of review process initiated by each facility, date review initiated, final decision or pending. Visible to and searchable by all facilities, and duplicate reviews prohibited.
• Document scan repository for reading material documents, central location for review;
• Tracking of censored library materials.

d) The system should provide a method to cross-reference censored reading materials.
23. **Victim Services:**

Under Colorado statutes, victims of violent crimes have the right to be notified of certain changes in the status of the offender in their case, including current location, parole hearings, parole, sentence discharge or death. Victim Services registers victims, handles victim notifications for events, and acts as a victim advocate in court or parole hearings. Colorado’s victim notification requirements are more stringent than federal requirements as defined in Article 4.1 of Title 17, CRS, requiring an active and robust victim services unit. The CDOC desires an OMS solution that will support the Victim Services Office’s duties and responsibilities, including the following features and capabilities:

a) Provide a comprehensive tracking and notification system to include:
   - Enrollment and cancellation of victims (opt-in system);
   - Maintain victim contact information;
   - Record all contacts with victims including reason for contact and method of contact;
   - Staff alerts on offender electronic records if there is an active victim record.

b) Include the ability for victims to specify the types of events they want to be notified on upon initial enrollment or any time after enrollment;

c) Include victim services notification on critical events concerning an offender including moves, case management events, parole hearings, release, or other special activities;
   - Certain events may warrant telephone notifications, so provide alerts to Victim Services staff when these events occur.

d) Include automated victim notification letters and other electronic forms (over 40 different types);

e) Allow scanned documents to be attached and associated with the applicable electronic record;
   - Include query tools to search documents.

f) Provide electronic storage of offender apology letters;

g) Provide the ability to automatically flag Victim Rights Act (VRA) crimes and query CICJIS data to assist with identifying possible victims.

h) Include a web-based enrollment form for victims.

24. **Research and Reporting:**

CDOC’s Office of Planning and Analysis (OPA) is responsible for all reports mandated by the Federal Government, State statute, Governor of Colorado, Social Security Administration, Internal Revenue Service, Immigration, Colorado’s child support agencies, voter registration, the Association of State Correctional Administrators (ASCA) Performance Based Measure System (PBMS), and many others. OPA also provides reports to CDOC Executive Staff on a monthly basis, and on request. Requested reports are usually incident specific and needed as soon as possible, so staff must have 24/7 access to offender data for reporting and analysis.

OPA also conducts research on the effectiveness of programs, management techniques, and other processes that CDOC is testing. This research may span years, so it is necessary to have accurate historical data. Colorado produces a large volume of detailed reports and research.

The CDOC desires an OMS solution with robust querying, reporting, data storage and retrieval capabilities to support the duties and research and reporting responsibilities of the OPA, including the following features and capabilities:

a) Provide authorized users full and direct access to all data at all times for download or extraction to another location for analysis.
b) Create end of the month and mid-month snapshot copies or downloads of required data tables.
   • Required tables will be determined upon review of vendor’s table structure

c) Provide a data storage area to keep archived data snapshots and/or downloads. Alternatively, the system should provide an interface with a data storage area.

d) Provide access to all historical data and historical identifiers, and shall include the ability to re-create point-in-time with audit trail information.

e) Provide standardized reports, where possible, for mandated reporting to Federal and State agencies, Association of State Correctional Administrators (ASCA) reporting, and regular monthly and annual reports to CDOC Executive Staff

f) Allow historical records to be locked to changes after a certain period of time.
D. COLORADO STATE BOARD OF PAROLE

The Colorado State Board of Parole (Parole Board) is an independently operated agency comprised of seven members appointed by the Governor and confirmed by the Colorado State Senate. The Parole Board operates under the administrative umbrella of the CDOC.

The Parole Board conducts parole application and revocation hearings in accordance with state statutes and internal policy. The Board has embraced a paperless hearing process for all application hearings, enabling real-time transmission of release decisions to Time and Release Operations, facility case managers and other stakeholders. The Parole Board conducts revocation hearings for parolees that have had a complaint filed with the Parole Board by the Division of Adult Parole, alleging violation(s) of their parole agreement. Electronic processing of revocation hearings is currently in development. The Board may order short-term revocation to a community corrections program, short-term revocation to county jail, or revocation with specifications for the remainder of the sentence.

The Parole Board may also conduct other types of hearings, according to statute and policy. The Board also reviews and signs warrants for the arrest of parolees alleged to be in violation of the parole agreement through an electronic process.

The CDOC desires an OMS solution that supports the Parole Board’s duties and responsibilities and its daily interactions with the CDOC and the Adult Parole Division, and which includes the following:

a) A scheduling module for Parole Board hearings that creates an agenda for hearings at a facility on a date or dates. Module should include:
   - Parole Board staff create a list of offenders to be seen at a given facility within a given month;
   - Designate hearing date(s) for the facility, determined in advance by the Board staff. The agenda is frozen at least 30 days in advance;
   - Designate individual Parole Board members with link to members’ calendars;
   - Facility staff enter hearing room(s) and appointment blocks;
   - Case managers schedule offenders for time blocks;
   - Victim Services accesses schedules and coordinates victim attendance.

b) A method to track all Parole Board hearings and actions to including Application Hearings, Rescission Hearings, Revocation Hearings, Other hearings and actions including SVP designation, parole modification, parole sanctions, special needs requests, early discharge consideration, sex offender supervision reduction requests, requests to amend an action, and probable cause hearings. The system should track:
   - Parole Board member(s) present and/or approving the decision;
   - Decision date;
   - Decision actions;
   - Additional required elements based on type of hearing.

c) An integrated module to easily access and review offender information before an application hearing to include:
   - Offender’s parole plan;
   - General profile and demographics;
   - Active and historical crime information;
   - Sex offender information;
   - Restitution;
   - All assessments including Colorado Actuarial Risk Assessment Scale (CARAS), CARAS Supplemental, Static-99, SOTIPS, SOTMP Parole Criteria Eligibility, LSI-R, CTAP;
   - Escape history;
• Behavior including COPDs and reportable incidents;
• Community corrections referrals;
• Parole information (complaints, warrants, CVDMPs, etc.);
• Work history and program participation/completion;
• Victim statements and supporter statements.

