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Miami-Dade County, Florida

Project Title: Integrated Jail Management System

SCOPE OF SERVICES

1. Background

Miami-Dade County is the seventh most populous County in the United States, with an estimated population of 2.8 million people. As a thriving, innovative County with one of the most diverse populations in the nation, the County is holistically rethinking what “public safety” means. The County understands its role as a leader in moving its residents toward that holistic definition of “public safety.” MDCR operates the eighth largest jail system in the country, is the largest County jail system in the State of Florida, and is responsible for the care, custody, and control of more than 5,000 detainees, comprising individuals in four correctional facilities, and in the community who are awaiting trial and serving sentences of 364 days or less.

MDCR is committed to providing a safe and secure environment for both detainees, staff, and the community. To achieve this goal, the department is seeking JMS that is both efficient and cost effective and will enable MDCR to provide the highest level of service to its detainees and staff by streamlining daily operations, improving communication, and ensuring greater safety and efficiency. The proposed JMS shall provide the County with an integrated, comprehensive solution for detainee management, security, and operational efficiency. The proposed Solution shall have the functionality to track detainee information in real-time, provide secure access to information, improve operational efficiency, and provide analytics to help identify inefficiencies and potential issues, while removing the reliance on paper documents.

The proposed JMS shall include the following goals:

- Streamlining operations
- Modernizing processes
- Increasing efficiency
- Improving data integrity
- Decreasing repetitive work and redundant data entry
- Improving data sharing between departments, justice partners, and third parties
- System adaptability that enables continuous improvement
- Reducing reliance on paper and printing
- Full integration of all current disparate MDCR systems

In all, the Solution will allow MDCR to further strengthen the commitment to the County mission: “Serve our community by providing safe, secure and humane detention of individuals in our custody while preparing them for a successful return to the community.”

2. Background

MDCR seeks to implement a JMS that is comprehensive and meets the scope of services set forth in this Solicitation. The County prefers the Selected Proposer to have applicable experience in developing and providing software, maintenance, and support services in the field of corrections. MDCR is in need of an expedited implementation schedule that provides for a Go-Live within twelve (12) months and a Solution acceptance within twenty-four (24) months of the resultant contract effective date.

The JMS must incorporate and realize the following strategic business objectives:

- improve the efficiency of MDCR operations;

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- facilitate data driven decision making;
- reduce paper-based business processes;
- enhance the timeliness and availability of corrections information;
- improve the integrity and currency of data by improving cross agency integration and eliminating redundant information silos;
- increase ability to generate accurate and timeline reports.
- ensure compliance with all applicable state and federal regulations;
- increase safety and security of staff and detainees;
- improve the accuracy and timeliness of data collection and reporting; and
- increase the ability to track and monitor the status of detainees and staff.

MDCR is committed to improving the efficiency and effectiveness of its operations by implementing a JMS. This JMS must also provide the necessary tools to ensure that MDCR meets its mission of providing safe, secure, and humane treatment to detainees.

MDCR's Headquarters is located at 3505 NW 107 Ave, Doral, FL 33178 and is currently comprised of the following operational areas:

- Office of the Director
- Administrative Services
- Operations Services
- Community Services

3. Current Operating Metrics

A. Facility Environment

MDCR presently operates four (4) correctional facilities with an Average Daily Population (ADP) of approximately 4,850 detainees. These facilities include the Metrowest Detention Center (MWDC), Turner Guilford Knight Correctional Center (TJK), Pre-Trial Detention Center (TDC), and the Boot Camp Program. Additionally, the Department operates the Monitored Release program that supervises an average population of 850 individuals in the community. MDCR also supports the Juvenile Service Department's Juvenile Assessment Center which has approximately 2,400 bookings annually.

