Request for Information (RFI) for Mail Scanning

1.0 Background and Scope

The Federal Bureau of Prisons (BOP) is an agency of the Department of Justice (DOJ). It consists of 122 institutions throughout the United States, including Hawaii and Puerto Rico; 6 Regional Offices, a Central Office (headquarters), 2 Staff Training Centers, and 26 Residential Reentry Management offices.

The BOP is responsible for the custody and care of approximately 177,000 Federal offenders. Approximately 81 percent of these inmates are confined in Bureau-operated facilities, while the balance is confined in secure privately managed or community-based facilities and local jails. More information about the agency can be found on the BOP's website, www.bop.gov.

The goal of this effort is to eliminate synthetic drug contraband secreted in the physical mail by using a turn-key off site postal mail scanning service that will reduce costs, streamline BOP operations, eliminate contraband and provide a whole new field of valuable investigative intelligence not currently available. Inmate mail will be processed and delivered same day it is received at the mail processing hub. This effort will install the required equipment and provide BOP with the digitization of general inmate mail correspondence, reviewing and delivering mail to the inmate via electronic file while protecting the institution staff and inmates from the introduction of contraband items.

2.0 Purpose

The BOP is seeking information for a solution for a mail scanning system to meet the goals of the Bureau of Prisons' Office of Security Technology (OST). The contractor shall install, test, train staff and process incoming facility inmate mail. BOP presently receives inmate mail at each correctional facility where BOP staff opens and inspects each piece of mail for contraband prior to delivery to inmates. Senders sometimes attempt to smuggle contraband into BOP facilities through inmate mail which has caused BOP staff to be exposed to dangerous contraband, drugs, and other substances which leads to potential health problems and other hazards.

To reduce exposure risks for BOP mail room staff and reduce levels of contraband entering BOP facilities, BOP has requested inmate postal mail scanning, processing, and electronic delivery services provided by a contractor through and off-site mail scanning system. Through this service, the contractor shall receive inmate mail at one or more mail processing center(s). The mail shall be opened and scanned into a digital format, each record of mail shall be assigned to the appropriate inmate, and digital copies of the mail shall be made available for review by BOP staff on two computers on the contractor network located in the mail room. Reviewed mail with approved selections made by BOP staff will be able to be copied and distributed to the inmate. The system will allow for the batch printing on inmate mailed from the electronic file received from the contractor.

The purpose of this Request for Information (RFI) is to gather information to assist the BOP in formulating its requirements.

3.0 Capabilities and Requirements

The BOP are seeking the following capabilities and features for Mail Scanning:

3.1   Provide electronic access to scanned inmate mail at no cost to the inmate or the public (indicate how such delivery would occur, e.g. tablet device, kiosk, etc.)Receives, scans and makes mail available at a minimum of 5 days per week excluding federal holidays.

3.2   Processes and makes available high definition color scans of inmate mail within 24 hours of it being received by vendor.

3.3   Stores hard copies of all mail for a minimum of 45 days.

3.4   Provides the public the ability to digitally track their sent mail.

3.5   Provides the public the ability to receive rejected mail.

3.6   Tracks when it is received, scanned, approved by facility and read by the inmate.

3.7   Has the ability to accept or reject all or part of sender's contents per mailing.

3.8   Stamp or tracks each individual document with a unique identifier that is searchable via the database.

3.9   Retains a searchable database for each registered sender and all correspondence received.

3.10 Allows inmates to zoom in and out of documents to clearly read smaller details.

3.11 Provides capability for rotation of documents on scanning and or inmate review display Allows inmates to report issues with specific documents via the platform Allows for the inmate deletion of documents while retaining the document for facility investigations.

3.12 Inmate accounts must be secured (e.g. password protected) to prevent unauthorized access by other inmates.

3.13 System must have fraud prevention capabilities to prevent unauthorized access by users System must allow for the assignment of unique credentials such that inmates may access mail even if transferred without requiring account reconfiguration. Agency must be able to search for specific parameters without vendor assistance.

