



APPRISS[®]
INSIGHTS

TECHNICAL PROPOSAL

Response to RFP:

Statewide Victim Information and Notification System

Submitted by:

Appriss Insights, a division of Appriss Inc.
9901 Linn Station Rd
Louisville, KY 40223

Submitted to:

Iowa Department of Justice,
Crime Victim Assistance Division
Lucas State Office Building
321 E. 12th Street
Des Moines, Iowa 50319

Contact:

Ms. Joyce Karrfalt, Client Relationship Manager
Appriss Insights
jkarrfalt@appriss.com
(502) 815-5873



LETTER OF TRANSMITTAL

October 24, 2019

Ms. Brynne Howard
Iowa Department of Justice
Crime Victim Assistance Division
Lucas State Office Building
321 E. 12th Street
Des Moines, Iowa 50319

RE: RFP; Statewide Victim Information and Notification System

Dear Ms. Howard,

Appriss is pleased to submit this response to the Iowa Department of Justice, Crime Victim Assistance Division’s (“CVAD”) RFP for a Statewide Victim Information and Notification System. We hereby confirm our acceptance of the “**Contractual Terms and Conditions**,” as outlined in Section 6 of the original RFP. Except where otherwise noted in **Attachment 5**, Appriss additionally confirms that it accepts the provisions stated in the “**Professional Services Agreement**,” provided by CVAD in the original RFP package.

Appriss has been delivering statewide public safety solutions since 1994 and has delivered similar victim notification solutions across 48 states, including Iowa. Appriss is the only company with experience providing comprehensive victim notification services for the State of Iowa. VINE was first implemented in Story County in 2006. In the same year, Appriss signed a contract with the Iowa Office of the Attorney General to develop the statewide automated victim notification system known as IowaVINE. Over 13 years later, Appriss continues to provide this life-saving service to crime victims in the State of Iowa.

Appriss values its partnership with CVAD and is appreciative of the opportunity to continue to serve the victims of Iowa through automated notification services. For questions or additional information, please contact Ms. Joyce Karrfalt, Client Relationship Manager, at (502) 815-5873 or email jkarrfalt@appriss.com.

Sincerely,



Joshua P. Bruner
Executive Vice President, Appriss
9901 Linn Station Road / Louisville, KY 40223
t: (502) 815-5642
f: (502) 212-0861
jbruner@appriss.com

Introduction

To fully respond to and comply with the requirements set forth in CVAD’s request for proposal, Appriss will present aspects of its newly architected platform.

VINE is offering a new experience, going beyond notifications, and facilitating a greater degree of information sharing between public servants, victims, and service providers. It offers a suite of new and augmented features, incorporating self-service functionality, and providing the end-user with the ability to select preferred pathways of communication. The new platform brings transformative benefits to victims, survivors, and service providers alike.

VINE (Victim Information and Notification Everyday)

Appriss’ flagship product, VINE, is the nation’s leading automated victim notification system. VINE makes it easy for victims and concerned citizens to obtain timely information about criminal cases and the custody status of offenders held in local jails or state prisons. In 1996, Appriss collaborated with the Commonwealth of Kentucky to develop the first statewide victim notification program. VINE is now providing peace of mind to users in 48 states, covering more than 3,000 communities. Appriss is the current statewide victim information notification system provider for the citizens of Iowa.

Appriss is pleased to offer Iowa the opportunity to migrate within this award period to this re-imagined VINE platform to further empower and address the needs of crime victims.

Our Victim-Centric Mission and Victim-Informed Approach

Appriss’ commitment to informing, protecting, and empowering victims and survivors is a very personal one. Appriss was born out of a tragedy of the very worst kind. In 1993, Mr. and Mrs. John and Pat Byron—Louisville, Kentucky residents—upstanding citizens working and raising two loving daughters—lost one of these daughters. Mary, the younger of the two, had been brutally raped and assaulted by a former partner who was subsequently incarcerated for these crimes. Two weeks later, *unbeknownst to Mary and her parents*, he was able to post bail and was released. He then stalked and murdered Mary as she warmed up her car after work on the evening of her 21st birthday.

