



Interstate Commission for Adult Offender Supervision  

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Ensuring Public Safety for the 21st Century

## ICOTS Request for Proposals

Hosting, Support and Maintenance of the Interstate Compact  
Offender Tracking System

Response Due:  
March 16, 2012



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## **1. Purpose**

The purpose of this Request for Proposal (RFP) is to select the vendor(s) to host, maintain and support the Interstate Compact Offender Tracking System (ICOTS) application. The Interstate Compact for Adult Offender Supervision (ICAOS) seeks the hardware, systems, application software, and related support services necessary to maintain a computer-based system to automate the processes associated with supervising, transferring, accepting, tracking, and returning offenders from one state to another.

This RFP seeks to form a partnership with an established vendor to provide the required expert services and support for ICOTS and the Interstate Compact states. Responding vendors need to demonstrate the ability to provide the services to meet the requirements outlined in this document. ICAOS seeks a provider, or providers, that can host and support the current capabilities and design, develop, implement and support changes to meet the needs of ICAOS users as described throughout this RFP.

## 2. Background and Current Situation

The Interstate Compact for Adult Offender Supervision was created to manage the transfer of offenders under parole or probation supervision in a manner that promotes effective supervision strategies consistent with public safety, offender accountability, and victims' rights. ICAOS was created through a partnership between the Council of State Governments and the National Institute of Corrections to design a revised interstate compact based on the Interstate Compact for the Supervision of Parolees and Probationers.<sup>1</sup> The revised Compact agreement, which went into effect September 2004, includes an administrative structure that provides for rule-making and provisions for a data collection and information sharing system among the states.<sup>2</sup>

This administrative structure is known as the Interstate Commission for Adult Offender Supervision (ICAOS). ICAOS provides consistent guidelines and rules to its members on how to handle the transfer of adult offenders across state lines and oversees the day-to-day operations of offender supervision while under the rules of the interstate compact. By law, all fifty states and three territories<sup>3</sup> participate in the interstate compact agreement. Each state and territory has a compact office that is involved in training field personnel, sustaining a state council, and resolving disputes.

A Compact offender is an adult who has been released to the community but is under or subject to supervision by a criminal justice agency. A Compact offender can be on parole or probation. The offender becomes a Compact offender when one state initiates a request to transfer the offender to another state.

The web-based Interstate Compact Offender Tracking System (ICOTS) facilitates the transfer and documentation of Compact offenders. In May 2007, ICAOS entered into an agreement with a software based service provider to develop, host, maintain, and support ICOTS. The contract was for a term of three years and included project management, application development, and deployment of a web application for the States, as well as system hosting and application support services. ICAOS has extended the original contract with the provider through May 2012.

ICOTS went into production on October 6, 2008 and is currently used across the country. ICOTS is a completely custom product based on business processes and forms used by ICAOS. The software currently meets Compact business requirements. It is considered in a *steady-state* phase (less development required) and is a stable system. Minor outstanding issues and proposed enhancements are documented; however, it is performing well and meets the original project goals to:

1. Improve accuracy of the data transferred between states.
2. Reduce the time required for communication between states.
3. Create a system that is capable of interfacing with existing case management applications.<sup>4</sup>
4. Provide a web-based application that can be accessed by ICAOS member states.
5. Allow victims and other members of the public to be able to search the database of active offenders and view a subset of the information.

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<sup>1</sup> ICAOS Mission Statement: <http://www.interstatecompact.org/About/AbouttheCommission.aspx>

<sup>2</sup> For more information about the history of the Compact, please see <http://www.interstatecompact.org/About/History.aspx>

<sup>3</sup> The District of Columbia, Puerto Rico, and the U.S. Virgin Islands.

<sup>4</sup> A separate initiative is under way to provide a NIEM-based web service to share information between ICOTS and

<sup>4</sup> A separate initiative is under way to provide a NIEM-based web service to share information between ICOTS and local records management systems.

6. Provide a continuum of supervision as offenders move from state to state.
7. Generate statistical and management information.

These goals were developed at the beginning of the ICOTS project to improve communications and tracking of offenders and their documentation as they moved from state to state.

ICOAS is issuing this RFP to explore hosting options in an effort to reduce the costs associated with hosting and maintaining ICOTS.

