



69/2022

ISRAEL PRISON SERVICE/ TECHNOLOGY DIVISION

COMPUTER APPLICATIONS DEVELOPMENT DEPARTMENT

**ELECTRONIC MONITORING FOR SENTENCED AND
REMAND PRISONERS**

REQUEST FOR INFORMATION (RFI)

MAY 2022

**Re: ELECTRONIC MONITORING OF SENTENCED AND REMAND PRISONERS -
REQUEST FOR INFORMATION (RFI)**

General Guidelines for Respondents

1. General

1.1 The Israel Prison Service (IPS) hereby calls on manufacturers/companies/developers from Israel and abroad to submit a Request for Information (RFI) on a technology/system/ means of electronic monitoring of sentenced and remand prisoners according to the definitions provided herein.

1.2 IPS reserves its right, in accordance with its sole discretion as detailed below:

1.2.1 As far as a contractual procedure for receiving services in the subject in question, shall take place in the future including a tender, IPS reserves its right to amend or add conditions and demands in accordance with the needs determined by IPS.

1.2.2 IPS reserves its right to contact, as necessary, the person responding to this request to seek the completion of information and clarifications for making presentations and demonstrations, conducting a pilot, holding a meeting and to visit its sites or the customer's sites.

1.2.3 IPS reserves its right, to publish by way of tender/ or in any other way, technical specifications or characteristics that will be based on the information accumulated during this procedure.

1.2.4 IPS reserves its right, to make any use of the information provided in response to this request, for the purpose of examining the possibility of entering into an agreement regarding this matter.

1.3 For the avoidance of doubt, it is clarified that this call is not a request for proposal (RFP) and not a tender process hence, it does not create any commitment whatsoever towards any respondent answering this call. The call is intended only for receiving information, following

which the IPS shall consider its future actions in consideration of professional and practical issues.

- 1.4 It is also clarified that a response to this call does not constitute an advantage or condition for participating in the tender, if held, and does not obligate participation of the respondent in the tender or the entering into agreement with the respondent in any other way.
- 1.5 All the costs associated with the preparation of a response to this call and its submission are the sole responsibility of the respondents to this call and at their expense. It is emphasized that the respondents shall not be entitled to any compensation, indemnification, refund, or any payment from IPS for the submission of the response.
- 1.6 The respondent to this call must explicitly state within the framework of the response, which parts of the answer are a trade or professional secret. It is clarified that the IPS, at its sole discretion, is entitled to make any use of the information which in its opinion is not a trade or professional secret, including its transfer to other entities.
- 1.7 In response to this call, the respondent declares as follows:
 - 1.7.1 The respondent consents to all the conditions in the call and undertakes not to have any claims or demands from IPS or any other entity concerning the use of information submitted by the respondent in the response to the call.
 - 1.7.2 The respondent declares that information submitted within the framework of the response to this call, or its future use does not infringe the rights of a third party, including copyrights. The respondent shall be solely responsible for any suit or demand arising from a claim that third party rights as aforesaid, have been violated by the use of information and the respondent shall indemnify IPS immediately upon the receipt of a demand in respect to any sum that will be demanded and/or being sued. The respondent declares to pay any demand or suit as aforesaid including expenses and attorney's fees.
 - 1.7.3 The documents of this call are the exclusive property of IPS and they have been loaned to the respondents for the purposes of preparing a response to this call. The respondents shall not be allowed to copy or use the documents of this call for any other purpose.

1.8 The respondent shall incorporate in the response as much information as possible in accordance with details in the request below. The response must meet all the requirements and conditions as specified by IPS as stated in this request.

1.9 Requests for clarifications concerning the preparation of the response on technical and administrative issues should be addressed in writing to the Purchasing Department.

Email: shiran@ips.gov.il ; OlgaY@ips.gov.il ; OreIN@ips.gov.il

2. Applications From Potential Proposers

2.1 Applications and clarifying questions from proposers should be delivered until date: 23/05/2022 time :12:00, to any of the following email addresses: shiran@ips.gov.il ; OlgaY@ips.gov.il ; OreIN@ips.gov.il

2.2 The application should be submitted in a Word File including all the following details: telephone number; fax number and email address; the page number and the section in the Request for Information (RFI) to which the question relates; details of the question.

2.3 The answers shall be published on the Government Procurement Administration website on the "Tenders" page without disclosing the respondent's name.

2.4 In the case that IPS published a response to the response – the wording of the response shall be binding as part of the request and engagement documents.