d) An integrated module to access and review offender information before a revocation hearing, including the data from an application hearing with all new information from the offender's time on parole, parole complaint information, Colorado Violation Decision-making Process (CVDMP) history and resolution, and other relevant information.

e) An automated parole complaint and revocation process with capability to incorporate assessments and instruments such as the LSI-Rs and CVDMPs;

f) Utilize date/time stamps on revocation proceedings to track, monitor and comply with CRS mandated timeframes (example: Revocation hearing must be held within 30 calendar days from arrest hold);

g) Include an electronic process for notification and approval (or disapproval) of warrant requests received from community parole officers;

h) Provide electronic notification to Parole Board members, time and release operations, case managers and community parole officers of scheduling changes, Parole Board actions, and Parole Board decisions when needed;

i) Provide mobile and download capabilities for hearings conducted with no system access (county jails).
E. PAROLE AND COMMUNITY OPERATIONS

Division of Adult Parole and Community Corrections:

The division provides for public safety through the supervision of offenders released to the community by the Parole Board. The structured parole system provides accountability, allowing offenders to complete a portion of their sentence in the community. Community resources and special programs augment the parole system providing opportunities for self-improvement. The division also supervises offenders in Community Centers (halfway houses) governed by local boards.

1. Community Return to Custody Facilities (CRCF)

Community return to custody facilities are a special class of contractor-operated facilities utilized by CDOC and the Parole Board for placement of certain offenders revoked for short-term. These community centers are administered by CDOC without the involvement of community corrections boards and provide support and monitoring services for certain non-violent technical parole revocations. The CDOC desires an OMS solution that will generally support CDOC in the management of offenders during their revocation assignment in these facilities.

2. Community Corrections and Intensive Supervision Program (ISP)

The community supervision program provides oversight of 34 community corrections facilities statewide, direct supervision and risk management of CDOC inmates, planning transitions to Community Intensive Supervision Program (ISP), parole release sentence discharge, and coordination with local law enforcement departments on public safety matters. In Colorado, Community Centers are controlled by local boards, not the State or CDOC.

The Community Intensive Supervision Program, a non-residential community corrections placement, provides the opportunity for inmates to reside in their own home or approved residence beginning six months prior to parole eligibility. This program prepares inmates for successful transition to parole or sentence discharge and provides enhanced monitoring during the transition period. ISP Inmates participate in education, counseling, required treatment programs and employment. The CDOC desires an OMS solution that will support the Parole Divisions management of Community Corrections inmates and ISP inmates, with the following features and functionality:

a) Provide a method to create, process, and approve community referral plans submitted by case managers, including:
   • Method for review and quality check;
   • Allow plan to select four community centers, in order of preference;
   • Submit electronic plans to the Community Corrections board of each center, in order of preference, for review and approval/denial;
   • Automatic referral to next Community Corrections board, upon rejection;
   • Referral is closed when all 4 community centers have rejected;
   • Offender must wait 6 months for next referral;
   • Record all referral decisions, dates and rejection reasons;
   • Provide automatic routing of referrals to each designated community center in order of preference.

b) Provide a method to track the transfer process of offenders to community centers as follows:
   • Maintain an offender waitlist for accepted community center;
   • Integrate the community center waitlist with the offender movement module:
     i. Schedule movements and issue EAOs;
ii. Make transportation arrangements, when needed;
iii. Update movement information after transfer.

c) Provide a method to track the supervision of offenders in community centers, including:
   • Track the supervising Community Parole Officer (CPO);
   • Track CPO visits with the offender including Initial Office Visit (IOV);
   • Track daily supervision information, where applicable;
   • Updates to case notes entries and status changes by community center staff;
   • Track offender contacts, collateral contacts and house meetings, documented by CPO;
   • Track LSI-Rs and supervision plans.

d) Accessible by community center staff with data entry, querying and reporting capability

e) Provide a method to track offenders applying for and approved for Intensive Supervision Parole – Inmate (ISP-I) status. The system should track:
   • Offender applications for ISP-I status;
   • Approval/disapproval of local Community Center Board and placement on approval;
   • Disciplinary hearings and any regresses to community center;
   • Date and outcome of parole application hearings;
   • All other management of ISP-I offenders shall be similar to offenders on parole.

f) Track disciplinary actions under the COPD process for offenders in community corrections or ISP-I. Disciplinary actions are consistent with Requirement Number PS.55 above, except as follows:
   • House violations are reported to the CPO by the community center;
   • Hearing is conducted by the CPO or Administrative Law Judge for offenders in ISP;
   • Administrative Law Judges have additional sanctions available including regression to community center.

3. **Adult Parole Supervision**

Colorado maintains a call center for parolee check-ins, supported by a third-party vendor, which is unusual among states. Community Parole Officers (CPO) track all offender contacts including face-to-face visits and calls to the call center. The LSI-R risk instrument is used to determine level of supervision on parole. The Colorado State Board of Parole sets the conditions of release supervision, and parole supervision plans are used to address the highest needs with goals and objectives. Approved treatment providers (ATPs) utilize the current information system to document offender services and submit electronic invoices to be processed by CDOC. The Colorado Violation Decision-making Process (CVDMP) instrument provides CPOs a tool to apply objective criteria to violation cases and determine the most appropriate response. A specialized Fugitive Apprehension Unit is deployed to capture parole absconders, when necessary, which is unique to Colorado.

Electronic monitoring of offenders is required for certain offenders on parole if ordered by the Parole Board, as a condition or parole, and all offenders on ISP-Inmate status. Electronic equipment is installed, de-installed, and repaired by the current service provider Behavioral Interventions (BI).