Local entrepreneur Mike Davis, father of two young daughters himself, was so profoundly impacted by these horrific events, that he dedicated his life to giving victims immediate access to their offenders’ custody status information. He couldn’t bear to see another parent mourn their child over something so *preventable*. Mike co-founded VINE and today remains the CEO of Appriss. Launching in a single Kentucky county in 1994, VINE is now keeping victims safe in every corner of our nation. Since our humble beginnings, VINE has delivered over **776 million** notifications, and climbing each second.

As an unwavering champion for victims and survivors of crime, Appriss is deeply committed to supporting this community in a number of different ways both inside and outside of Appriss that further our corporate mission of *Knowledge for Good*.

Victim Notification

As the developer of VINE, Appriss has been providing automated victim notifications—a most critical victim service—for over two decades. Our call center representatives speak with victims throughout each day. In order to appropriately and respectfully converse with this vulnerable population, Appriss requires that all representatives continually receive victim sensitivity training by a credentialed professional.

The Evolution of VINE

With the ever-increasing prominence of mobile devices, social media, and web services, VINE is advancing beyond notifications. Coupled with the continued maturation of the victim services field and the roadmap for its future laid out by the [Office of Victims of Crime \(OVC\)](#) in its [Vision 21 report](#), Appriss recognized that an entirely new design paradigm was necessary to provide crime victims access to critical services in the digital age. In 2015, Appriss began a journey with internal and external customers with the four main focus areas of focus:

1. Empowering victims through self-advocacy
2. Bridging the gap between victims and service providers
3. Enhanced search experience for victims
4. Improved Program Manager/VINEWatch functionality

Victim-Informed Product Development

An exciting evolution taking place at Appriss today relates to talent and dedication housed in our evolving Product Development Team. Their individual and collective focus on the user experience is progressive, deliberate, disciplined, and tested in the areas of survivor safety, collective concerns, and ease of use. The Product Team, in conjunction with our Client Relations Team, has increasingly focused their efforts on victim and survivor outreach, where appropriate. This invaluable, straight-from-the-source intelligence informs our engineers on what *exactly* victims and survivors need to connect with the vast number of resources available to them. This “human-centered product design process” ensures the Team retains a continued focus and consideration of victims’ needs foremost, at all times. Please refer to [Attachment 4](#) for the Product Team’s Design Toolkit that includes the process, approach, and methods used in their work.

“The icing on the cake was receiving a VINE notification that the offender had been transferred from the county jail and into the Washington state corrections system.”

Stalking survivor, public speaker, and founder of [Stand Up Resources](#), Anna Nasset, after her offender was sentenced for his crimes.

Making this thorough effort to understand the actual (versus perceived) impact is what takes VINE to the next level. When we are honored to listen to a survivor’s story, or one that is shared by a family member, it is mind- and heart-expanding. It allows us to tailor our technologies to meet survivors where they are and help connect them where they need to go for assistance. Additionally, Appriss has many team members who identify as survivors—drawn to Appriss’ mission and values; their contributions, opinions, and viewpoints are a tremendous asset to our business and mission.

“Our disciplined approach to product creation ensures we focus on designing and creating world-class solutions for victims, survivors, and all users of VINE. It enables our teams to be reliant on an informed process backbone, so we can think harder about the ‘what’ and not the ‘how!’”

**Elizabeth Spilman,
Director of Product Management**

Guided by its technical expertise and knowledge of the victim services landscape, Appriss also partners with its state customers to improve efficiencies, outside of VINE, that strengthen victim support services and provide further safety information for victims and their communities. Examples of such projects include improving the way state-mandated records are updated, disseminated, and utilized by the criminal justice system, and partnering with other law enforcement tech developers to integrate VINE onto their public safety platforms.