2.5 It is the proposer's responsibility to regularly follow IPS notices (if any, concerning this request) on the Government Procurement Administration website.

3. Last Date for the Submission of the Response

The last date for the submission of responses shall be until the date: **06/06/2022 time: 12:00.**

A proposal submitted after the above deadline will be rejected.

4. Manner and Place of Submission of Proposals

4.1 The response shall be submitted electronically to the email address: shiran@ips.gov.il
OlgaY@ips.gov.il ; OreIN@ips.gov.il

Specification Requirements Document

1. General

- 1.1 IPS is responsible for the implementation of electronic monitoring program by virtue of its authority under the Penal Law. The program allows for the holding of remand prisoners under conditions of electronic monitoring as an alternative to holding the remand prisoners in a prison facility and also the conditional release of sentenced prisoners under prescribed conditions of supervision.
- 1.2 Currently, the IPS has a contract with the GI Company by means of Tender No. 370/2012 titled “Operational Leasing of Electronic Monitoring Equipment and Systems”. Existing electronic monitoring equipment is manufactured by the Attenti Company.
- 1.3 IPS intends to examine the possibility of publishing a new tender regarding this matter especially for the technological advancement of the electronic monitoring system, addressing the gaps in the existing situation and achieve improvement, savings, and efficiency.
- 1.4 The services required by the IPS (within the framework of the electronic supervision program) from the company that will supply the electronic monitoring services are mainly:
 - 1.4.1 Supplying and operating a system that provides solutions for the electronic monitoring program and enables management and monitoring of the person under supervision in accordance with the program.
 - 1.4.2 Support and maintenance to the proposed system.
 - 1.4.3 Program operation services including installation in the homes of persons under supervision, handling technical faults for the persons under supervision, technical support for system users, training, and guidance etc.,

2. Purpose of the Call

The purpose of this call is to receive information and data on companies/suppliers who can provide a response for the provision of electronic monitoring services and/or supply systems/electronic

monitoring equipment for the purpose of examining current response to electronic monitoring and formulating recommendations for continuing the project.

3. Current Situation

3.1 The electronic monitoring program is currently mainly conducted by a IPS designated unit with other entities involved in the program according to their area of responsibility: Ministry of Public Security, Israel Police Force, Ministry of Justice, Ministry of Finance, Ministry of Welfare and Social Affairs, Administration of Courts and Prisoner Rehabilitation Authority.

3.2 The main basis for the operation of the electronic monitoring program is “remote monitoring” of real time information and data concerning the whereabouts of the person under supervision in accordance with the conditions set by the Courts /Early Release Committee.

3.3 The current operation and activation of the electronic monitoring program is mainly based on a systematic, continuous, initiated, and responsive effort by electronic and human means through an IPS designated unit and partners operating on its behalf, in order to achieve optimal enforcement in the prescribed test of legitimacy, all subject to the outline of the operating format and the law’s provisions regarding electronic monitoring.

3.4 Description of the Current System:

3.4.1 The Current System comprises of 2 main subsystems:

3.4.1.1 Electronic monitoring management system – an information system containing information and data on persons under supervision at any time. The system is part of IPS information systems.

3.4.1.2 A locating and monitoring system including:

3.4.1.2.1 A control and monitoring system of persons under supervision (end device)

3.4.1.2.2 An end device for the locating and monitoring of persons under supervision. End device includes electronic bracelets, base units, locating units, range extenders and mobile devices of the supervisory team and field technicians.

3.5 Gaps in the Existing Situation

- 3.5.1 There is no integral control and monitoring system for managing all the electronic monitoring management systems which creates inconvenient operation that requires working separately with 2 systems (the supervision management system and monitoring system).
- 3.5.2 There is a limitation on the possibility of monitoring several persons under supervision at the same location being monitored by one base unit.
- 3.5.3 The monitoring range is inaccurate and there is a possibility of deviation from the permissible defined range by the person under supervision without receiving an alert of the deviation, namely there is a limited capability to accurately delineate the location of supervision.
- 3.5.4 There are intermittent reception disturbances between the base unit and the electronic bracelet because of changing environmental conditions which result in false indications.
- 3.5.5 Lack of ability to reliably identify the person under supervision by remote monitoring. The identification is currently carried out on the basis of a request for a voice statement of name and ID number of the person under supervision without a technological identification and verification mechanism.
- 3.5.6 There is a limitation on the monitoring of a person under supervision who has permission to leave the supervised area for a specified period.
- 3.5.7 There is a lack of an automatic ONLINE interface between the monitoring system and the supervision management system for indications of irregularities by the persons under supervision, which is the information required for ongoing management, monitoring and determining the monitoring policy for persons under supervision.
- 3.5.8 A limitation exists in the monitoring system for information and data regarding the unique characteristics of the persons under supervision that require special attention of the operators in prioritizing events with these unique persons under supervision (for example, sex offenders/ highly publicized figures etc.).