3.14 Vendor must provide maintenance and support, including after hours (specify support features, communication methods (web, email, phone) and hours provided)

3.15 Agency must be able to print mail for an individual inmate.

3.16 Facility-wide batch printing available presorted by inmate and by housing location.

3.17 Inmate exception reports are auto-generated for inmates that are not able to receive mail.

3.18 Inmates must be notified when mail is received and rejected, including standardized messaging explaining reason for rejection,

3.19 Capability for mail to be automatically delivered to the inmate without review.

3.20 Ability to identify inmates of interest and segregate mail for additional approval by investigative staff before delivery.

3.21 Ability to segregate mail with markings or drawings, photographs or other information requiring additional approval while delivering text portion of said document.

3.22 Ability to notify investigators of inmates under

investigation and track and copy correspondence.

3.23 Capability to initiate support request while reviewing the mail.

3.24 Capability to place mail in a holding queue without being accepted or rejected while awaiting further review.

3.25 If error is detected, mail can be able to be reassigned to another inmate within the same facility or different BOP location.

3.26 If mail is approved in error, system allows for mail to be returned to approval que and or deleted.

3.27 Vendor must provide and support all hardware and software using screened personnel.

3.28 Vendor must supply isolated, separate network.

3.29 Vendor must provide separate internet connectivity.

The BOP is only interested in solutions that satisfy all or most of the capabilities described herein and is a Commercial Off-The-Shelf (COTS) solution. The BOP does not fund technology research. All vendors with applicable technology (either a completely or partially compliant solution) are invited to submit detailed specifications. In addition to the equipment specification sheets and product literature, please provide detailed answers to the questions below.

4.0 Questions

To efficiently compile all the feedback expected to this RFI, please answer the following questions to help sort respondents and their capabilities. Each specific item should be addressed if applicable.

4.1 Does your company qualify for any of the programs identified under the Federal Acquisition Regulation (FAR) Part 19? If so, please identify the most commonly used NAICS codes in your business and the respective program.

4.2 Please describe how you inspect incoming mail for inmates.

4.3 Is the solution currently commercially available? If not, will your suggested solution be COTS available within three months? Provide reference or operational use cases where it

is functioning.

4.4 How long has your company performed these services?

4.5 Has your system been used, evaluated, or observed by any other federal, state, or local government agencies? If so, please provide a Point of Contact with name, phone number, email address, and his/her agency.

4.6 For what substances do you inspect when examining mail?

4.7 Other than substances, for what other items do you inspect when examining mail?

4.8 Do you inspect the mail, then scan all mail documents (e.g., the front/back of envelope, letters, photos, etc.) and send the electronic copy to FBOP?

4.9 Do you use another method? If so, please describe.

4.10 How do you transfer general mail information to BOP?

4.11 After you inspect the mail, what is the disposition of the physical mail received?

4.12 What is your company's retention policy for original mail (if the original mail is not forwarded to FBOP after inspection)?

4.13 What security measures do you have in place for FBOP staff to securely access inmates' general mail?

4.14 What is your process for notifying outside parties if any mail fails inspection?

4.15 List and describe all the components of your solution.

4.16 What training is required to operate the system? How long is training for a typical end-user? What training formats are available?

4.17 Do you provide initial training to FBOP staff in your system, if applicable? How is this training conducted?

4.18 Do you provide on-going and/or refresher training to FBOP staff in your system, if applicable? How is this training conducted?

4.19 What type of customer service support is provided?

4.20 What factors do you anticipate would impact implementation?

4.21 Is the transferred information searchable? Sortable?

4.22 Would you provide reporting and/or investigative tools to FBOP? If so, please provide details.

4.23 What safety and security measures do you employ to maintain the integrity, safety, and security of staff and the mail they process?

4.24 Do you provide courtroom testimony as it relates to evidence processing in the case of detected controlled substance and agency responsibilities related to the crime?

4.25 Are your software and/or services provided as a cloud service? If so, please list any requirements, including the

provider and the physical and geographical location of those services.

4.26 Does your software and/or services require any on-premise server, software or appliances? If so, please list the requirements.

4.27 Is the client application designed to run on handheld devices and tablets? Can the client software work offline with the ability to re-sync when services are available?

4.28 Does your software have auditing and logging for investigative purposes? Is it available on demand to FBOP Information Technology (IT) staff and investigators?

4.29 What are the bandwidth requirements? Is there any size limitation? Are there any averages that can be provided related to electronic mail size?