Technology for Good: Appriss’ Dedicated Data Science Team

Appriss was founded over 20 years ago with a very simple belief: technology can do a lot of good in society.

Today, Appriss is made up of teams of technology experts and data scientists who are driven to solve complex societal and business problems. Through three distinct business units, [Appriss Insights](#) (formerly Appriss Safety), [Appriss Health](#), and [Appriss Retail](#), we provide proprietary data and analytics solutions to effectively and efficiently address risk, fraud, security, safety, and compliance issues for government and commercial enterprises worldwide. We are unequivocally passionate about solving some of the most urgent and complex challenges for society and business – from fighting corporate and retail fraud, to battling the opioid epidemic, to keeping victims of violent crime safe and informed.

We partner with our customers to gain a deep understanding of the problems they face and equip them with technology and science-based solutions that enable them to identify patterns and adapt their processes and organization to address them.

Some examples of our Data Science Team’s work include:

- A state attorney general engaged Appriss to study domestic violence trends, analyzing these trends against recidivism rates. The goal was to determine program effectiveness and the findings from this study may be leveraged to help design more effective rehabilitation tactics for domestic violence offenders. Additionally, assessing the potential risk for re-offense via predictive analytics provides another safety measure that benefits victims and facilitates appropriate action plans for offender treatment.
- Sheriffs and their professional associations across the country have sought collaboration with Appriss’ data science experts to better understand the need for comprehensive analytics with regard to their jails. Our team is tackling systemic issues such as jail overcrowding and ensuring the right people are incarcerated for the right reason for the right length of time.

Recognizing requirements for informing sheriffs, their communities, and the legislature on trends around bookings, offenses, demographics, and timeframes has provided Appriss yet another opportunity to further our mission and support statewide public safety initiatives.

The Mary Byron Project



The murder of Mary Byron in 1993 was the impetus for the development of VINE. In 2000, Appriss executives provided the seed capital and worked with Mary’s parents and other victim advocates to establish the [Mary Byron Project](#) (MBP), a public non-profit focused on addressing the root causes of domestic violence. MBP seeks out ideas that extend beyond crisis management and funds new, innovative solutions. They are a nationally recognized thought leader in the field of domestic violence. Over the last 18 years, MBP has raised and awarded over \$1 million to organizations that demonstrate innovative, proven solutions.

In 2019, inspired in part by their prior work in supporting legislative and judicial change that benefitted victims of intimate partner violence, MBP has added a [new focus](#). Under incoming Executive Director and former prosecutor, Dorislee Gilbert, the non-profit will pursue a new legal project, centered largely on appellate advocacy for victims of intimate partner violence. We are proud to continue to partner with the Mary Byron Project, as it expands its reach, providing legal support to victims and survivors of intimate partner violence who are wrongly denied protection of the law in court.

Our Commitment to Preventing Victimization

Appriss’ roots are in victim services. VINE is a powerful tool designed to protect millions of victims and survivors each year through the power of real-time information. VINE provides peace of mind *after* a crime has taken place. While still the core tenant of our company, Appriss has realized that it is in a position to expand the way it provides *Knowledge for Good*—benefiting more citizens, workplaces, and communities by potentially preventing certain crimes before they occur.

Ms. Sue Weaver was raped and murdered in her Florida home in 2001 by an in-home service worker. She had contracted with a well-known department store to have her air ducts cleaned; and, unbeknownst to Sue, the store then subcontracted the work out to a twice-convicted sex offender who had not been subject to a background check. This man should have never been allowed to enter customers’ homes. Sue’s sister, Lucia, a staunch background check advocate and founder of [Sue Weaver CAUSE](#), has [allied with Appriss](#) to raise awareness and further this mission of timely, accurate, and comprehensive background checks for all employees.