### 3. Current Technology

ICOTS is physically hosted in a data center in Louisville, Kentucky. The data center has dual Internet connections and power generator backups. Initial load balancing for the Internet connections is handled by a pair of BIG-IP<sup>5</sup> appliances.

The ICOTS technology environment is based on Citrix XenServer<sup>6</sup> virtual servers. XenServer allows several operating systems to execute on the same computer hardware concurrently. XenServer also provides load balancing and redundancy.

#### ***Database Layer***

The ICOTS database runs on dedicated HP servers utilizing the HPUX operating system and Oracle Enterprise Database 10g.<sup>7</sup> ICOTS has its own Oracle instance; however, several other databases reside on the database servers.

#### ***Apache – Server Layer***

The ICOTS framework is based on Ruby on Rails, an open source web application framework for the Ruby programming language. Ruby on Rails provides an agile development environment that is used by web developers for rapid web application development.

Ruby on Rails uses the Model-View-Controller (MVC)<sup>8</sup> architecture pattern to organize application programming code and responsibilities. In Ruby on Rails, the logic tier is further divided into the model, which handles business logic, and the controller, which handles requests from the user and makes data available for the view. The presentation layer controls the direct interaction with the user (via web pages displayed in a browser or other interfaces).

#### ***Phusion Passenger – Application Layer***

Ruby on Rails instances run on Phusion Passenger,<sup>9</sup> a module for the Apache web server (Apache) at the application layer that connects the web server with the application server.

In the current hosted environment, when a request for ICOTS arrives at the data center, it passes through the firewalls and network monitoring devices and arrives at one of the BigIP load balancers, which load balance everything in the data center. The BigIP sends the request to the Apache virtual hosts that load balance over the Ruby on Rails instances.

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<sup>5</sup> For more information regarding the BIG-IP appliance from F5, please see <http://www.f5.com/products/big-ip/>

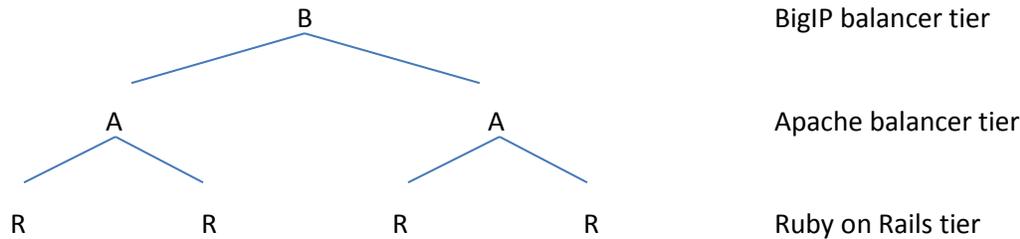
<sup>6</sup> For more information regarding Citrix XenServer, please see <http://en.wikipedia.org/wiki/Xen#History>

<sup>7</sup> For more information regarding Oracle Enterprise Database, please see <http://www.oracle.com/technetwork/database/database10g/overview/index.html>

<sup>8</sup> For more information regarding the MVC architecture, please see <http://en.wikipedia.org/wiki/Model-View-Controller>

<sup>9</sup> For more information regarding Phusion Passenger, please see [http://en.wikipedia.org/wiki/Phusion\\_Passenger](http://en.wikipedia.org/wiki/Phusion_Passenger)

## Internal Networking Setup



### ***ICOTS Hardware and System Software Products***

Four virtualized servers are used at the Ruby on Rails tier. They have four CPUs (Quad-Core AMD Opteron™ Processor 8354), 6 GB of RAM, and 20 GB of disk storage available to ICOTS users. In the virtual configuration, each virtual central processing unit (VCPU) is equal to one core on that processor, as opposed to one VCPU equal to all four cores on one processor.

The servers in use at the Apache balancer tier are similarly virtualized. They have two VCPUs, 2 GB of RAM, and 32 GB of disk space.