The CDOC desires an OMS solution that will support the Adult Parole Division’s duties and responsibilities in managing parolees and ensuring public safety, including the following features and functions:

a) **Provide a method to enter and track the pre-parole investigation processes, initiated by the Case Manager, which includes:**
   • Notification when a new parole plan is submitted;
   • Method to view the submitted parole plan(s) and applications with prioritized proposed addresses:
     i. Utilize mapping technology to identify the correct parole office to conduct the
• Track investigation of each submitted address, investigation narrative, and findings;  
  i. Each submitted address shall be investigated before a plan may be denied.
• Ability to scan documents and store them, as well as photos, audio and video in the electronic working file, tied to the investigation record;
• Track plan approval or denial;
• Automatic notification of plan approval, with approved address, or denial to the originating case manager;
• Track all timeframes and deadlines associated with the investigation process.

b) Provide release lists of offenders releasing to specified locations within the requested timeframe;

c) Enable a parolee to be assigned to a CPO;

d) Track CPOs’ management of parolees, including:

  • Track Initial Office Visits (IOVs), including date completed, documents signed, parole conditions reviewed, initial assessments performed, and notes of other information exchanged;
  • Track LSI-R administration dates and provide alerts when due;
  • Method to create supervision plans with defined goals and objectives tied to the identified criminogenic needs identified through the LSI-R;
  • Track referrals submitted for therapy and other support services (monitoring, UAs, etc.);
  • Track all parolee training and certificates, and training provider;
  • Enter earned time awards (including achievement earned time);
  • Track personal contacts with a parolee, including the type of contact (such as home visits, office visits, collateral contacts, employment checks), date of contact, and case notes;
  • Track parolee employment information including employer and work schedule details;
  • Track parolees on homeless status or receiving subsidized housing vouchers;
  • Track critical information about a parolee’s case (Examples: Drug Endangered Children (DEC) program where notification to Social Services is made, spouse contacts, confidential informant);
  • Method to request warrants from Parole Board for parolees, and receive notification of response;
  • Method to request parole reconsiderations and modifications from the Parole Board to receive notification of response.

e) Provide a dashboard view of all parolees assigned to a CPO with all alerts and upcoming or overdue deadlines. This view shall allow the CPO to access a particular parolee record.

f) Capture instruments and assessments used to classify and supervise offenders in the community and on parole including the LSI-R and CVDMP

g) Provide an automated parole complaint and revocation process with capability to incorporate assessments and instruments such as the LSI-Rs and CVDMPs

h) Interface directly with the Parole Board functions and requirements, defined elsewhere, and provide a seamless process of submitting, reviewing and decision-making between the division of parole and the Parole Board

i) Track all contacts with and services provided to parolees by Approved Treatment Providers (ATPs), including:

  • Track all contacts with and services provided to a parolee, including ATP name, date, duration, case notes, and no-show alerts for missed appointments
  • Provide a method for CPOs to view ATP information

j) Provide an integrated billing and invoicing module for Approved Treatment Providers based on contacts and services provided to parolees, as tracked above; programmatically generate billing and invoicing from the provider information entered;
k) Track parolee check-in information at each parole office, preferably utilizing an automated system to capture the check-in process. Send an alert to the parolee’s assigned CPO upon check-in;
l) Provide a method for the CPO to enter directives for a parolee or group of parolees:
   • Directives shall be in the form of notes to a parolee and be designated as “delivered” or “not delivered”;
   • Directives may be selected from a standardized list or may be customized;
   • Third-party Parolee Call Center users shall have a view of these directives, searchable by parolee.
m) Track all functions and activities performed by the third-party provided Parolee Call Center:
   • Track parolee calls to the center, date, time, contact type, directives delivered, and all other information related to the call.
   • Current CDOC Parolee Call Center Provider has a script for offender calls and collects specific information.
   • Track law enforcement agency contacts relating to a specific parolee, including criminal contacts, general information, or other reasons.
   • Track CCIC/NCIC events performed by a call center operator, including date, time, event (such as protection order, warrant hit), and notes.

n) Provide a data interface with the third-party Electronic Monitoring Service provider’s system to collect real time data on events.
o) Provide automatic notification to CPO when events occur with the Parolee Call Center or third-party Electronic Monitoring Service. Examples of events include tamper warnings, warrant notices, and notification of arrest. Provide the ability to escalate notifications to higher levels when required.

4. Interstate Compact Parole

The Interstate Compact (IC) office provides a central communications point and clearinghouse for parolees entering or leaving the state of Colorado and supervision of Colorado parolees in other states. IC uses a national database, ICOTS, to process interstate compact applications and exchange information. By Colorado statute, offenders with a conviction in another state who wish to receive therapy or treatment in Colorado must be reviewed and approved by the Interstate Compact office.

The CDOC desires an OMS solution that will support and add efficiency to the management of Adult Parole / Interstate Compact programs and operations, including the following features and capabilities:

a) Interface with ICOTS, the national Interstate Compact Information System to track and monitor all interstate parole and probation offenders entering and leaving Colorado.
b) Provide a method to enter and track offender requests to parole to a location outside of Colorado (interstate) processed through the Interstate Compact Office, including:
   • Track out of state requests through the regular pre-parole plan process, specifying the desired state of destination;
   • Interface with ICOTS to allow entry of the interstate request, completing the application with information copied from the information system and attaching supporting documents electronically;
   • Track receiving state approval or denial of the request, notification received through ICOTS;
   • Track approval/denial to the submitting case manager/CPO.
c) Provide a method to track requests for probation or parole supervision in Colorado for offenders serving time in other states received through ICOTS (Interstate into Colorado):
• Track probation supervision requests routed to the appropriate Judicial District;
• Track parole supervision requests and ensure routing to the appropriate parole office for review and approval or denial;
• Denied requests are processed through ICOTS and the originating state is notified;
• Offender data is entered into the information system for approved requests and regular supervision practices apply.

d) Provide tracking for administrative supervision of Colorado parolees in out of state placements, including:
• Track information CPOs exchange with the supervising state personnel;
• Track earned time awards, maintained by CPOs;
• Track that parolees adhere to Colorado parole standards, individual conditions of parole as determined by the Parole Board, and the supervising state’s standards;
• Track parole complaints and revocation proceedings (the same as normal parole with CPO filing a complaint and the Parole Board holding a revocation hearing);
• Include violations from both states;
• Track the specific criteria that determines when offenders must be returned to the originating state.

e) Track the following on out of state offenders on parole in Colorado:
• Information exchanged with the originating state through ICOTS;
• Violations documented and notification of originating state, notification when offender must be returned to home state;
• Track transport arrangements of offender to home state.
f) Track all offender requests for participation in a treatment program in Colorado for a conviction in another state, including all associated dates, treatment program information and scanned documents;
g) Track Interstate Compact Office approval or denial.