“Appriss’ mission, of Knowledge for Good, resonated heavily with me. I got to thinking about all the horrific, preventable stories I’ve heard and witnessed over the years, and Appriss gave me so much hope for a future with less ‘what ifs’...This is revolutionary.”

**Lucia Bone,
Sister of Sue Weaver &
Founder of Sue Weaver CAUSE**



Cathy "Sue" Weaver

Sadly, Sue’s story is not isolated. Today, one in five people have a criminal record, and workplace violence is on the rise. Appriss works to prevent tragedies like Sue’s by equipping background screening providers with incarceration information that is historical, nationwide, and available in real-time. Through Appriss, providers are able to offer their customers strengthened pre-hire criminal background screens and continuous post-hire arrest monitoring.

At Appriss, complete pre-hire background checks are performed on each and every employee. We know that risks are blind to industry, job title, and organizational tenure. As such, we made the decision to apply continuous monitoring to Appriss’ entire workforce. The thought process is simple, if we are going to be the stewards of such a high volume of sensitive data, we must take every precaution available to us to mitigate workforce risk. Continuous monitoring also helps us facilitate a safer work environment—an invaluable benefit—and helps us uphold our “ICARE” values: Integrity, Customer-Driven, Accountability, Respect, and Excellence.

“We aren’t out to ruin reputations. The idea here is not to be punitive—just to be safe and keep bad actors out of our organization. Explaining it this way to our employees was important. It resonated with them.”
Jeff Byal, Appriss CFO

Victim Services Organizations

Appriss supports many state and national victim services organizations. We are a regular sponsor at various organizations’ conferences, and are often invited to educate attendees on the benefits of VINE. We regularly support organizations such as The National Organization for Victim Assistance (NOVA), End Violence Against Women International (EVAWI), The National Center for Victims of Crime (NCVC), and the National Association of Victim Assistance in Corrections (NAVAC). Appriss also supports The National Sheriffs’ Association (NSA), and has annually sponsored its Crime Victim Services Award for the last 12 years. The award recognizes outstanding achievement by a sheriff’s office in support of victims.

“I am such a fan, such an advocate, such a firm believer in VINE... I tell anyone who works with victims in any way: ‘You need to know about VINE. VINE puts the power back into victims’ hands, allowing them to plan for their safety and the safety of those they love.’”
Chief Justice Richard Barajas,
NOVA Executive Director (ret.)

Appriss is pleased to respond to the Iowa Department of Justice, Crime Victim Assistance Division’s (CVAD) request for proposal for a Statewide Victim Information Notification System. As a valued and established client, we remain committed to meeting the current and evolving needs of CVAD. We are excited for the potential opportunity to continue our partnership to serve victims of crime in Iowa.

3.3.2 Respondent background information

The Respondent must provide the following general background information:

- .1 Name, address, telephone number, fax number, and e-mail address of the Respondent including all d/b/a’s, assumed, or other operating names of the Respondent and any local addresses and phone numbers.**

Name: Appriss Insights (a business unit of Appriss Inc.)

Address: 9901 Linn Station Road / Louisville, KY 40223

Telephone: (866) 277-7477

Email: info@apprissafety.com

- .2 Form of business entity, e.g., corporation, partnership, proprietorship, limited liability company.**

Appriss is legally structured as a corporation.

- .3 State of incorporation, state of formation, or state of organization.**

Delaware, U.S.A.

- .4 The location(s) including address and telephone numbers of the offices and other facilities that relate to the Respondent’s performance under the terms of this RFP.**

N/a.

- .5 Number of employees.**

Appriss Inc. employs approximately 900 individuals. Appriss Insights employs approximately 480 individuals.

- .6 Type of business.**

Appriss is a SaaS technology provider to the field of victim services, offering a broad range of data-driven solutions that strengthen public safety initiatives.

.7 Name, address, telephone number, and e-mail address of the Respondent’s representative to contact regarding all contractual and technical matters concerning the Proposal.