Details of the application environment are as follows:

- ICOTS uses Ruby Enterprise Edition. The version deployed to production is Ruby-enterprise-1.8.7-2010.02.
- The Ruby on Rails instances are run via Phusion Passenger version 2.2.15.
- Phusion Passenger itself is embedded inside of the Apache web servers at the Ruby on Rails tier.
  - The Apache version at this level of the stack is Apache 2.2.10.
  - The operating system at this level of the stack is SUSE Linux Enterprise Server (SLES) version 11.<sup>10</sup>
- The Apache balancing tier is load balancing using mod\_proxy\_balancer.
  - The Apache version at this level of the stack is Apache 2.2.3.
  - The operating system at this level is SLES 10 SP2.
- All of the servers are virtualized using Citrix XenServer.
- ICOTS is currently written against the 2.3.5 release of the Ruby on Rails stack.
- ICOTS uses RubyGems version 1.3.5<sup>11</sup> to provide standard formatting for Ruby on Rails program and library distribution.
- The database system is Oracle 10.2.0.4.
- The Oracle database uses some third-party components for some ICOTS search functionality; the most relevant are:
  - Intelligent Search Technologies 4.2.<sup>12</sup>
  - Clean Address 3.6.31 from Runner Technologies.<sup>13</sup>

<sup>10</sup> For more information about SUSE Linux Enterprise Servers, please see <http://www.novell.com/promo/home/sle11.html>

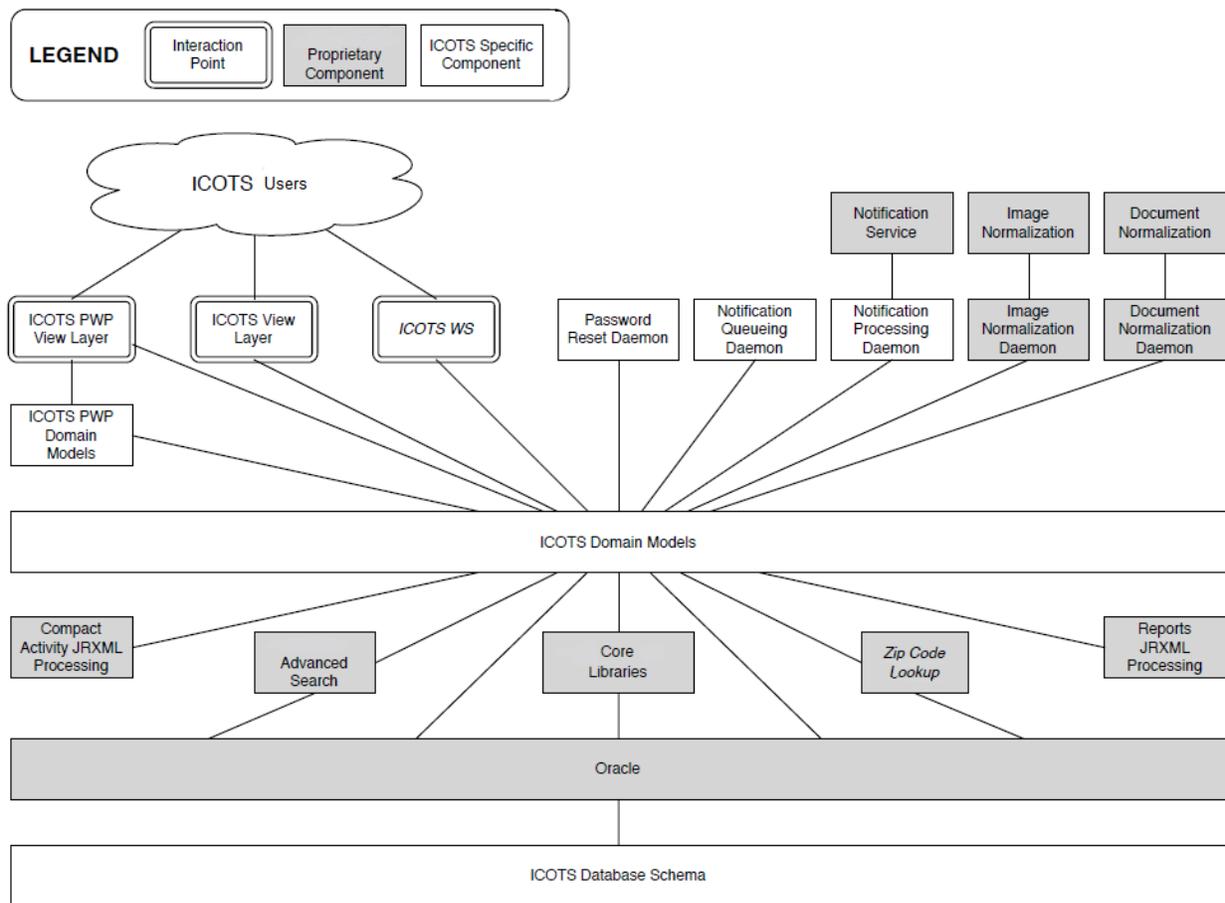
<sup>11</sup> RubyGems is a package management framework for Ruby on Rails. For more information regarding RubyGems, please see <http://en.wikipedia.org/wiki/RubyGems>