5. **Pre-Release/Community Re-Entry Program**

The Pre-Release and Community Re-Entry program begins with Pre-Release Programs in CDOC facilities, preparing offenders for life in the community. After release, Community Re-Entry uses cognitive interventions to enhance motivation and reinforce successful reintegration. Additional support services may include medical needs, benefits acquisition, long-term housing assistance, transportation assistance, personal needs, employment services, GED preparation, and referral to community support services.

The CDOC desires an OMS solution that will support and add efficiency to the management of Adult Parole – Pre-release / Community Re-Entry programs and operations, including the following features and capabilities:

a) Provide a view of offender’s pre-release classes and services provided before release to parole, including:
• Track offender’s progress through/completion of the Pre-Release program while incarcerated (See Jobs and Programs requirements for details on the program);
• Track offender’s applications for State ID, Social Security card, and other identification;
• Track offender’s applications for Medicare or Medicaid, disability, VA Benefits, and other benefit programs;
• Track whether the offender has a continuity of care plan.
b) Provide a method to manage and track goods and services provided by Re-Entry Services, including:
• Track face-to-face contacts with offenders, including name, living situation, address (if
applicable), employment status (if applicable), and other required information;
- Track vouchers issued for necessary items, including housing vouchers, by item code;
- Track when vendors return the vouchers to CDOC for payment;
- Track referrals for services, including where referred and why;
- Track any assistance provided to offender in applying for benefits, not completed before release to parole;
- Track grants issued to providers to develop programs in rural areas.

c) Provide inventory tracking and financial accounting for goods and services provided or purchased for re-entry assistance.

d) Capture detailed offender employment information to include industry, job classification, certifications, etc.
F. **OMS IMPLEMENTATION PLAN**

The implementation plan for the OMS will largely be left to the bidders to propose and explain. Following are the CDOC and OIT’s basic expectations:

a) The State Contract will be between the successful bidder and the Governor’s Office of Information Technology. The Contractor should anticipate the contract negotiations to include three primary parties: Contractor, OIT, and CDOC as the client agency.

b) The State Contract should include payment terms and fees based upon demonstrable and substantial completion of deliverables which provide useful value to the State, as identified in the contract. The State does not expect to disburse large sums for license fees, services or other items prior to delivery of a substantially completed module or component of the OMS.

c) ‘Substantial completion’ is defined as including but not limited to full migration of existing CDOC systems data, trainers trained, and a system component or module that is user accepted as ready for use.

d) As stated previously, the EHR component is the top priority for earliest possible substantially completed delivery and acceptance.

e) Please refer to the Model OIT Contract, attachment I to the RFP.

f) Total funding expected to be made available for OMS acquisition and implementation, including non-Contractor project management and IV&V, but not including annual ongoing maintenance and technical support, is $19.8 million.

Specific project management deliverables shall be developed and documented as part of the State contract, including any task order/s, contract amendment/s, option letter/s, or other acceptable instrument approved by the Office of the State Controller in association with the OMS project. The Contractor shall assess the project management needs and/or skill sets required for each effort, e.g. initial base system, extended system and optional system functionality (see Section 7 following).

The Contractor shall assist with development of project management documents required by the OIT Gating process. In all cases, the efforts of the Contractor will be coordinated with the CDOC project manager.

The Contractor shall provide its own project manager who will oversee the solution implementation and a project manager or account manager to ensure technical support through the duration of the contract. In addition, the Contractor shall provide a back-up project/account manager who is kept current on project activities and contractual obligations in the event the primary resource should no longer be available.

Upon execution of the contract, CDOC may conduct one or more review/s of the contract requirements with key personnel of the State and Contractor. The purpose of this pre-project meeting is for all working parties to gain a better knowledge of contract requirements, have questions answered, and conduct a needs assessment so that transition to performance will commence timely and smoothly.
G. PROPOSAL RESPONSE INSTRUCTIONS:

The bidder’s proposal should include the following:

a) Completed RFP attachments (A) Cover Page, (B) MBE/WBE Business Participation and (C) CRS 24-102-206.

b) An introductory or executive summary letter, **not to exceed 10 pages**.

c) Identify any proposed exceptions to OIT’s SSP or Model Contract attachments.

d) The **main text** of the proposal should include the bidder’s **direct response** which has been written specifically for this RFP, and should **not exceed 60 pages**. The direct response should be presented and identified in the same sequence as the numbered Evaluation Criteria items 1 through 7 following.

e) Supporting information such as references, resumes, established policies and procedures, literature and other materials may be referenced in the bidder’s ‘direct response’ described above, and provided as supplements to the proposal. The State reserves the right to contact references or not contact references as it deems appropriate, and in the manner which it deems appropriate.

f) See RFP Section Five subsection I. for instructions on confidential/proprietary information. Please follow these instructions closely.

Cost information: The proposal is expected to identify a **total ‘base system’ cost** for the OMS, as proposed by the bidder, which cost includes the sum total of final acceptance of all OMS deliverables, and the bidder’s recommended maintenance and support services for a total contract period of 10 years from the effective date. The CDOC has obtained special approval for up to a 120 month contract period, to better assess the extended cost of the OMS.

a) Additional OMS system modules, components, optional features or enhancements to the base system may be proposed along with a clearly identified respective cost per such item.

b) Proposed alternatives, exceptions or deletions to the base system may be proposed with a clearly identified respective ‘add’ or ‘deduct’ amount from the base system cost.

c) Ala carte pricing, fees, rate schedule/s and unit cost/s may be included in the proposal but must not be in lieu of the complete ‘base system’ cost.

d) Contract performance incentives and / or liquidated damage provisions may be proposed and explained, for evaluation by the State.
SECTION FOUR: EVALUATION

A. EVALUATION PROCESS:

1. Failure of the bidder to provide any information required in the RFP, or information which is pertinent to the RFP evaluation criteria (see following), may result in unfavorable evaluation or disqualification of the proposal. It is the bidder’s responsibility to assure that the information in its proposal is complete.