4. Requirements

4.1 IPS is interested in an innovative and advanced electronic monitoring system that will be a unified system for carrying out operations. This system shall consist of innovative advanced components, address the existing gaps, respond to the operating concept and IPS operational and technological requirements.

4.2 System Goals

4.2.1 Improving the IPS's capability to control the location and condition of any person in custody or under IPS's supervisory responsibility while the person under supervision is at the place of supervision and/or at a location approved for the person under supervision in accordance with a court decision.

4.2.2 The electronic monitoring program must directly and indirectly meet IPS strategic goals:

4.2.2.1 Reduce overcrowding in prison facilities.

4.2.2.2 Reduce expenditure of holding prisoners.

4.2.2.3 Widen the potential for rehabilitation and assistance in returning to community life and normalization.

4.2.2.4 Prevention of potential damages from incarceration due to a prolonged stay with the prisoner population in prison facilities.

4.2.2.5 Protecting and maintaining public safety.

4.3 Systems objectives

4.3.1 To create a specific and comprehensive operational picture in real time of each person under the system's supervision.

4.3.2 To create a tighter and effective monitoring regime.

4.3.3 To share relevant information regarding persons under supervision and monitoring activities between role partners in IPS according to the various fixed monitoring programs.

4.4 Main Operational-Technical Requirements

4.4.1 The system should perform operational electronic monitoring of all persons under supervision, enable operational management, document each event from receiving an indication from the system, and carry out an initial check, until the event's termination.

4.4.2 The accuracy of the monitored area as defined shall be up to a few meters, the desire is that the area will not exceed one meter from the defined area limit so that the system will warn of a deviation if a person under supervision leaves the monitored area up to 1 meter from the set limit for a defined time.

4.4.3 The system shall operate continuously throughout the year (7 days a week, 24 hours a day) including Erev Shabbat (Friday Evening and Night) / Holiday Eves, Shabbat (Saturday) and Festivals (including Yom Kippur).

4.4.4 The system and all its components shall have the highest level of reliability and availability.

4.4.5 The system and all its components shall function in all environmental conditions in which it operates (temperature, humidity, salinity, water, solar radiation etc.) including operating in an outdoor environment.

4.4.6 The system will be protected from electromagnetic interference, including its operation in conjunction with electrical/ electronic/computer / communications systems.

4.4.7 The system shall be impregnable and protected from threats of damage to the system, disabling the system or penetrating the information stored on it.

4.4.8 The system will be protected from threats of fraud, forgery, neutralization, disruption, and vandalism.

4.4.9 The system shall be protected from cyber threats.

4.4.10 The system and all its components shall be safe for the user's health and meet all the required safety standards.

4.4.11 The system shall be approved by a certified halachic institute, for use on the Sabbath and Festivals.

4.4.12 The system shall be API and arranged for the development of an interface for IPS and/or third-party systems. The interfacing shall be secure in accordance with the requirements of the IPS information security entities.

4.5 The System is required to Support the following main processes:

4.5.1 Management of the person under supervision- the system will contain information and data concerning the person under supervision including characteristics for unique identification according to rules to be determined. The system shall facilitate: the addition of a person under supervision; definition of the monitoring regime; management of events; termination of monitoring; change of address, installation, removal etc. The information and data will be common to all subsystems.

4.5.2 Installment and removal of the monitoring means- a process that will consolidate all actions performed when installing and removing the monitoring means. The process shall allow for a simple and fast installment/removal in a highly reliable and trustworthy manner.

4.5.3 Management of events / operational locating and monitoring – a main process designed to enforce the monitoring regime determined by the Court/Release Committee and operational activation of system events from the event's commencement, handling the event until its conclusion and closure.

The event management/ monitoring process consolidates all relevant activities (documentation of events, initiated inspections in order to check that the system is working properly, contacting the person under supervision by telephone, (checking the current monitoring regime, transferring handling to the supervision unit, performing biometric verification etc.) from the stage of the successful installment

and operation of the monitoring means with the person under supervision until the removal of monitoring means and termination of monitoring.