<sup>12</sup> For more information about Intelligent Search Technology, please see <http://www.intelligentsearch.com/>

- New Relic RPM<sup>14</sup> is used to monitor the ICOTS application.
- CA Wily Customer Experience Manager<sup>15</sup> is used to monitor performance at the network level in an attempt to understand the customer experience.

The number of users on the system at one time is fairly stable at fewer than 500, with nearly 5,000 logins per day. The current provider estimated that the ICOTS system transfers nearly 10 gigabytes of data per day across the network. Currently, the average time for a transaction, for all transactions across ICOTS, is 4.5 ms—this includes simple page reads and large data queries.

The current provider developed ICOTS utilizing proprietary libraries and shared infrastructure. The proprietary components are shared components that the original developer has incorporated into the ICOTS application. ICAOS owns the ICOTS modules which may require modifications to function correctly in a new hosting environment with different proprietary components. Figure 1, provided by the current provider, illustrates the ICOTS application model and the proprietary components in each layer. **The proprietary components and processes illustrated are the components and processes that need to be provided by new development and hosting service providers acquired through this RFP.**



<sup>13</sup> For more information about Clean Address, please see [http://www.runnertechnologies.com/clean\\_addr\\_features.html](http://www.runnertechnologies.com/clean_addr_features.html)

<sup>14</sup> For more information about New Relic, please see <http://www.newrelic.com/>

<sup>15</sup> For more information about CA Wily Customer Experience Manager, please see <http://www.ca.com/us/performance-monitoring.aspx>

## Figure 1

Based on the illustration, the following list of proprietary application components may need to be reengineered, redeveloped or purchased from the current provider.

### Email Notification

- The notification service uses proprietary technology in the ICOTS application and several other applications hosted by the current provider to send SMTP email notifications. Notifications are sent as part of the workflow process and include a link to the request or item for which the user is being notified. The ICOTS application constructs and queues SMTP emails based on triggers in the business flow. The notifications depend on the notification service to deliver them. The current provider retains the source code rights for the notification service. ICAOS expects the new application host to modify code to provide email notification that works within the new infrastructure. ICAOS recognizes there are open source SMTP services available to provide this functionality; the application host vendor must support the current functionality of the notification service itself.

### Image and Document Normalization

- Image and document normalization services are internal tools that allow the current provider's applications to format and size images and normalize documents to best fit the specifications of ICOTS. When attached, offender images will be converted to a common format, size, and width within the system. Any document can be attached to a particular Compact activity. The document normalization daemon converts the attachment to Adobe Acrobat portable document format (PDF) as it is uploaded. If the normalization daemons were not available to ICOTS, ICOTS would not be able to upload, store, and view the images and documents in a standard size or form. If ICOTS were hosted elsewhere, the current provider would provide the normalization source code to ICAOS for \$100,000 for the image normalization and \$124,000 for the document normalization daemons. Expectations are that an alternate service provider would also possess the capability to normalize images and documents.
- The current provider uses JasperReports<sup>16</sup> report definitions (JRXML) to create the Compact Activity Form, as well as the user-executed reports in ICOTS. If ICOTS were hosted elsewhere, ICAOS would need to purchase the JasperReports software. The current provider will provide the JRXML files for the forms and reports for \$152,000. JRXML reports include audit reports, offender demographic reports, and action required reports. These reports are vital to the application, some of which could be very complicated to re-develop; as such, any transition to a new service provider would very likely require ICAOS to purchase the report files.

### Advance Search

- The advance search service allows users to search on partial entries and provides soundex searching capabilities. The service is built on a third-party application from Intelligent Search Technology, Ltd.<sup>17</sup> In order for the search capabilities to continue to work if ICOTS were no longer hosted by the current provider, ICAOS would need to acquire alternative search software and modify ICOTS code to provide the functionality.