Operational Benchmarks

Annual Jail Bookings: 45,000

Maxim Capacity of MDCR: 5,381

Average Daily Population: 4,850

Average Length of stay: 180 days or less – 36 days

Average length of stay: 180 day or more -360 days

Authorized Correctional Officers: 2,200

Visitations per year (social and professional): 115,000

MWDC 13850 NW 41st Street	TGK 7000 NW Street Miami, Florida 33166	TDC 1321 NW 13th Street Miami Florida 33125	Boot Camp Program 6950 NW 41st Street Miami, Florida 33166	Monitored Release Program 1351 NW 78th Avenue Doral, FL 33126	Juvenile Assessment Center 275 NW 2nd Street Miami, FL 33128
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Miami, Florida 33178					
ADP- 2,300	ADP- 1,250	ADP- 1,200	ADP-100	ADP-850	Annual Bookings 2,400
Open Dormitory setting	Open Dorm with rooms	1 st generation housing	Dormitory housing	Community supervision	Intake and Assessment Center
40 housing units	19 housing units	84 housing units	4 housing units	N/A	10 holding Cells

4. Total System Users

MDCR anticipates approximately 3,000 end users for the JMS, with the option to add additional users as needed in the future.

5. Industry Standards and State of Florida Corrections Mandates

The Solution must comply with the following industry standards and State of Florida Corrections mandates:

- [Florida State Statute 951.23](#)
- [Florida Model Jail Standards \(FMJS\)](#)
- [American Correctional Association \(ACA\)](#)
- [Florida Correctional Accreditation Commission \(FCAC\)](#)
- [Civil Rights of Institutionalized Person's Act \(CRIPA\)](#)
- [Prison Rape Eliminations Act \(PREA\)](#)
- [Florida State Statutes](#)
- [Americans with Disabilities Act \(ADA\), including](#) Section 508 of the Rehabilitation Act Amendments of 1998
- [Miami-Dade County Code and Ordinances](#)
- [Florida Department of Law Enforcement \(FDLE\)](#)
- [FBI Criminal Justice Information Services \(CJIS\)](#)

6. JMS Functionality

The Solution shall include, but not be limited to, the following functionalities and/or modules:

- Detainee Booking and Intake
- Detainee Classification
- Detainee Housing Configuration
- Detainee Movement
- Transportation
- Visitation
- Food Services
- Mail Services
- Property
- Detainee Records
- Detainee Requests
- Detainee Grievances

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- Incident Reports / Reviews
- Discipline
- Reports
- Unit Management, Events, and Activity Log
- Case Management Module
- Gain Time
- Detainee Release
- Analytics
- Detainee Self-service application
- Replicated Database
- In-Application User Guide
- Dashboards

7. Interface Development

The Solution shall provide one-way and bi-directional interfaces to various third party and internal County systems through an open Application Programming Interface (API). All data derived from the Solution shall be made available via the API.

8. System Architecture and Infrastructure

MDCR is seeking a Cloud hosted software solution. Accordingly, Proposers may propose either Florida Department of Law Enforcement (FDLE) approved Proposer-hosted software solution or FDLE approved government cloud service.

9. Hardware

The County seeks a Solution inclusive of all peripheral hardware required to operate the JMS. The Selected Proposer shall provide all peripheral hardware including but not limited to cameras, fingerprint readers, signature pads, scanners, mobile devices and any other equipment required for the full use of the JMS functionality used in the Solution. All hardware requiring a connection to the County network will be configured and connected to the network by the County in consultation with the Selected Proposer. The Selected Proposer shall be responsible for keeping devices current with Operating System updates, security patches, and firmware updates.

10. Network Specifications

The County, in conjunction with the Selected Proposer, will conduct a network analysis based on Selected Proposer recommendations, to determine if the current network infrastructure meets or exceeds the Selected Proposer's requirements, or if upgrades may be required to meet the Selected Proposer's stated network connectivity requirements. The Solution proposed should minimize the number of ports required for accessing the software solution external to the County's firewall.

11. Business Continuity and Disaster Recovery

The County requires the Solution to have appropriate fully automated replicated data center capabilities for the purpose of disaster recovery. This should include all database and application data. Real-time back-up capabilities shall be provided. All backup and recovery processes shall be subject to testing, auditing, and

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reporting. System backups shall be accomplished without taking the application out of service and without degradation of performance or disruption to operations. The County desires an Active/Passive Solution that supports automated failover to the back-up site. The recovery system at the secondary data center must have processing capability commensurate with the production workload and be ready to automatically resume processing after failure at the primary datacenter. MDCR's interfaces and operational procedures shall be identical regardless of which servers or locations are performing the functions. Primary and secondary data centers must be located within the continental US for Proposer-hosted systems or government cloud service.