4.5.4 Initial examination of events- a process facilitating the continuous follow up in respect to the performance of preliminary actions. The process shall enable thorough consideration of the events before deciding on the future steps to be taken against the person under supervision by the law enforcement agencies or provide reliable materials and information to the law enforcement agencies against the person under supervision.

4.5.5 Retrospective investigations of exceptional events, location, and monitoring for the purpose of assisting and supporting the law enforcement agencies and Court entities.

4.5.6 Equipment Management – the ability to perform detection and tracking of monitoring equipment and tracing equipment faults and their repair.

4.5.7 Management of the supervised time window – (supervised time window is defined as the period of time on a specific date on which the person under supervision leaves the monitored location) – a process to track the persons under supervision during the supervised time window and verify that the persons under supervision do not exceed the time window framework. Location and monitoring capabilities of the window time are also required (use will only be pursuant to the law).

4.6 Monitoring Equipment Requirements

4.6.1 Monitoring equipment shall include all equipment installed at the supervised site, on the person under supervision's body, other means of monitoring used by the supervising team and additional means required for operating the monitoring equipment.

4.6.2 The listed requirements do not include all IPS requirements, and this list should not be seen as a list of demands detailing all requirements.

4.6.3 The unit at the supervised area – Base Unit

4.6.3.1 The unit shall include the ability to separately monitor and locate several persons under supervision at the same site.

- 4.6.3.2 The unit shall include a sensor to detect movement / damage /attempt to mechanically damage the Base Unit and provide an alert.
- 4.6.3.3 There should be a capability to define several electronic bracelets (separately identify) on one unit.
- 4.6.3.4 There should be an ability to make outgoing telephone calls via the unit to only one defined telephone number at the push of a button.
- 4.6.3.5 There should be a capability to receive incoming telephone calls from any telephone directly to the unit's telephone (without adding an area code/ delay etc.).
- 4.6.3.6 There should be an ability to receive a clear loud ring when accepting a call to the unit and capability to change the type and volume when necessary.
- 4.6.3.7 The unit is required to have a display screen that will include a clock showing Israel Standard Time synchronized with the system's clock (on which the persons under supervision shall rely upon for leaving/returning from a window approved for them by a court decision.
- 4.6.3.8 Information concerning window of the person under supervision for that day and next day (if exists) shall appear on the display screen.
- 4.6.3.9 Option of adding a camera to the unit that facilitates viewing only when making a telephone call of the person under supervision and/or events that require the photographing of the person under supervision and/or other relevant entities (the use of the camera is required to be under the control of the person under supervision in accordance with the demands of the person making the call with the person under supervision.
- 4.6.3.10 Possibility of adding biometric facial recognition.

4.6.3.11 Option to add biometric fingerprint recognition including initial entry – enrolment.

4.6.3.12 The possibility that at the same time of receiving an unusual indication (exiting the monitored area) an automatic telephone call will be made to a telephone number as will be defined.

4.6.4 Electronic Bracelet

4.6.4.1 The electronic bracelet shall be fastened and locked to the hand or leg of and the person under supervision and facilitate monitoring.

4.6.4.2 The electronic bracelet shall include the capability of locating the whereabouts of the person under supervision, this locating capacity shall facilitate the receipt of an alert signaling an exit from the monitored area and/or tracking the person under supervision who has breached the supervision conditions.

4.6.4.3 The electronic bracelet must be waterproof and allow for a constant flow of water on it/ alert indication. Waterproof rating of IP67.

4.6.4.4 Proper operation is required when the electronic bracelet of the person under supervision operates at all levels of activities performed by the person under supervision, including covering the electronic bracelet with clothing, blankets.

4.6.4.5 The electronic bracelet will be as small and comfortable as possible and have a built-in protective cover to prevent damage.

4.6.4.6 The electronic bracelet's clasp will be strong and non-removable by hand and hand household tools.

4.6.4.7 The electronic bracelet will contain a unique lock that allows its opening only by authorized persons.

4.6.4.8 There should be a capability to adjust the size of electronic bracelet for the person under supervision -hand/leg small/large including the

capacity to significantly lengthen/shorten the electronic bracelet in exceptional cases.