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<sup>16</sup> For more information regarding JasperReports, please see <http://jasperforge.org/projects/jasperreports>

<sup>17</sup> For more information regarding Intelligent Search Technology, Ltd, please see <http://www.intelligentsearch.com/>

### **Zip Code Query**

- The ZIP code lookup functionality is also provided to ICOTS users through a third-party application integrated into the application. The software in use by the current provider is from Runner Technologies.<sup>18</sup> To keep the ZIP code lookup function, if ICOTS were hosted elsewhere, ICAOS would need to acquire the ZIP code lookup data from Runner Technologies or another provider.

### **Library Management**

- The current infrastructure includes several core libraries for connectivity to the Oracle database, password management, and other internal functions. Without these libraries, ICOTS would not function in the current environment. If ICOTS were hosted elsewhere, the new environment would need to provide the core library functionality and some ICOTS code would need to be modified to integrate with the new libraries.

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<sup>18</sup> For more information regarding Runner Technologies, please see <http://www.runnertechnologies.com/>

## 4. Needs Assessment

At this time, ICAOS seeks a long-term ICOTS service provider or team of providers to provision services for:

1. Web Application Hosting – host and monitor the ICOTS application, including application monitoring and statistics related to ICOTS activity, platform availability, and performance.
2. Database Hosting – host and maintain the database platform for the ICOTS application, includes security of the data, data backup, monitoring performance, ensuring adequate space and availability.
3. Application Development – Replacement of the proprietary components discussed above.
4. Continued Application Development – ICAOS occasionally requests changes to the application based on changes to forms and business rules.
5. Maintenance – ensuring that the application and data is available, consistent and timely. This includes some bug fixes, indexing and performance monitoring.
6. Support – provide open and cooperative assistance to the ICAOS staff as it relates to the ICOTS application, database and hosting environment.

The following sections provide detailed expectations for each of these services.

## 5. High-level Requirements

The goal of this project is to procure services to host, maintain and support the ICOTS systems and its environment. The objectives include:

1. Conversion of ICOTS system from the current environment with minimal interruption to the services.
2. Minimize the reengineering and development to rehost the ICOTS system.

High-level requirements include:

- The ICOTS system needs to be hosted in a secure, reliable environment.
- The service provider(s) must be able to host web applications.
- The service provider(s) must be able to host databases.
- The service providers(s) must be able to proactively monitor the hosting environment to ensure high quality of services and continuation of improvements.
- The service provider(s) must be able to maintain and support the hosting environment and the ICOTS application.
- The ICOTS application needs to be available 24 hours a day, 365 days a year with an expected availability metric of 99.5% uptime.
- The system needs to be scaled to accommodate 750 concurrent users.

## 6. Detailed Requirements

The ICOTS system assists users with performing the business tasks associated with managing offender transfers between states. The following detailed requirements should ensure ICOTS operates as expected.

### 6.1. Project Management

- Ensure timely completion of any and all deliverables by fully understanding requirements and planning the work activities accordingly.
- Coordinate external and internal resources required to deliver the services.
- Monitor individual tasks and maintain open and frequent communications with ICAOS staff.
- Anticipate and work to solve business, technical and management issues as they relate to ICOTS.
- Coordinate efforts to reduce downtime and continually improve the services related to ICOTS.
- Coordinate and conduct regular internal and external reviews to assess the status and progress of solving any issues that may arise.
- Lead in resolution of any issues to minimize the impact of future problems.
- Treat any and all information from the ICOTS system as confidential.

### 6.2. Web Application Hosting

The web application hosting should ensure any designs, assumptions, questions, or issues are addressed as early as possible in the software application product lifecycle.

- The hosting environment must have the ability to prevent intruders from accessing the system.
- The hosting environment must support the Ruby on Rails instances run on Phusion Passenger.
- Protect the application and hosting environment against technology obsolescence by leveraging Service Oriented Architecture (SOA)<sup>19</sup>, Global Reference Architecture (GRA)<sup>20</sup> and National Information Exchange Model (NIEM)<sup>21</sup> standards.

### 6.3. Database Hosting

Database hosting is the practice of managing the environment on which a database operates. A hosting company should manage facilities, datacenter infrastructure, and servers. Database administration is a service used to manage the database itself. The database host for this project must be able to perform the database hosting and administration duties.