To ensure business continuity and minimize the impact of a disaster or outage, the proposed Solution shall meet the following Recovery Point Objective, Recovery Time Objective, and Maximum Tolerable Downtime requirements:

A. Recovery Point Objective (RPO)

The Selected Proposer shall provide a disaster recovery strategy that meets MDCR's RPO of one (1) hour. This means that in the event of a disaster, MDCR must be able to recover data to a point no more than one (1) hour before the disaster occurred

B. Recovery Time Objective (RTO)

The Selected Proposer shall provide a disaster recovery strategy that meets MDCR's RTO of four (4) hours. This means that in the event of a disaster, systems must be restored and operational within four (4) hours.

C. Maximum Tolerable Downtime (MTD)

The Selected Proposer shall provide a disaster recovery strategy that meets MDCR's MTD of twenty-four (24) hours. This means that the maximum amount of time tolerated for the systems to be down or unavailable is twenty-four (24) hours. The Selected Proposer shall provide details on how they will achieve this MTD requirement, including system redundancy, failover capabilities, and recovery procedures. The Selected Proposer shall also provide documentation on the testing and verification of the disaster recovery strategy to ensure that it meets MDCR's MTD requirement.

12. Data Integrity

The Solution shall ensure the integrity of the data. Interruptions in processing due to incidents such as aborted transactions, hardware failures, or network unavailability should not result in inaccurate or inconsistent data residing in the Solution. If data transfers occur, the proposed Solution shall provide a method of audit validation to ensure all data sent was received in the target application.

13. Scalability

The Solution must be capable of scaling to accommodate increased workloads without adversely affecting operational performance, thereby supporting fluctuating demand. It should be designed to handle load increases of up to 50%, which may result from temporary surges due to major events or natural disasters, while maintaining performance standards

14. Security

The Solution must be supported by robust security controls, given its mission-critical impact on MDCR operations. It is mandatory to include comprehensive activity auditing and reporting capabilities, enabling the logging, querying, and reporting of all user and system actions. Additionally, logging configurations should be

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fully customizable by the security administrator. The Solution shall adhere to industry standard data security and compliance conditions listed below:

- HIPAA, HITECH and the rules promulgated thereunder;
- Payment Card Industry standards, including but not limited to PCI DSS and PCI PA-DSS;
- 28 CFR 20
- FBI's CJIS Security Policy;
- IRS Publication 1075;
- NIST 800-53, as revised; and
- ISO 27001 / 27002, as revised

15. Implementation Services

A. The Selected Proposer shall be responsible for providing all necessary implementation services for the proposed Solution. These services must be delivered in full compliance with applicable laws, ordinances, rules, and regulations. Any implementation services requiring County participation must be scheduled during normal business hours (Monday through Friday, 8:00AM to 5:00PM EST). Should there be a need for such services outside of normal business hours, prior approval from the County is required. It is understood that Go-Live activities may occur outside of peak business hours to minimize operational disruption. The implementation services provided by the Selected Proposer are expected to include the tasks outlined below, along with any additional services specified in the subsequent sections:

- Perform all tasks in support of all implementation services to ensure that a complete solution is implemented.
- Provide all components necessary for the proper operation of the solution in a web-based environment, including any and all items not identified in these specifications which are necessary to affect the desired operation as described (e.g., redaction).
- Provide on-premises support personnel at MDCR locations, for a minimum of 25% of the total implementation time, to assist the County in the implementation of the solution. *Note: This requirement is not inclusive of Go-Live support.*
- Provide full-time on-premises support during Go-Live periods for each module or phase.

B. Notification and Financial consequences for delay in implementation delivery

The selected Proposer shall provide written notification to the County at least 30 days prior to any anticipated delay, outlining the reason for the delay and submitting a revised timeline for completion. The County Project Manager will evaluate the request and determine whether an extension should be granted. If no written notification is provided within the specified timeframe, or if the extension request is not approved by the County Project Manager, the following financial consequences shall apply:

- In the event the selected Proposer fails to deliver the implementation services for the proposed Solution in accordance with the agreed-upon timeline incorporated into the resultant contract, financial penalties will be imposed.
- The financial penalty will be calculated as 0.3% of the total contract value for each calendar day of delay beyond the agreed delivery dates for project milestones as recorded in the project timeline.

16.1. Progress Tracking

The Selected Proposer shall comply with the County's project management procedures for tracking progress and documents for the duration of the project via either the County's SharePoint site or as otherwise agreed.