2. An evaluation committee will review and judge the merits of the proposals received in accordance with the RFP evaluation criteria. The recommendations of this committee will be forwarded to the CDOC Director of Purchasing for review and approval.

3. The sole objective of the evaluation committee will be to recommend the bidder/s whose proposal/s is/are most responsive to the State of Colorado’s needs; cost and other factors duly considered.

4. A minimum score will be established, and if all proposals fall below that score, all may be rejected. If only one proposal is received in response to the RFP, it will still be reviewed and scored. If it meets the minimum score, it will generally be recommended for award.

5. CRS 8-19-104(3) Non-Resident Bidder requires a comparable percentage disadvantage be applied to a proposal from a non-resident bidder based in a State that provides a percentage bidding preference to its resident bidders. Non-resident State Preferences may be viewed at: www.colorado.gov/sps Procurement Resources > Reciprocal Preference/Resident Bidder Information.

6. The evaluation committee may seek additional clarifications or modifications to one or more proposal(s) that it deems to be “potentially acceptable”. Such clarifications or modifications may be requested to be presented in writing, or through oral presentations, site visits and/or via other methods by which the bidder(s) can present additional information. Although the CDOC expects to conduct such a process for this procurement, bidders are cautioned that any such action by the committee is optional and is solely at the committee’s discretion; bidders should not anticipate such an opportunity.

7. The proposal/s receiving the highest final score/s from the evaluation committee will generally be recommended for award.

B. EVALUATION CRITERIA: The following criteria are identified as that which will be evaluated in order to determine the responsiveness of the proposals received. Bidders are asked to organize and identify the information in their proposals in accordance with the numbered “general” criteria listed. The more specific (lettered) criteria listed after each of the “general” criteria should be addressed in the proposal, but do not need to specifically categorized or identified by section. Conciseness in the ‘direct response’ section of the proposal is generally evaluated favorably.
1. **BIDDER’S QUALIFICATIONS AND EXPERIENCE**
   - History, organization, background
   - Financial information
   - Litigation information/disclosure
   - Current contract/s, client base
   - Comparable project/s, dates
   - OMS reference names/emails/results
   - Dedicated key personnel for project
   - Proposed partner/s, subcontractor/s, roles
   - Potential risks

2. **PROPOSED OMS SOLUTION – SOW section A**
   - Technical overview, functionality and use
   - Compliance with mandatory requirements
   - Security/cyber security
   - User Interface
   - Business Needs
   - Updates, upgrades, enhancements
   - Business continuity/disaster recovery
   - Web portal to bidder’s demo site?

3. **PROPOSED OMS SOLUTION – SOW section B CLINICAL SERVICES / EHR SYSTEM**
   - EHR overview fit with CDOC Clinical Services
   - mandatory ONC 2014 certification
   - mandatory CRHIE interface
   - pharmacy system
   - appointments and scheduling
   - patient encounters
   - external provider consultations
   - Infirmary care
   - Infectious disease tracking
   - Behavioral health, mental health, substance abuse treatment
   - Medical records
   - Quality assurance
   - Other beneficial features, capabilities, potential risks

4. **PROPOSED OMS SOLUTION – SOW section C CORRECTIONAL MANAGEMENT**
   - Overall fit with CDOC prison operations
   - Court services and detainer operations
   - Sentence calculation
   - Central classification
   - Facility placement / offender movement
   - Intake and diagnostic processing
   - Case management
   - Food service and laundry
   - Visiting and volunteers
   - Inmate banking, property, mail, law library access
   - Incident tracking and reporting
   - COPD and disciplinary process
   - Institutional jobs, programs, work assignments, job board
• Specialized operations and management programs
• Correctional education program, other programs
• CCI programs
• Office of the Inspector General, PREA, victim services
• Legal services / grievances
• PPMU operations / private prison interface
• Research and reporting
• Youthful Offender System
• Other beneficial features, capabilities, potential risks

5. PROPOSED OMS SOLUTION – SOW section D PAROLE / COMMUNITY OPERATIONS
• Overall fit with parole and community operations
• Parole Board
• Adult Parole supervision
• Community Corrections and ISP
• Interstate Compact parole office
• Pre-release community re-entry program
• Other beneficial features, capabilities, potential risks

6. BIDDER’S PROPOSED IMPLEMENTATION PLAN AND SERVICES
• Schedule and narrative
• Project management plan
• Interfaces / integration services
• Migration of existing data, assurances, exceptions
• Performance guarantees / incentives
• Change management
• Training services and plan
• Service level assurance
• Other considerations, potential risks

7. BIDDER’S PROPOSED COSTS / DELIVERABLES
• base system cost, narrative
• cost of any optional OMS modules, components, enhancements to the base system
• ‘add’ or ‘deduct’ amount/s for any options / alternatives
• Ala carte pricing, fees, rate schedule/s and unit cost/s
• Proposed contract performance guarantees/incentives, liquidated damage provisions
• Any cost factors associated with proposed implementation plan
• Ongoing hardware/software maintenance and tech support

NOTE: “Estimated” proposal costs in response to this solicitation are not acceptable. The bidder’s proposed cost(s) will be considered to be the bidder’s “best and final offer” for evaluation purposes. Due to the in-depth evaluation required for this RFP, bidder’s costs are expected to remain firm and guaranteed for at least 120 days from the proposal due date. The bidder’s proposal should address any potential for requesting price changes over the ensuing contract term of up to 120 months.
SECTION FIVE: PROCUREMENT AND CONTRACTING INFORMATION:

A. **PURPOSE:** This Request For Proposal is intended to provide sufficient information to enable prospective bidders to prepare and submit proposals for consideration by the Colorado Department of Corrections, for the purpose of selecting the most qualified contractor(s) to complete the goals of the RFP. The State of Colorado invites any interested and qualified prospective bidders to submit a proposal in response to this RFP, in accordance with the requirements stated herein.