- The database host must be optimized for a high volume of input and output.
- The provider must understand how to properly configure RAID levels, volumes and file layout for optimal performance, growth and internal resiliency.
- The database host must run on a certified version of the required operating system to ensure database support licenses are valid.

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<sup>19</sup> For SOA description see: [http://en.wikipedia.org/wiki/Service-oriented\\_architecture](http://en.wikipedia.org/wiki/Service-oriented_architecture)

<sup>20</sup> For GRA description see: <http://it.ojp.gov/default.aspx?area=nationalInitiatives&page=1015>

<sup>21</sup> For NIEM description see: <https://www.niem.gov/Pages/default.aspx>

- Database backup requirements differ from regular file systems; therefore, the database host must adhere to the specific procedures that produce a recoverable backup.
- The database host must provide a specific backup plan and recovery plan for ICOTS.
- The database host must provide a 99.5% uptime of the database.
- The database administration includes:
  - Database monitoring
  - Regular proactive database assessments
  - Performance improvements through database tuning
  - Specialized skill set to work with system administrators and developers to make their jobs easier and the database run the way it's intended
  - Emergency support services, to ensure quick database recovery in the event of database downtime
- Treat any and all information from the ICOTS system as confidential, through encryption and limiting access to authorized system administrators and users.

#### 6.4. Hosting Environment

As discussed in the general requirements, the hosting environment must be a secure, reliable hosting center.

- The facility should not have a single point of failure and must support:
  - Redundant telecom providers for connectivity.
  - A redundant hardware configuration.
  - Redundant UPS units that can power the computing environment for at least 30 minutes.
  - A generator to provide the computing environment with power if the power outage last longer than 30 minutes.
  - Redundant and sufficient Computer Room Air Conditioner (CRAC) units.
- The facility must be protected by a fire suppression unit.
- The hosting environment must meet nationally recognized security standards for justice applications. These security standards are the FBI's CJIS standards<sup>22</sup>.
- The hosting environment must include restricted physical access to the computer room.
- All work and data in the system must be traceable to specific users at specific times in order to diagnose problems and enforce security rules.
- The data for the system must be stored weekly at an off-site location, from where it can be restored in case of damage to the service provider's primary facility.

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<sup>22</sup> "CJIS standards" refer to requirements as established by the FBI Criminal Justice Information Services Division to protect the criminal justice and personal information. For more information, please see:

<http://www.fbi.gov/about-us/cjis/advisory-policy-board>

- The system must allow no more than 2 hours of data to be lost due to software or mechanical failure.
- The design of the system must take into account the risk of software bugs so that they do not put the data or the application running for all users at risk.

## 6.5. Application Development

Once replacement of the proprietary systems is complete, application development should be minimal as ICOTS is a stable system. However, there are occasions when bugs need to be fixed, new reports produced or Compact rule changes affect the application. There will need to be some application development to transition ICOTS from its current environment to the proposed environment.

- ICAOS prefers an agile software development process that ensures that the ICOTS application will meet expectations and changes are delivered on time.
- Vendors need to be able to work closely with the users to:
  - Document and verify requirements
  - Collaborate with users on the look and feel of the user interfaces
  - Design and demonstrate changes to the users
  - Work with users to test changes
  - Provide regression testing to ensure changes do not affect other aspects of the system
  - Work with users to implement changes
  - Document changes in the user manuals
- Vendors need to be able to work closely with the hosting provisioner to thoroughly test each change and implement the changes with minimal interruption to the users
- The application development team should consist of dedicated Ruby on Rails developers.
- Treat any and all information from the ICOTS system as confidential

## 6.6. Maintenance

The vendor should provide application maintenance to include:

- Technical help desk support
- Application testing
- Bug and code fault analysis
- Documentation maintenance
- Application design update
- Application enhancements
- Application upgrades and patches installation
- Application source code review
- 24x7 Support & maintenance of application systems
- Treat any and all information from the ICOTS system as confidential

## 6.7. Support

The selected vendor will provide a Service Level Agreement based on the following support services:

- Extended Business Hours (Monday – Friday 6:00 am Eastern – 8:00 pm Eastern) Service Desk<sup>23</sup>
- Single point of contact for all customer inquiries related to ICOTS
- Requests for service will be logged and tracked efficiently and effectively
- Please provide an example Prioritization Model. Requests for service will be prioritized based on the following criteria:
  - The impact on the business – size, scope and complexity of the incident, problem or change
  - Urgency of the business – how the timeliness of the repair affects business needs
  - Number of users affected
  - Number of processes affected
  - Expected effort or amount of resources, time and cost to resolve the issue
- The single point of contact will provide status updates on the incident, problem or change based on the priority assigned.
  - Critical: every 60 minutes or less
  - High: every 2 hours or less
  - Medium: upon request – regular status meetings
  - Low: upon request – regular status meetings
- The target resolution time is also based on the priority of the incident, problem or change.
  - Critical: 2 hours or less
  - High: 6 hours or less
  - Medium: 24 hours or less
  - Low: 3 business days or less
- The services desk will also be involved in the change management process to communicate changes with users, ICAOS and other providers.
- Treat any and all information from the ICOTS system as confidential.

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<sup>23</sup> The vendor will not take any calls from the jurisdictions, there is a single point of contact from the ICAOS national office that this service desk will support.

## 6.8. Maintain Data Security

The system is managing confidential information for Compact offenders. It needs to provide proper security for all data.

- The system must only allow access to the data to authorized users.
- The system must only permit users with a legitimate reason to do so to view full information about an offender. Access control roles and rules will be defined during the requirements validation process.
- The system must maintain reasonable data security provisions to guard against hackers attempting to view offender information.
- The system must meet Federal guidelines for securing justice information.
- The system must meet Federal guidelines for sharing criminal justice information.
- Users can only edit data that they are authorized to access.
- Users cannot edit data entered by other states.
- Treat any and all information from the ICOTS system as confidential

## 6.9. Acceptable Standards for Web Application

The system must adhere to commonly accepted standards for normal web applications.

- The system is currently accessible through a web browser and compatible with the latest version of Internet Explorer, Firefox, Google Chrome and other mainstream web browsers.
- Where appropriate, the system will use established design and interaction conventions so that web users who enter the system will be comfortable navigating and using the system. These design conventions will be identified and documented during the requirements validation process.
- The system will not interfere with basic browser functions such as copy and paste and browser-based spell-checking. Browser add-ons or plug-ins will not be required or supported unless mutually agreed upon during design.
- The browser's "Back" button should perform as expected. If there is an exceptional situation where this is not the case, the appropriate error trapping should be used so that the user does not experience any failure of functionality.
- Unauthorized-users attempting to reach the system will be denied access and provided with an error message.
- The system must gracefully handle errors from incorrectly entered data or bugs so that they do not cause the user to be expelled from the system or lose any previously entered data, if at all possible.
- Changes to system must be quality tested to make certain that there are as few software errors as possible when new versions of the application are released.
- The system must be able to scale as the system experiences increased use.

- The system should cache search results so users can return to their search results without conducting a new search.

## 6.9. Business Risks

Identify any business risks and mitigation strategies that a vendor may encounter and address to prevent and/or minimize the risks from becoming events. An example is provided in the table below.

	<i>Business Requirement</i>	<i>Probability</i>	<i>Response</i>	<i>Impact</i>
1	The system may go down due to hardware or software problems	Medium	<p><b>Mitigate:</b> Hardware capacity will be scaled to handle peak time demands and meet agreed-upon uptime and performance service levels.</p> <p><b>Mitigate:</b> System problems that cause outages will be addressed as highest priority issues.</p> <p><b>Mitigate:</b> Technical support will be available to restore any failed infrastructure.</p> <p><b>Mitigate:</b> When the service is unavailable, all requests to the system will be redirected to a page that advises the system is down and will return shortly.</p>	High

## 7. Cost Proposal

Present costs in the following format. Include overall implementation and conversion costs, as well as any annual maintenance, license fees and support costs that may be incurred.