Name: Ms. Joyce Karrfalt, Client Relationship Manager

Address: 9901 Linn Station Road / Louisville, KY 40223

Telephone: (502) 815-5873

Email: jkarrfalt@appriss.com

.8 Name, address, telephone number, and e-mail address of the Respondent’s representative to contact regarding scheduling and other arrangements.

Name: Ms. Joyce Karrfalt, Client Relationship Manager

Address: 9901 Linn Station Road / Louisville, KY 40223

Telephone: (502) 815-5873

Email: jkarrfalt@appriss.com

.9 The successful Respondent will be required to register to do business in Iowa before payments can be made. If already registered, provide the date of the Respondent’s registration to do business in Iowa and the name of the Respondent’s registered agent. For vendor registration documents, go to: <https://das.iowa.gov/procurement/vendors/how-do-business>

Appriss is registered to do business in Iowa.

Date of registration: November 4, 2004

Registered agent: CT Corporation System

.10 The number of lawyers, technology, and other support staff in each of the Contractor’s offices.

Appriss provides an unprecedented support structure to facilitate the overall success of Iowa VINE program. Roughly 480 employees of various specialties work together to support VINE, making it the industry leader it is today. This includes Appriss’ 7-person Legal Team and 285-person Technology Team (software engineering, data science, information technology). Additionally, Appriss offers around-the-clock service and support via its 80-person call center. Our Customer First Center (or, “CFC”) provides VINE data support to state customers (see #3, below) and user support to victims, survivors, and concerned citizens who call in from across the nation.

Appriss prides itself on recruiting and retaining highly talented and motivated professionals from across the country and empowering them to succeed. Members from teams across the organization contribute to supporting the initiatives of CVAD throughout the life of its contract. These functional teams include:

1. Client Relations (Business Management)

Appriss has designated a Client Relationship Manager (CRM) to serve as CVAD’s primary point of contact for customer-related initiatives, projects, and technical support. The CRM is accessible to CVAD 24/7/365 and is tasked to ensure the overall satisfaction and success of the Iowa VINE solution. The CRM serves as CVAD’s internal representative at Appriss, leading efforts with cross-functional teams to address CVAD’s needs in a timely manner and to their satisfaction. Working closely with the CRM is a designated Account Specialist who reports to the CRM and works closely with Appriss’ internal support teams, monitoring progress and supporting daily operations.

2. Marketing and Training

Appriss offers marketing support designed to ensure the program effectively reaches and resonates with crime victims and service providers in Iowa. Appriss’ Marketing and Client Relations teams work collaboratively with VINE customers on tailored public relations, marketing, and training initiatives.

The CRM will continue to work directly with CVAD to understand and meet its specific marketing support needs, with the goal of maximizing exposure and utilization of the VINE service in Iowa.

Marketing materials, such as brochures, posters, promotional items, and communication templates are provided to aid in promoting VINE awareness. The Marketing and Client Relations teams work closely with clients to ensure a positive media presence surrounding VINE and to promote updates and advancements in the service.

Appriss will continue to offer and provide customized training at participating Iowa agencies, as requested, on a mutually agreed-upon schedule.

3. Technical Support

Appriss offers data support 24/7/365 through its CFC. CFC staff respond to alarms from the monitoring systems that indicate when data transmission has been interrupted. If CFC Data Support staff is unable to resolve the issue, they place the organization into outage, notification is sent to designated contacts, and the incident is escalated to the Quality Control Team for further investigation. If the Quality Control Team is unable to resolve the incident, or if a change to the software is required, it is escalated to the Product Deployment Team for resolution. Technical Support teams work closely with additional Appriss teams, including the Client Relations Team, to help ensure the overall quality, experience, and service for CVAD.