B. **SCOPE:** This RFP is intended to explain the State’s needs, identify any mandatory requirements which must be met in order to be eligible for consideration, identify other non-mandatory preferences and considerations, provide guidance regarding how the proposal is to be submitted, and explain the evaluation and award process.

C. **CONTRACT TERM:**

1. The State’s fiscal year period runs from July 1st to June 30th. The contract awarded as a result of this RFP is expected to be in the form of a multi-fiscal-year contract, with a total term of up to (120) months. Please see the sample contract furnished as an attachment to this RFP for more information.

2. The contract will not constitute a multiple fiscal year direct or indirect debt or other financial obligation of the State, or obligate the State to make any payments beyond those appropriated for any fiscal year in which the contract is in effect. The State may choose to terminate its obligations under the contract at any time.

3. In the event that the Department of Corrections desires to continue the services and a replacement contract has not been fully executed by the ending term date of the contract, the contract may then be extended unilaterally by the State for a period of up to two (2) months upon written notice to the Contractor under the same terms and conditions of the original contract including, but not limited to prices, rates, and service delivery requirements. However, this extension terminates when the replacement contract becomes effective when signed by the State Controller or an authorized delegate.

D. **MODIFICATION AND WITHDRAWALS:** Proposals may be modified or withdrawn by the bidder prior to the established due date and time.

E. **ADDENDUMS OR MODIFICATIONS TO THE RFP:** In the event that it becomes necessary to supplement or revise any part of this RFP, such information will be provided in writing in the form of one or more “modifications” to the RFP, as published under the original solicitation number, on the Colorado BIDS web site. It is the bidder’s responsibility to monitor the BIDS solicitation notice for any modifications to the RFP during the solicitation period. Bidders should not rely on any verbal statements which alter the RFP.

F. **ORAL PRESENTATIONS/SITE VISITS:** If deemed to be beneficial to the CDOC, bidders may be asked to make oral presentations or to make their facilities available for a site inspection by the evaluation committee, at no cost to the CDOC.

G. **ACCEPTANCE OF RFP TERMS:** A proposal submitted in response to this RFP shall constitute a binding offer. Acknowledgment of this condition shall be indicated by the autographic signature of the bidder or an officer of the bidder legally authorized to execute contractual obligations. A submission in response to this RFP acknowledges acceptance by the bidder of all terms and conditions, as set forth herein. The bidder shall identify clearly and thoroughly any variations between its proposal and the State's RFP. Failure to do so shall be deemed a waiver of any rights to subsequently modify the terms of performance, except as may be specified in the RFP.
H. PROTESTED SOLICITATIONS AND AWARDS: Any actual or prospective bidder or Contractor who is aggrieved in connection with the solicitation or subsequent award of a contract may protest to the CDOC/Purchasing Director. The protest shall be submitted in writing within seven working days after such aggrieved person knows, or should have known, of the facts giving rise thereto (emphasis added). Ref. Section 24-109, 101 et. seq., C.R.S., as amended; Section R-24-109-201 et. seq., C.R.S. as amended; Section R-24-109-101 through R-24-109-206, Colorado Procurement Rules. With regard to the emphasized language above, it is important for bidders to note that a challenge to the solicitation’s requirements or specifications shall be made within 7 days of when the object of the protest is known.

As noted in paragraph K. following, announcement of the selection of the successful bidder will be made via email. The requirement for timely submission of any protest (7 working days) will begin on the first working day after the ‘Notice of Intent to Make an Award’ email to the bidders.

I. CONFIDENTIAL/PROPRIETARY INFORMATION: Upon publication of the Notice of Intent to Make an Award, the procurement file for this solicitation, including the bidders’ proposals, shall be available for public inspection in accordance with the State’s Public (Open) Records Act (see Section 24-72-204 et. seq., C.R.S., as amended). Any request by the bidder to restrict the use or public inspection of any material included with the bidder’s proposal must be made as follows:

1. The materials for which confidentiality (denial or restrictions to use or inspection) is requested shall be separated from the balance of the proposal, and shall be clearly identified as “confidential”. Co-mingling of confidential/proprietary and other information is NOT acceptable, and will be the basis for a determination of non-confidentiality.

2. For any such materials for which confidentiality is requested, a confidentiality request letter must be submitted prior to the proposal due date/time and under separate cover [R-24-103-202b-08(c)]. Said letter will provide an explanation of why the materials should be considered to be confidential and/or proprietary, specifically in accordance with CRS 24-72-204 (3) (IV), and/or other statutory basis. To support the confidentiality request, the letter may also cite and provide evidence of the bidder’s own efforts to restrict access to the materials in question, in the course of the bidder’s own operations.

3. Documents such as an entity’s internal operational procedures, training and/or sales materials, policies and procedures, organizational charts and key personnel resumes (but not including personnel files) are generally not believed to be within the intended context of CRS 24-72-204.

4. Any information that will be included in any resulting State contract cannot be considered confidential, including but not limited to contract pricing information.

In the event that the Purchasing Agent does not agree to the request for non-disclosure of materials designated as confidential by the bidder, the Purchasing Agent will inform the bidder accordingly in writing. (See Section 24-72-204 et. seq., C.R.S., as amended, the State Public (Open) Records Act.)

J. RFP RESPONSE MATERIAL OWNERSHIP: The State of Colorado has the right to retain the original proposal and other RFP response materials for its files. As such, the State of Colorado may retain or dispose of all copies as is lawfully deemed appropriate. Proposal materials may be reviewed by any person after the “Notice of Intent to Make an Award” letter(s) has/have been issued, subject to the terms of Section 24-72-201 et seq., C.R.S., as amended, Public (Open) Records. The State of Colorado has the right to use any or all information/material presented in reply to the RFP, subject to limitations outlined in the clause, Proprietary/Confidential Information. The bidder expressly agrees that the State may use the materials for all lawful State purposes, including the right to reproduce copies of the material submitted for evaluation purposes or for dissemination within the State Executive Branch, and to make the information available to the public in accordance with the provisions of the Public (Open) Records Act.
K. **NOTICE OF INTENT TO AWARD:** The CDOC Purchasing Office, after approval of the evaluation committee's written award recommendation/s, will notify all bidders of the results of the RFP evaluation via an email addressed to the contact person named in the bidder's proposal. Inasmuch as a multi-step evaluation is anticipated, bidders may expect an email notice of the results of the initial evaluation process, prior to a final email which will be the State's official 'Notice of Intent to Make an Award' naming the successful bidder/s.