### 7.1. System Costs

Implementation Cost:	\$
Conversion (include custom development) Cost:	\$
Total:	\$

### 7.2. Annual License Fees

Calendar Year	License Fees
Jul. 1, 2012 – June 30, 2013	\$
Jul. 1, 2013 – June 30, 2014	\$
Jul. 1, 2014 – June 30, 2015	\$
Jul. 1, 2015 – June 30, 2016	\$
Jul. 1, 2016 – June 30, 2017	\$

### 7.3. Annual Hosting Costs

Calendar Year	Hosting
Jul. 1, 2012 – June 30, 2013	\$
Jul. 1, 2013 – June 30, 2014	\$
Jul. 1, 2014 – June 30, 2015	\$

### 7.4. Annual Support & Maintenance Costs

Calendar Year	Hardware Maintenance	Software Maintenance
Jul. 1, 2012 – June 30, 2013	\$	\$
Jul. 1, 2013 – June 30, 2014	\$	\$
Jul. 1, 2014 – June 30, 2015	\$	\$

## 8. Vendor Responses

Vendors wishing to respond to this RFP are asked to provide the following information:

- Based on the requirements described in section 3, **Current Technology**, define the process for determining and supporting the current functionality and the proprietary application components that may need to be reengineered and redeveloped. Describe the environment and proposed platform that would support the ICOTS system.
- Based on the requirements described in section 5, **High-level Requirements**, state to what level each of these goals can reasonably be achieved and provide timelines for achieving these goals. Submit suggested methods for how you plan to achieve each requirement. Also, provide timelines for fulfilling these requirements.
- Based on the requirements described in section 6, **Detailed Requirements**, discuss to what level each of these requirements can reasonably be met. Submit suggested methods for how technology can be used to achieve each requirement. Also, provide timelines for providing the services to fulfill these requirements.
- Provide separate line item costs as described in section 7, **Cost Proposal**.
- In addition to responding to the requirements set forth in this RFP, responses should include three references that are using services of the type proposed in this RFP. The references may include private or government partners where the vendor has worked in the last three years. Please provide the company name, location, brief description of the project, contact person, and contact details.

Please provide any additional information that ICAOS can use to determine the best approach for achieving the goals of the system as provided in this document. ICAOS will consider any approach that meets its requirements.

## 9. Scoring Criteria

Vendors will be scored based on the following criteria:

Category	% of Points Possible	Points Possible
Section 3: How the vendor plans to meet current functionality	10%	100
Section 5: How the vendor plans to meet the requirements	15%	150
Section 6: How the vendor will meet the detailed requirements	35%	350
Section 7: Cost (formula below)	40%	400
<b>Total Possible</b>	<b>100%</b>	<b>1000</b>

The lowest overall cost receives the maximum allotted points. All other proposals receive a percentage of the points available based on their cost relationship to the lowest. Example: Total possible points for cost are 400. Vendor A's cost is \$20,000. Vendor B's cost is \$30,000. Vendor A would receive 400 points, Vendor B would receive points  $((\$20,000/\$30,000) = 66.7\% \times 400 \text{ points} = 267)$ .

Lowest Responsive Offer Total Cost

\_\_\_\_\_

X Number of available points = Award Points

This Vendor's Total Cost

## 10. Instructions to Vendors

This document shall not be construed as a request or authorization to perform work at ICAOS expense. Any work performed by a vendor to respond to this RFP will be at the vendor's own discretion and expense. ICAOS will not be obligated for any vendor costs relate to this RFP. This RFP does not represent a commitment to purchase or lease any product or service. Submission of a response constitutes acknowledgment that the vendor has read and agrees to be bound by such terms.

ICAOS intends to purchase the services to provide a new system in the near future. However, there is no guarantee that ICAOS will purchase from this RFP and retains the right to work with any vendor of choice.

To facilitate a timely and comprehensive evaluation of all vendor information, responses and attached material should be submitted in electronic format, preferably in PDF form. Responses need to be received no later than **March 16, 2012, at 3:00 pm (EST)**.

Should you have any questions regarding the Request for Proposals, visit the ICOTS RFP public forum on the ICAOS website. You will be required to setup an account on the website prior to having access to the forum. Thank you in advance for your interest. I look forward to your participation in future discussions.

Submit responses and other material to:

Harry E. Hageman, Executive Director  
Interstate Commission for Adult Offender Supervision  
836 Euclid Ave, Suite 322  
Lexington, KY 40502  
Phone: (859) 721-1051  
Fax: (859) 721-1059  
[hhageman@interstatecompact.org](mailto:hhageman@interstatecompact.org)  
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