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In addition, the Selected Proposer shall submit written weekly status reports to the County, which may include work accomplished, updated Gantt charts, production goals, accepted deliverables, meetings and minutes, status of risks, issues or problems, summaries of approved project changes, and invoicing and payment.

16.2. Project Management and Deliverables

The County prefers a hybrid project management approach that integrates agile methodology with clearly defined scope. This approach offers an effective framework for JMS implementation while also accommodating necessary customizations and configurations. By combining the flexibility and iterative nature of agile for specific tasks, the County ensures that the overall project scope remains well-defined and managed throughout the process.

The hybrid implementation approach combines Agile methodology with a well-defined project scope, providing the following benefits:

- **Define the Overall Scope:** The project will begin with a clear definition of the high-level scope, including essential functionalities and project goals, ensuring a comprehensive understanding of the desired outcomes.
- **Scope and Customization Identification:** The County expects close collaboration with the selected Proposer to identify out-of-the-box functionalities and areas requiring customization or configuration to meet the County's unique needs.
- **Prioritize and Break Tasks into Sprints:** The Selected Proposer and the County will prioritize identified tasks and break them into manageable sprints, adhering to Agile principles for efficient task completion.
- **Agile Implementation:** Tasks will be assigned to respective teams or individuals, and Agile principles will guide their execution. Each sprint will have a clear set of tasks, goals, and deliverables.
- **Iterative Development:** During each sprint, the Selected Proposer and the County project team will develop, test, and implement customizations and configurations, building upon the existing JMS functionality.
- **Regular Reviews and Adjustments:** Regular review meetings will be conducted at the end of each sprint to assess progress, provide feedback, and make necessary adjustments based on evolving requirements.
- **Integration and Testing:** As sprints advance, customizations and configurations will be seamlessly integrated into the overall JMS. Comprehensive testing will be conducted to validate these changes and ensure they meet the established standards.
- **Monitoring and Project Management:** Continuous monitoring of the project's progress, budget, and resource allocation will be essential to stay on track and align with the defined scope and objectives.

By adopting a hybrid approach, the County seeks to combine the flexibility and responsiveness of Agile with a well-defined project scope. This approach will enable greater adaptability in addressing changes or emerging requirements. The role of the Product Owner will be critical in understanding the County's needs, prioritizing tasks, and making key decisions regarding the customization and configuration of the JMS.

Deliverables for documentation shall include the following :

- Project Management Plan
- Organizational Chart

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- System Design
- Requirements Traceability Matrix
- GAP Analysis
- Risk Assessment and Management Plan
- Knowledge Transfer/Training Plan
- QA Plan/Approach
 - ✓ High level QA approach
 - ✓ Testing and promotion
 - ✓ System Testing (i.e., integration, conversion, regression, usability)
 - ✓ Test Plans/Case Development
 - ✓ User Acceptance Testing
- Application Configuration / Customizations Specifications (as built)
- Data Conversion / Migration Plan
- Interface Specs (internal systems)
- Integration / information exchange specs (external applications)
- Best Practices and Industry Standards documentation
- Workflow design and specs
- Data Dictionary for replicated Database
- Hardware/Software Specs
- Section 508 compliance

16.3. Implementation Approach

MDCR is looking for a Proposer that has the resources and ingenuity to bring a Solution live within **twelve months** of the resultant contract effective date and achieve full integration within twenty-four months of the resultant contract effective date. This implementation will be achieved by leveraging the existing functionality of various systems through interfaces to the software solution in order to Go-Live. Post Go-Live, the functionality captured by interfaces will be further developed in the JMS in order to achieve full integration and then terminate the unnecessary interfaces. Additionally, the approach emphasizes utilizing the Core JMS functionality primarily through low or no code system configurations rather than extensive customizations requiring code changes.

The proposed approach entails leveraging the existing functionality in the current mainframe by providing the Selected Proposer with an API containing JMS data from the Arrest Affidavit, Mugshot, Fingerprints, etc. Once the booking record is established in the new JMS software solution, it will be transmitted to either the existing Criminal Justice Information System (CJIS) or the new Court Case Management System (CCMS). To facilitate seamless data exchange and coordination, a bidirectional interface will be developed between the new JMS and the court system in production at the time.