L. **CONTRACTING PROCESS:** The contents of the successful bidder’s proposal (including the services of any specific persons identified in the proposal) will become contractual obligations if acquisition action ensues. A State contract must be finalized and signed by both parties on a timely basis. The State may elect to cancel its original “Notice of Intent to Make an Award”, and may award to the next most responsive bidder, if in the State's judgment:
- the successful bidder fails to accept the obligations in its proposal in a State contract, or
- the parties are otherwise unable to enter into a contract on a timely basis.

In accordance with CRS 24-103.5-101 et seq, each Personal Services contract with a value of over $100,000 shall contain:
- Performance measures and standards developed specifically for the contract by the governmental body administering the contract. The performance measures and standards shall be negotiated by the governmental body and the vendor prior to execution of the contract and shall be incorporated into the contract. The measures and standards shall be used by the governmental body to evaluate the performance of the governmental body and the vendor under the contract;
- An accountability section that requires the vendor to report regularly on achievement of the performance measures and standards specified in the contract and that allows the governmental body to withhold payment until successful completion of all or part of the contract and the achievement of established performance standards. The accountability section shall include a requirement that payment by the governmental body to the vendor shall be made without delay upon successful completion of all or any part of the contract in accordance with the payment schedule specified in the contract or as otherwise agreed upon by the parties;
- Monitoring requirements that specify how the governmental body and the vendor will evaluate each others’ performance, including progress reports, site visits, inspections, and reviews of performance data. The governmental body shall use one or more monitoring processes to ensure that the results, objectives, and obligations of the contract are met; and
- Methods and mechanisms to resolve any situation in which the governmental body's monitoring assessment determines noncompliance, including termination of the contract.

M. **STATE CONTRACT PROVISIONS:** The State of Colorado will incorporate its Special Provisions (Attachment “D”) into any State contract resulting from this RFP. Said contract provisions are expressly included in the terms and conditions of this solicitation.

N. **NON-COLORADO CONTRACTORS:** Non-Colorado based entities, including but not limited to corporations, LLCs, partnerships, and persons doing business under another name, must be registered with the Colorado Secretary of State in order to enter into a contract with the State. The Contractor will certify that, if a foreign (non-Colorado) corporation or entity, it currently has a Certificate of Authority to do business in Colorado issued by the Colorado Secretary of State designating a registered agent in Colorado to accept service of process.

O. **RFP CANCELLATION:** The State reserves the right to cancel this Request for Proposal at any time, without penalty.
P. STATE OWNERSHIP OF CONTRACT PRODUCTS/SERVICES: All products and/or services produced as a result of any contract arising from this RFP will be the sole property of the State of Colorado, except as may otherwise be specified in the bidder's proposal and accepted by the State.

Q. INCURRING COSTS: The State of Colorado is not liable for any cost incurred by the bidder prior to issuance of a legally executed contract, purchase order or other authorized acquisition document. No property interest, of any nature, shall occur until a contract is finalized and signed by all concerned parties.

R. MINORITY-OWNED/WOMAN-OWNED BUSINESS ENTERPRISE PARTICIPATION: It is the State’s intent to achieve the goals of the Governor's Executive Orders D0055-87 and D0005-94 regarding minority-owned/woman-owned businesses. Bidders are reminded it is illegal to discriminate.

S. SERVICE-DISABLED VETERAN OWNED SMALL BUSINESSES: HB14-1224/CRS 24-103-211 sets a Service-Disabled Veteran Owned Small Business (SDVOSB) goal of at least 3% of all contracts by dollar value be awarded to SDVOSBs who must be incorporated or organized in Colorado or they must maintain a place of business or have an office in Colorado and who are officially registered and verified as a SDVOSB by the Center for Veteran Enterprise within the U.S. Department of Veterans Affairs. (www.vip.vetbiz.gov). In accordance with DPA guidance, in the event that two or more comparable proposals are received, preference may be given to a proposal from a qualifying, responsive, responsible SDVOSB bidder. The bidder must claim and substantiate the subject preference in the proposal.

T. ACCEPTANCE/REJECTION OF PROPOSALS: The State of Colorado reserves the right to reject any or all proposals, and to waive minor formalities and/or irregularities in the proposals received, and to accept any portion of a proposal or its entirety, if deemed to be in the best interest of the State of Colorado.

U. PARENT COMPANY: If a bidder is owned or controlled by a parent company, the name, main office address, and parent company’s tax identification number shall be provided in the proposal. The tax identification number provided must be that of the bidder responding to the RFP.

V. NEWS RELEASES: News releases pertaining to award of this RFP prior to execution of the State contract, are prohibited without prior written approval by the State.

W. CONTRACT CANCELLATION: The State reserves the right to cancel, for cause, any contract resulting from this RFP by providing timely written notice to the Contractor.

X. NON-COLLUSION: The bidder affirms, by signing the RFP Cover Page Document, that its proposed prices and terms have been arrived at independently without collusion, consultation, or communication with any other bidder or competitor; and that said proposed prices and terms were not disclosed by the bidder and were not knowingly discussed prior to the proposal submission, directly or indirectly, with any other bidder or to any competitor; and no attempt was made by the bidder to influence any other person, partnership, or corporation for the purpose of restricting competition.