4. Project Management/Implementations

Providing automated victim notification solutions over the past 2+ decades, Appriss has completed a multitude of implementations, enhancements, and modifications. As such, Appriss has dedicated project teams that work closely with key stakeholders to ensure all applicable business requirements are documented within an approved “Scope of Work.” These designated resources have extensive cross-functional expertise, allowing them to easily monitor the overall progress of the project, report to internal and external stakeholders the health and progress of the project and/or implementation, work closely

with stakeholders to mitigate any potential risks, allocate and assign resources, and facilitate overall success.

5. *Reporting and Monitoring*

Appriss employs designated professionals who specialize in automated monitoring and reporting applications. CVAD will have the ability to run numerous reports related, but not limited to: data availability, platform functionality, platform statistics, and service level standards. These professionals work closely with the Client Relations Team to ensure CVAD has timely information and high visibility into the success of the platform.

If re-awarded the IowaVINE contract, Appriss will continue to provide CVAD detailed reporting and monitoring capabilities.

.11 Name, contact information, and qualifications of any subcontractors the Respondent proposes to use in providing goods and/or services required by the RFP and the nature of the goods and/or services the subcontractor would perform.

N/a. Appriss, as a true SaaS provider, maintains the entire infrastructure required to deliver services to its users. Since this infrastructure serves a large number of states, many of which have strict limitations on subcontracting and management of sensitive state data assets, it must be centrally located and self-contained. Subcontracting outside of this nationally established model is not prudent, cost-effective, or in the best interest of Appriss customers.

3.3.3 Experience

The Contractor must provide the following information about its experience:

.1 Number of years in business.

Originally known as Interactive Systems and The VINE Company, Appriss Inc. was founded by Messrs. Mike Davis and Yung Nguyen 25 years ago. The two worked with Jefferson County, Kentucky government officials to develop the nation’s first automated victim information and notification system after the murder of a young Louisville woman named Mary Byron. Davis and Nguyen unveiled VINE in 1994, exactly one year after Mary’s murder.

.2 Number of years of experience in providing the types of goods and/or services sought by the RFP.

Appriss has been providing automated victim notifications for 25 years—since its inception in 1994.

.3 The level of technical experience in providing the types of goods and/or services sought by this RFP.

Founded in 1994, Appriss is the original provider of automated victim notification services. As the nation’s leading automated victim notification solution, VINE delivers more than 43 million notifications to registrants annually.

Technical Experience

For 25 years, Appriss has been collecting, transforming, and importing data from disparate sources, including jail management systems, departments of corrections, court management systems, and probation and parole. Appriss has developed over 2,500 exchanges with approximately 300 different vendors. Our experience in criminal justice also allows us to standardize data from largely unstandardized sources.

Appriss is highly experienced with cloud-based software development and agile development methodologies. Appriss used NIEM in its pre-release format, GJXDM. When NIEM was adopted, Appriss converted from using GJXDM to the NIEM 2.0 model in 2007 for data exchanges that would support NIEM model. Since 2007, Appriss has embraced and used NIEM for exchange of data wherever possible. This has provided Appriss with extensive experience with NIEM validation, modeling and mapping.

Internally, Appriss integrates extensive testing of internal and external interfaces into its development and deployment processes—commonly using SoapUI to perform interface validations related to requirements and documented APIs, particularly with SOAP-based interfaces.

Appriss works daily with the development and operation of network/internet-based services—internally and with customers and vendors in the roles of service and client. Appriss provides SOAP and REST interfaces to many of its solutions within the law enforcement and pharmaceutical domains. Aggregate data is commonly provided back to data owners via standard format based on XML, NIEM, NDEx, and JSON using SOAP, REST, and SFTP—based on scheduled batch cycles or triggered events.

Information Security

At Appriss, security and integrity are not only important, but fundamental to the success of our business and essential in maintaining our clients’ trust. We are committed to excellence and believe that we owe our clients the assurance, from qualified, independent auditors, that our security controls are reviewed and tested annually, and that they meet or exceed industry best practices.

Given the sensitivity and breadth of its data, Appriss fully recognizes the importance of data security and utilizes the Criminal Justice Information Security (CJIS) Policy, as well as the Service Organization Controls (SOC) Trust Service Principles to guide its overall information security program.