Through this interface, booking information will be transferred from the JMS to the current court system as well as the current housing location of detainees to foster appearances in court hearings as well as ensuring efficient scheduling of court appearances. Additionally, the interface will receive updates from the court system, including changes in charges for arrestees and court schedules. Any changes in charges will automatically trigger reclassification within the JMS for the affected arrestees, maintaining accurate and up-

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to-date records. Bond-related information as well as results from court hearings will also need to be interchanged.

By adopting this approach, the new JMS will absorb all the existing JMS functionality currently residing in the mainframe. To facilitate this integration the County will provide an API to establish communication between the QMS, Pre-Classification, and Classification Tools, and the new JMS, eliminating the need for implementing these modules in the first stage of implementation of the new JMS.

17. Data Migration

The data migration process will commence by the County establishing a cloud-based data lake in MS Azure that incorporates historical data from all MDCR systems. This Azure data lake dedicated to MDCR information will store all data in a normalized format, adhering to referential integrity rules. Each piece of information within the data lake will be accompanied by a description in a data dictionary, ensuring clarity and understanding, and it will be regularly updated to maintain its relevance and accuracy. The Selected Proposer shall be responsible for conducting the data import from the MDCR inmate data lake into the new JMS. Detailed information regarding the data structure of the data lake, including the data dictionary, will be provided. Subject matter experts will be available to identify and clarify each field within the data dictionary, as well as any associated business rules that may apply.

1. The migration strategy will adopt an approach, where certain modules within the JMS will involve importing data solely for the current inmate population. However, for other modules, historical data will be migrated for a specified defined period, such as the last 10 years. This approach allows for a balanced migration process that considers the specific data needs and requirements of different modules within the JMS that are required for the desired functionality to operate the detainee classification module.

The Selected Proposer shall be responsible to import historical data including, but not limited to the following areas:

- Classification: Ten (10) years
 - Booking / Release information: Ten (10) years
 - PREA information: Ten (10) years
 - Incident reports: Ten (10) years
 - Disciplinary reports (only guilty findings): Ten (10) years
 - Mental Health Level: Five (5) years
 - Protective Custody: Ten (10) years
 - Cell History for active inmates: Five (5) years
 - Grievances: Five (5) years for active inmates
 - Keep Separates: Five (5) years
 - Flags / Alarms: Five (5) years
2. The Selected Proposer shall work closely with the County's technical resources to conduct an evaluation of the source data. The evaluation process will involve the following steps:

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- a. Identifying all relevant legacy data sources: This includes identifying the data sources that contain current and historical inmate data. The Selected Proposer will collaborate with the County's technical resources to identify these sources accurately.
 - b. Conducting a gap analysis: The primary objective of the gap analysis is to identify any discrepancies or mismatches between the existing data structures in the legacy systems and the data requirements of the Solution. The Selected Proposer will work with the technical resources to compare the data structures and identify any gaps that need to be addressed during the migration process.
3. Data transformation is a crucial aspect of the JMS software solution, and it involves two key elements:
- a. Evaluation of Data Transformation needs:
Attribute Level: Each data attribute will be evaluated to determine how it maps from the legacy source to the target field within the software solution database. This evaluation includes identifying specific data transformation requirements, such as converting legacy offense codes to software solution offense types.

Entity Level: Mismatches between the legacy data structures and the software solution database schema will be assessed. This evaluation will address how such mismatches will be handled during the transformation process.
 - b. Implementation of the Necessary Transformations:
Data Lineage: The Selected Proposer will ensure the ability to trace transformed data back to its original source for post-transformation auditing purposes. This ensures data lineage and maintains data integrity throughout the transformation process.

Repeatability: The transformation process will be designed to be repeatable, allowing for situations where transformations need to be re-run. This ensures consistency and reliability in the data transformation process.
4. Data Migration Planning:
- a. As part of the elaboration stage, a thorough and comprehensive data migration implementation plan will be developed upfront. MDCR recognizes the mission-critical nature of the JMS project and acknowledges the inherent complexity associated with dealing with legacy systems. Therefore, MDCR emphasizes that the data migration effort should not be treated as an afterthought. Instead, it should be a primary focus and completed as a Core function during the implementation process.
 - b. The data migration implementation plan will be carefully crafted to address the unique requirements and challenges of migrating data from legacy systems to the new JMS. It will outline the specific steps, methodologies, and best practices to be followed throughout the migration process. This includes identifying data sources, assessing data quality, establishing data mapping and transformation rules, defining data validation and reconciliation procedures, and ensuring proper data lineage and auditing. The Selected

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Proposer shall understand that data migration is a repetitive process where data items are mapped and validated after each import; said steps should be repeated as many times as necessary until each legacy item goes to the matching Selected Proposer Solution's item with or without transformation.