4.30 In what format is the electronic mail delivered? What formats can be saved to on the client device?

4.31 What is the solution's estimated initial purchase cost, cost of operations and maintenance, and warranties for one year to deploy the solution enterprise-wide either at 122 correctional institutions or centrally?

4.32 Are there any additional costs (e.g., software maintenance, hardware maintenance, etc.) to consider?

4.33 Is your organization currently registered with SAM.gov?

4.34 Do you have hold a Government Wide Acquisition Contract (GWAC) that includes these products/services? For example: GSA FSS, NASA SEWP, etc.

4.35 Can your company comply with personnel security clearances required of federal and DOJ contracts? (e.g. service provided only by U.S. citizens, U.S. residency for past three years, etc.)

The BOP may request an onsite, follow-up demonstration at BOP headquarters of select solutions for vendors to provide more detailed information and display system functionality for market research only.

DISCLAIMER: THIS IS A REQUEST FOR INFORMATION (RFI) ONLY

This RFI is issued solely for information and planning purposes – it does not constitute a Request for Proposal (RFP) or a promise to issue an RFP in the future. This request for information does not commit the Government to contract for any supply or service whatsoever. Further, the Bureau is not at this time seeking proposals and will not accept unsolicited

proposals. Responders are advised that the Government will not pay for any information or administrative costs incurred in response to this RFI; all costs associated with responding to this RFI will be solely at the interested party's expense. Not responding to this RFI does not preclude participation in any future RFP, if any is issued. If a solicitation is released, it may be synopsized on the Federal Business Opportunities (FBO) website. It is the responsibility of the potential offeror to monitor these sites for additional information pertaining to this requirement.

What should be included in your responses:
- Do submit comments that address the Government's requirements, assumptions, conditions, or contemplated approaches.
- Do submit information and suggestions that may encourage new, different or innovative approaches that would result in direct cost savings to the Government.
- Do submit additional technical documentation (white papers, system design, etc.).

What should not be included in your responses:
- Do not submit proposals or offers.
- Do not submit capability statements or other company marketing materials.
- Do not submit requests to be considered for award or to be notified of a future solicitation.
- Do not submit requests to be added to a mailing or distribution list.
- Do not submit questions or comments not related to this RFI.
- Do not respond via telephone.

Please be advised that providing responses to these questions will not automatically include you in the acquisition process for the upcoming solicitation. In addition, this RFI is intended solely for the use to improve communications between potential contractors and the Bureau. If for some reason, the responses are requested by outside parties (i.e. FOIA request), the information is not protected as source selection information (FAR 2.101 and 3.104). If you intend for the information to be exempt from disclosure under FOIA Exemption

4, please indicate this in your response and on each page you want exempt. Furthermore, indicate that your response is proprietary information that may not be used, reproduced, or disclosed to any other parties for any purpose without expressed written permission.

Any information received will become the property of the Government and will not be returned to the submitter. Interested parties are responsible for adequately marking proprietary or competition sensitive information contained in their response. To aid the Bureau, please segregate any proprietary information.

Questionnaire

Name of Organization/Corporation: _____

Corporate Address: _____

_____

_____

_____

Basic Corporate Information:

TIN and DUNS Numbers: _____

Point of Contact Name & Title: _____

    Phone Number: _____

    Email Address: _____

Socio-Economic Category (if known):

☐ HUBZone

☐ 8(a)

☐ Small Business

☐ Veteran Owned Small Business

☐ Service-Disabled Veteran-Owned Small Business

☐ Women Owned Small Business

North American Industry Classification System Code (NAICS), please list all codes: _____

_____

_____

General Services Administration, Federal Supply Schedule information (if applicable):

Additional Information:

Vendor Capability

Interested and qualified vendors are encouraged to:

1) Send a brief summary of their company's capabilities and expertise

2) Include your company's point of contact, address, e-mail address, telephone,

3) Include Socio-economic listing (SDVOSB, WOSB, Large, etc.), Tax-ID and DUNS.

All information received in response to this RFI notice that is marked as proprietary will be handled accordingly.

Responses shall be submitted electronically to Laurence Faytaren at lfaytaren@bop.gov. The subject line of the email must state "15BNAS20NRFIOST0002 Mail Scanning- RFI Response- (Company Name)."

RFI response must be received no later than 12:00 p.m. EST on Friday, January 17, 2020.