Y. INSURANCE: Please see RFP attachment G, OIT Model Contract, item 11 INSURANCE.

Z. HIPAA BUSINESS ASSOCIATE PLACEHOLDER PROVISION:

1. Contractor may receive or create certain health or medical information ("Protected Health Information" or "PHI," as defined below) in connection with the performance of this Contract. This PHI is subject to protection under state and federal law, including the
Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 ("HIPAA") and regulations, as amended, promulgated therein by the U.S. Department of Health and Human Services (the "Regulations"). Unless otherwise defined herein, all capitalized terms shall have the meaning given to them under HIPAA and its implementing Regulations, as may be amended from time-to-time.

2. The State may be a "Covered Entity" under the Regulations, and Contractor's receipt or creation of PHI from or on behalf of the State in connection with this Contract means that Contractor may be a "Business Associate" of the State under the Regulations. Contractor represents and warrants that it has in place policies and procedures that will adequately safeguard any PHI it receives or creates, and Contractor specifically agrees, on behalf of its subcontractors and agents, to safeguard and protect the confidentiality of PHI consistent with applicable law, including currently effective provisions of HIPAA and the Regulations.

3. The parties acknowledge that state and federal laws relating to electronic data security and privacy for PHI are rapidly evolving and that modification of this Contract may be required to provide for procedures to insure compliance with such developments. Contractor specifically agrees that such compliance is within the scope of this contract and is a cost of doing Contractor’s business. The parties specifically agree that they will take such action as is necessary to implement the requirements of HIPAA, the Regulations, and other applicable laws relating to the security or confidentiality of PHI by any compliance date that may be established therein. The parties understand and agree that the State must receive satisfactory written assurance from Contractor that it will adequately safeguard all PHI that it receives from the State or that it creates or receives on behalf of the State. Upon the State’s written request, Contractor agrees promptly to enter into negotiations with the State concerning the terms of an addendum to this contract embodying written assurances consistent with the requirements of HIPAA and the Regulations.

4. Notwithstanding any other provision of this Contract, the State may, in its sole discretion, terminate this Contract upon thirty (30) days’ notice in the event: (a) Contractor does not promptly enter into negotiations to modify this Contract when requested by the State; or (b) Contractor does not execute and deliver to the State an addendum to this Contract providing assurances and other covenants regarding the safeguarding of PHI that the State, in its sole judgment, deems reasonably necessary or appropriate to meet the requirements and standards of HIPAA and the Regulations ("HIPAA Addendum").

5. In the event the parties cannot agree on the terms of the required HIPAA Addendum within a reasonable period, but in any event not less than ninety (90) days prior to the applicable compliance dates, the State reserves the right, in lieu of terminating the Contract, to unilaterally change this Contract to include such reasonable HIPAA Addendum terms and conditions as are acceptable to the State. Contractor agrees that such unilateral change will not invalidate this Contract, and that Contractor shall not be entitled to any additional compensation from the State in order to comply with applicable provisions of HIPAA, the Regulations, or any HIPAA Addendum.

6. Notwithstanding any other provision of this Contract, the State may immediately terminate this Contract in the event: (a) Contractor, or any of its subcontractors or agents, uses or discloses PHI in a manner that is not authorized by the State or by applicable law; (b) Contractor breaches any of the provisions of this section; or (c) Contractor or any of its subcontractors or agents engages in any other act or omission that is contrary to the obligations of a Business Associate or Covered Entity under any currently effective applicable provision of HIPAA or the Regulations, or that otherwise prevents either party from meeting the requirements of HIPAA, the HIPAA Regulations or other applicable law.
concerning the security or confidentiality of PHI.

7. Upon termination of this Contract for any reason, Contractor shall return or destroy all PHI received from the State (or created or received by Contractor on behalf of the State) that Contractor still maintains in any from and shall retain no copies of such PHI. If return or destruction is not feasible, Contractor shall notify the State, continue to extend the protections of this agreement and applicable law to such information and limit further use of such PHI to those purposes that make the return or destruction of PHI infeasible.

8. For purposes of this section, “Protected Health Information” means any information, whether oral or recorded in any form or medium: (a) that relates to the past, present or future physical or mental health or condition of an individual, the provision of health care to an individual, or the past, present or future payment for the provision of health care to an individual; and (b) that identifies the individual or with respect to which there is a reasonable basis to believe the information can be use to identify the individual.

9. This section shall be interpreted in a manner consistent with HIPAA, the Regulations and other state or federal laws applicable to PHI. Nothing in this section is intended to create any third party rights or third party beneficiary status. In the event of any conflict or inconsistency between the terms and conditions of this section on HIPAA Compliance and any other provision of this Contract (with the exception of the Colorado Special Provisions), the terms and conditions of this section shall control.

AA. INDEPENDENT CONTRACTORS/PERA RETIREES

1. Independent Contractor Status: In the event a contractor is a sole proprietor or the ‘legal-entity equivalent thereof’, it must affirm its independent contractor status prior to work commencing. Regardless of dollar amount, the contractor will be required to sign and provide to the State the Exhibit IC - Independent Contractor Status (RFP Attachment F). The form must be included as an attachment to the contract or purchase order, whichever is executed for the services.

2. Independent Contractors/workers Receiving PERA Benefits: The 2010 Colorado General Assembly changed the terms governing employment of those persons who are actively receiving retirement benefits from the Colorado Public Employees Retirement Association (PERA). One of the most important of these changes is the imposition of PERA contributions on all retirees working after retirement for a PERA employer. For a full explanation of the changes which may apply to you, and the new PERA contribution and reporting obligations for PERA retired workers, consult PERA. PERA has published a handbook, Working After Retirement, which is available from PERA, and can also be found on the PERA website, www.copera.org.

3. PERA Reporting Form: In order to comply with the above obligations, the Colorado Department of Corrections now requires PERA retired employees who are working and/or providing services to a PERA entity such as the CDOC to complete PERA’s Disclosure of Compensation form on a monthly basis, for reporting compensation earned from January 1, 2011, forward. The contractor(s) shall complete the form monthly, and submit the original to the CDOC Contracts Unit, PO Box 1010, Canon City, CO 81215. A separate form shall be completed for each PERA covered entity or agency for which the contractor provides services, including the CDOC. Effective January 1, 2011, PERA will offset the retiree’s retirement benefit to collect the working retiree contributions.