By prioritizing data migration and dedicating sufficient attention and resources to its planning and execution, MDCR aims to ensure a successful and seamless transition to the new JMS. This proactive approach recognizes the critical role of accurate and reliable data in the functioning of the JMS and its impact on the overall operations of MDCR.

18. Testing Plan

The Selected Proposer, in collaboration with MDCR staff, shall be responsible for executing testing activities to ensure the proper functionality of the Solution before Go-Live. The testing activities will include, but not be limited to, the following:

1. Test Plan Development: Develop a comprehensive test plan outlining the testing approach, scope, objectives, and schedule, subject to approval by MDCR staff.
2. Test Scripts/User Stories Development: Create test scripts and user stories defining specific test cases and scenarios for validation of the Solution's functionality.
3. Product Performance Testing: Evaluate Solution performance under expected workload and peak usage conditions.
4. Integration Testing: Verify interoperability and compatibility of the JMS with other existing systems and interfaces.
5. Parallel Testing: Conduct tests for simultaneous operation of the Solution with the existing system, ensuring a smooth transition if deemed appropriate.
6. Security Testing: Thoroughly assess Solution security to identify and address vulnerabilities, ensuring compliance with standards and safeguarding inmate and system data.
7. Conversion Testing: Validate accuracy and completeness of data migrated from legacy systems to the new JMS, ensuring successful data migration, throughout all layers: Database, Presentation, and Interfaces.
8. Hardware and Network Capacity Testing: Together with ITD, assess Solution compatibility and performance in terms of hardware and network capacity to ensure effective infrastructure support for the JMS.
9. Load Testing: Simulate realistic workloads to evaluate system behavior, response times, resource utilization, and scalability under anticipated and peak loads.
10. Transaction Load Testing: Specifically evaluate system performance under a predefined volume of transactions to simulate expected regular usage.
11. ADA Standards Testing: Demonstrate that the Solution is in compliance with Section 508 of the Rehabilitation Act, which requires that federal agencies make their EIT accessible to employees and members of the public with disabilities.
12. User Acceptance Testing (UAT): Complete all testing activities before MDCR's UAT, providing documentation for verification, validation, and approval.
13. Prior to Final Acceptance, the Solution must successfully complete mutually agreed upon Acceptance Tests. The method and parameters for these tests will be negotiated and documented as Deliverables within the Contract. The Acceptance Tests will cover hardware functionality, Data

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Load, Module Functionality, Third-Party Integration, Reliability, and Response Time. Final Acceptance depends on the JMS being fully functional and operational, meeting the specified criteria.

19. Reliability Period

Implementation services shall include a Reliability Period of twelve (12) months following the acceptance of the Solution. During this period, in addition to the maintenance and support services outlined in section 2.21, the Selected Proposer shall provide a dedicated project/account manager available to the County during normal business hours (Monday through Friday, 8:00 AM to 5:00 PM EST), as well as a dedicated technical contact available 24/7 via a direct phone number for any urgent issues. The Reliability Period will be reset if any Severity Level 1 issues, as defined in section 2.21.1, occur during this time. The Selected Proposer should also account for the possibility of providing support across multiple sites during the Reliability Period.

20. Training

A comprehensive training plan needs to be developed to effectively train MDCR staff to utilize and support the proposed Solution. The training approach will prioritize online training methods and leverage in-application help features. Additionally, the plan will incorporate the train-the-trainer concept to ensure efficient knowledge transfer and ongoing support. The training plan must be comprehensive and updated as systems changes are implemented throughout the life of the contract and will include the following components:

1. **Train-the-Trainer Program:** The primary training method for the majority of line staff will be through MDCR training staff. To ensure effective knowledge transfer and continuous support, a train-the-trainer program will be implemented. The Selected Proposer will provide comprehensive train-the-trainer sessions to designated MDCR staff members who will act as trainers within their respective functional areas. These trainers will receive in-depth training on the JMS and the training materials, enabling them to deliver training sessions to other MDCR staff members. The train-the-trainer program will facilitate ongoing support and reinforce learning throughout the implementation and beyond.
2. **Online training:** Online or web-based videos/vignettes should be a significant training tool for MDCR training staff that will allow flexibility and accessibility for educating other MDCR staff. Online training materials will be developed, covering all the functional areas of the JMS, and made available through the agency's current learning management system or similar online platform. Staff members will be able to access these resources at their convenience, enabling self-paced learning and accommodating the agency's twenty-four/seven operational schedule.
3. **In-application help features:** The Solution will be designed to provide comprehensive in-application help features. These features may include context-sensitive help, tooltips, user guides, and search functionalities. They will provide on-the-spot assistance to users, guiding them through different functionalities of the system and addressing common questions or issues. The in-application help will serve as an immediate reference for users, reducing the need for external training materials.
4. **The training plan** will be designed to meet the diverse training needs of different user roles within MDCR, including end-users, configurators, and application/system administrators. The plan will identify specific training topics, learning objectives, and the estimated duration for each training component. It will highlight the availability of online resources, in-application help features, and the train-the-trainer program as ongoing support mechanisms for continuous learning and user assistance.

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5. **Minimal classroom-based training:** While the emphasis will be on online training, there may be a limited need for classroom-based training to address specific training requirements or scenarios that are better suited for in-person instruction. The classroom-based training sessions will be kept to a minimum, focusing on critical aspects that benefit from interactive, hands-on training.
6. **The inclusion of an application wizard within the Solution** will be subject to discussion and agreement between MDCR and the Selected Proposer. The training plan will be adaptable to accommodate the presence or absence of an application wizard, ensuring that comprehensive training and support are provided regardless.

By incorporating online training, in-application help features, and the train-the-trainer concept into the training plan, the goal is to ensure that MDCR staff receive comprehensive training and ongoing support tailored to their needs. This approach promotes effective knowledge dissemination, encourages peer learning, and establishes a sustainable training framework within MDCR to support the successful adoption and utilization of the JMS software solution.

20.1 Training Documentation and Materials

To meet the needs of the County, end-user training documentation will require customization. The County requests to receive final versions of training materials in hardcopy and electronic formats, using the Microsoft Office suite of applications that are based on the final accepted Solution encompassing all customizations and configurations. The County shall have full authority to edit and customize all Selected Proposer provided end user and system administrator training documentation. The Selected Proposer shall be responsible for providing sufficient training materials and documents to include but not limited to:

- ✓ Instructor Manual(s)
- ✓ Student Training Manual(s)
- ✓ All manuals in MS Office format
- ✓ Technical Documentation
- ✓ Provide video tutorials for all functional modules (based on final software version)
- ✓ Transcript of On-Line User help identifying UI insertion points

21. Maintenance and Support Services

The Selected Proposer shall provide comprehensive maintenance services for the County throughout the term of the resulting contract, including any optional renewal periods. At a minimum, maintenance services shall encompass updates and upgrades to the Solution. These updates and upgrades must address substantial defects, resolve minor bugs, mitigate conflicts arising from mandatory operating system security patches, deliver firmware updates, introduce enhancements to functionality, and upgrade to new version releases. All updates and upgrades must ensure continued compatibility with any customizations and interfaces.

Maintenance services shall also include installation /assistance with installation of new releases by the selected Proposer. Furthermore, the Proposer must ensure that updates to the Solution are provided in response to legally mandated requirements, such as changes to local, state, or federal laws.

Maintenance of non-production environments, such as testing, staging, and training environments, shall also be included as part of the maintenance services. All maintenance services outlined above shall apply to the

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Solution in its entirety, including any customizations, interface developments, and any peripheral devices included with the Solution.