Appriss has successfully completed the second and final SOC 2 examination—the SOC 2 Type 2. The SOC 2 Type 2 relates to the availability, integrity, and confidentiality principles defined by the American Institute of Public Accountants (AICPA). The SOC 2 Type 2 audit report is an internal controls report that captures how Appriss Safety

safeguards customer data, how well those controls are designed, and how efficiently they are operating. The certification included independent testing of security controls related to Appriss-owned data centers, policies, people, and systems.

.4 A description of all goods and/or services similar to those sought by this RFP that the Respondent has provided to private and governmental entities. For each similar project, the description must include:

(a) Project title;

All projects listed in the table below relate to our VINE service and are titled as such.

(b) Project role (prime contractor or subcontractor);

Appriss is the prime contractor on all projects listed in the table below.

(c) Start and end dates of service;

Start dates for each project are listed in the table below. Each state’s service is active.

(d) Contract value;

Contract values are based on the terms and conditions required by each individual state.

Much like Iowa’s contract provision, we are not able to discuss the terms of customer agreements without their specific consent.

(e) General description of the scope of work;

Although details and specifics vary, at the core and foundation of each project listed below is the implementation of the VINE system in that state.

VINE is a SaaS (Software as a Service) solution that lets victims of crime and other concerned citizens access timely and reliable information regarding offenders. It is offered free of charge to registrants, is completely confidential, and features multiple language support. VINE is accessible by website, mobile device, or telephone; registrants can choose to receive notifications by telephone, SMS (text), email, or in-app notification. Sensitivity-trained victim service representatives are available to the public 24/7/365.

Note on data privacy: *Any victim information provided to Appriss in connection with requests for notification is held strictly confidential, and will NEVER be shared with anyone outside of our VINE services, or used for any purpose other than to provide you with the VINE services.*

See our proposed implementation timeline for CVAD in the [Specifications](#) section, [#2.11](#).

(f) Whether the goods and/or services were provided timely and within budget; and

Services are deployed upon a mutually agreed-upon schedule and within the pricing documented upon contract signing.

(g) Contact information for the client’s project manager including address, telephone number, and email address.

See our response to [Question 3.3.3.5](#) for a list of references and their contact information.

State VINE Solutions

Appriss provides automated victim notification services to government entities across the United States. The table that follows illustrates Appriss’ long-standing history of providing VINE services to its customers.

STATE	VINE SERVICE	YEARS ACTIVE
AK	Alaska Statewide ☆	1998 - present
AR	Arkansas Statewide ☆	1998 - present
CA	California Jails☆	2007 - present
CO	Colorado Jails	2007 - present
DE	Delaware Statewide ☆	2007 - present
FL	Florida Statewide ☆	2002 - present
HI	Hawaii Statewide	2008 - present
IA	Iowa Statewide	2006 - present
ID	Idaho Statewide ☆	2006 - present
IL	Illinois Statewide	2001 - present
KY	Kentucky Statewide	1996 - present
IN	Indiana Jails	2006 - present
KS	Kansas Jails	2015 - present
LA	Louisiana Statewide ☆	2002 - present
MD	Maryland Statewide ☆	2000 - present
MI	Michigan Statewide ☆	1999 - present
MN	Minnesota Jails	2001 - present
MO	Missouri Statewide	2001 - present
MS	Mississippi Statewide ☆	2007 - present
MT	Montana DOC	1997 - present
NC	North Carolina Statewide ☆	1998 - present

Iowa Department of Justice, Crime Victim Assistance Division (“CVAD”)
 Response to RFP: Statewide Victim Information and Notification System