4.6.4.9 The electronic bracelet shall contain as many sensors, as possible, of the following types: body temperature sensor, heart rate sensor, electronic bracelet opening and tampering detection sensor, shock and tremor sensor, In the event of an exceptional event (as will be defined) the electronic bracelet shall provide an alert in real time,

4.6.4.10 There should be an ability to uniquely identify the electronic bracelet and match it to a person under supervision by activating a mobile application

5. Submitting a Response to the Request

5.1. The response will be in English.

5.2. Respondents will submit a complete and detailed response document to the request that will contain, among other things, the information and data as detailed below:

5.2.1 Description of the proposer, capabilities, knowledge, and experience.

5.2.2 Description of the technology / system / means of electronic monitoring.

5.2.3. Technical specifications of the system / means of electronic supervision.

5.2.4. Reference to the requirements in the request document as defined in section 4.

5.2.5. Any additional information that could assist the IPS make decisions for the implementation of the proposed response.

5.3. Respondents will also submit a response in accordance with the format detailed in Appendix "A".

Appendix “A” – Format for Submission of a Response

1. General Details

Information relating to this section should be completed by the relevant entity who submits the response.

No.	Required Information	Response- the respondent shall enter the required information in this column
1	Name of respondent/Company	
2	Address of respondent	
3.	Website of the respondent	
4.	Details of Company’s Contact Person	Full Name:
5.		Telephone
6.		Cell Phone:
7.		Email:
8.	Founding date of the Company	
9.	Number of professional employees	
10.	Company’s areas of business	
11.	Company’s annual overall turnover for the last 3 years (Optional)	
12	Please detail experience in the field of Electronic Monitoring: Integrator/Supplier of Services/Manufacturer	
13.	Projects in the area of Electronic Monitoring (Please provide details of the Project: Location, Client	Technical Specification Document of the Electronic Monitoring Projects must be attached, Project Execution Time, Size of Project, Number of Persons Under Supervision, Contents of Project performed by the Company, Project’s Budget

2. Company’s Capabilities

No.	Required Information	Response- the respondent shall enter the required information in this column or attach documents for each subject
1.	Description of the respondent’s engineering/planning layout (human resources, equipment and experience)	
2.	Description of the respondent’s software development layout	
3.	Description of the respondent’s information security layout	
4.	Description of service and support centers (belonging to the respondent, subcontracting, service times) Please detail experience of service centers in Electronic Monitoring	

3. Types of Contracts and Estimated Costs

No.	Required Information	Response- the respondent shall enter the required information in this column or attach documents for each subject
1.	Information on Operational Leasing Contracts	
	Information should include estimation of required one-time costs, estimates of ongoing costs, estimated costs of purchasing the system on termination of the lease, lease conditions and any other information that will assist IPS in deciding.	
2.	Information on contracts for purchasing the system and maintenance services by IPS Information should include estimation of the costs of the system's components, estimates of operation and maintenance costs, costs of developing interfaces for the IPS information system.	
3.	Information on contracts purchasing electronic monitoring Services Information relating to the estimated costs for the service.	
4.	Respondent's proposal for a different manner of entering into an agreement	
5.	Estimated costs of DTE (Data Terminal Equipment (electronic bracelet, accessory equipment, accessories etc.)	

4. Description of Proposed System and Response to the Requirements

The respondents shall detail the necessary information and data on the proposed system. The respondents, if demanded, shall attach detailed technical documents listing the system's capabilities, performances and technical data.

No.	Subject	Required Information	Remarks
1.	Locating and Monitoring System	<ul style="list-style-type: none"> - Description of the system and all its components: capabilities, functionality, displayability, performances - maximum number of events that the system allows to handle and response times, retrieval and investigation of BI components and reports, software components, hardware components, WEB application, mobile data base application etc. - Description of survival and backup capabilities. - Description of interface to the means of supervision. - Description of interface to the persons under supervision management system. - Date of system development. - Details of the latest software version. - Implications of the system being in Hebrew 	Attach System Number

		<ul style="list-style-type: none"> - API specifications - List of Customers 	
2.	Means of Supervision	<ul style="list-style-type: none"> - Description of all means of supervision. - Technical Specification of means of supervision. - Specific reference to the electronic bracelet concerning safety, compliance with environmental conditions, protection etc. 	
3.	Communications Infrastructure	Details of the required communications infrastructure for Operating the system and all its components	
4.	Information Security /Cyber	Description of the system's information security components	
5.	Legality	Detail the system's compliance with Israeli legal provisions or any other venue	
6.	Standards	Detail the system's compliance and all its components with Standards	
7.	Response to existing gaps in the System as detailed in sections 3.5.in the document	The respondent should provide a detailed response regarding the gaps listed in Section's 3.5.1 – 3.5.8.	
8.	Response to Requirements as defined in Section 4	The degree of the proposed system's suitability to each requirement should be detailed. If there is only a partial response or no answer, please specify what are the implications, if any of giving a full response.	