21.1. Support Services

The Selected Proposer shall provide a support service via a Help Desk 24 hours per day, seven days per week, including holidays. The Help Desk shall track all support requests and/or Solution problems. The Help Desk shall include a support tracking/ticketing that provides the following at a minimum:

- ✓ Log all calls received
- ✓ Track all calls throughout the process until the software solution or information is relayed back to the customer
- ✓ Assign every call a unique number for tracking purposes, preferably a "ticket #"
- ✓ Produce a report of all outstanding County tickets for a given time period
- ✓ Produce a report of all closed tickets for a given time period
- ✓ Search by any field
- ✓ Track all work requests, complaints, and informative calls
- ✓ Support copy and paste with other Windows applications
- ✓ Assign authorized County staff to access the issue tracking system
- ✓ Track resolution time to severity level
- ✓ Provide Escalation Path(s) and Procedures

Support services shall include support for all Severity Levels. Severity Level definitions, response times, and updated times shall be specified in resultant contract agreement. The County's preferred escalation and responses times for critical are outlined in the table below.

Severity	Definition	Response Time	Resolution Time	Status Frequency
1=Critical	A critical component of the system, whether hardware or software, is in a non-responsive state and affects Users' productivity or operations. A high impact problem which affects the Users.	15 minutes	One (1) Hour	15 minutes
2=Urgent	Any component failure or loss of functionality not covered in Severity 1, which is hindering operations, such as, but not limited to: excessively slow response time (exceeds maximum defined response times); functionality degradation; error messages; backup problems; or issues affecting the use of a module or the data.	One (1) Hour	Two (2) Hours	30 minutes

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Severity	Definition	Response Time	Resolution Time	Status Frequency
3=Important	Lesser issues, questions, or items that minimally impact the workflow or require a work around.	4 hours	Twenty-Four (24) Hours	Four (4) Hours
4=Minor	Issues, questions, or items that do not impact the workflow. Issues that can easily be scheduled such as an upgrade or patch.	8 hours	72 hours for an acceptable workaround until resolution	Weekly Status Call

21.2. Solution Availability

The County has established target levels of the software solution availability to be 99.99% of the time per year. If the software solution offering fails to meet the target level, a penalty shall be charged to the Selected Proposer payable to MDCR in accordance with the schedule below.

Occurrence

1st occurrence

2nd occurrence

3rd occurrence or more

Fee Amount

3% penalty of Annual licensing cost

5% penalty of Annual licensing cost

10% penalty of Annual licensing cost

Downtime means that the Solution is not accessible to the County and shall not include periods of routine maintenance or administrative procedures that are scheduled during non-peak hours with the prior approval of the County. For clarity, should the Solution not be accessible by the County at any individual facility covered under the resultant contract agreement that shall be considered Downtime.

The County Project Manager shall notify the Selected Proposer, either in writing or verbally of any identified deficiency. Upon receipt of such notice (either written or oral) from the County, or upon the Proposer's own discovery of a deficiency, the Selected Proposer shall promptly initiate corrective actions to address the deficiency. The corrective measures shall be completed in accordance with a timeline mutually agreed upon by both parties. The Selected Proposer acknowledges that, as part of the Maintenance and Technical Support Services provided to the County, they may be required to repair, replace, or reinstall any part of the Solution, or other associated materials, or to create an update in order to resolve the identified deficiency.

22. Optional Functionality / Services

In addition to any optional functionality and services offered by the Selected Proposer, MDCR may request the development of functionality or services outside the original scope of this project. The Selected Proposer shall, in coordination with MDCR, provide a structured change management process, with clearly defined decision makers within MDCR, to evaluate the business value of any proposed scope changes. The Selected Proposer will be responsible for providing estimates for cost, development time, and impact to the project to MDCR for any proposed scope changes. No work outside the defined scope of this project shall be performed without the approval of the designated MDCR approvers.

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23. Solution Acceptance

The Selected Proposer should demonstrate that all system modules, functionalities, and applications are operational as described in this document prior to MDCR finally accepting the Solution. The Selected Proposer agrees as part of the implementation to perform all required services to successfully achieve all objectives herein set forth in all MDCR facilities, including, but not limited to, (a) system configuration; (b) interface development; (c) software testing; (d) acceptance and user acceptance testing; (e) training; (f) cooperating with all other vendors supplying peripheral or ancillary equipment that will interface with the Solution.

Solution acceptance shall be determined by a consecutive sixty (60) day period during which the Solution should function ninety-nine point ninety-nine percent (99.99%) of the time. The Selected Proposer should work with MDCR to determine the actual uptime and downtime of operation of the Solution. No Deficiency shall be deemed remedied until all necessary remedial action has been completed and approved in writing by the concerned County Project Manager in accordance with the procedures set forth in the agreement.