STATE	VINE SERVICE	YEARS ACTIVE
ND	North Dakota Statewide ☆	2008 - present
NE	Nebraska Statewide	1998 - present
NH	New Hampshire Statewide☆	2019 - present
NJ	New Jersey Statewide ☆	2004 - present
NM	New Mexico Statewide	2009 - present
NV	Nevada Statewide ☆	2010 - present
NY	New York City DOC ☆	1998 - present
NY	New York State Jails ☆	1998 - present
NY	New York State DOC Services ☆	1998 - present
OH	Ohio Statewide ☆	1998 - present
OK	Oklahoma Statewide	2006 - present
OR	Oregon Statewide	2001 - present
PA	Pennsylvania Statewide	2007 - present (jails) 2009 - present (DOC)
RI	Rhode Island Statewide	2001 - present (DOC)
SC	South Carolina Statewide	2000 - present (DOC) 2008 - present (jails)
TN	Tennessee Jails TN DOC is under contract	2008 - present 2017 - present
TX	Texas Jails ☆	2001 - present
UT	Utah Statewide ☆	2003 - present
VA	Virginia Statewide ☆	1999 - present (DOC) 2006 - present (jails)
VT	Vermont Statewide	2008 - present
WA	Washington Statewide ☆	2006 - present
WI	Wisconsin Jails	2008 - present (jails)
WV	West Virginia Statewide☆	2019 - present
WY	Wyoming Statewide	2006 - present

☆ - Represents states that have either implemented or contracted enhanced VINE.

In addition to those states listed above, Appriss launched enhanced VINE in the U.S. Territory of Guam in September 2019.

- .5 Letters of reference or detailed contact information from three (3) previous customers or clients knowledgeable of the Respondent's performance in providing goods and/or services similar to those sought in this RFP, including a contact person, telephone number, and email address for each reference. CVAD prefers that Respondents submit letters of reference for services that were procured using a competitive selection process.**

Reference 1 – State of Arkansas

Organization:	Arkansas Crime Information Center ("ACIC")
Address:	322 South Main Street, Ste. 615 Little Rock, AR 72201
POC Name / Title:	Rick Stallings, Operations Director - CSO
Telephone Number:	(501) 682-7409
Email Address:	Rick.Stallings@acic.arkansas.gov
Dates of services:	1998 - present
Description of services:	Statewide VINE and VINE Courts implementation and ongoing support

Reference 2 – State of California

Organization:	California State Sheriffs' Association
Address:	1231 I St. #200, Sacramento, CA 95814
POC Name / Title:	Carmen Green, Executive Director
Telephone Number:	(916) 375-8000
Email Address:	cgreen@calsheriffs.org
Dates of services:	2007 - present
Description of services:	Statewide enhanced VINE and ongoing support

Reference 3 – State of Washington

Organization:	Washington Association of Sheriffs and Police Chiefs (WASPC)
Address:	3060 Willamette Dr NE Ste 200, Lacey, WA 98516
POC Name / Title:	Jamie Weimer, Projects and Programs Manager
Telephone Number:	360.486.2419
Email Address:	jweimer@waspc.org
Dates of services:	2006-Current
Description of services:	Statewide enhanced VINE and ongoing support

3.3.4 Termination, debarment, litigation, and investigation

The Respondent must provide information on whether any of the following conditions or circumstances are applicable to the Respondent—or a holding company, parent company, subsidiary, or intermediary company of the Respondent—during the past five years. If any of the following conditions or circumstances apply, the Respondent must state the details of the occurrence set forth below. If none of these conditions or circumstances is applicable to the Respondent, the Respondent must so indicate.

The responses to 1 - 6 below apply to Appriss’ VINE service.

.1 Has the Respondent had a contract for goods and/or services terminated for any reason? If so, provide full details regarding the termination.

In the context of this response, “termination” has been interpreted to reference those customers who provided Appriss notice to discontinue a specific service in accordance with their respective contract agreements. During the past five years, Appriss has received such notice from the following organizations:

- *Iowa OAG for VINE Protective Order service.*
Reasoning: Please reference [Attachment 6](#) for additional information on this particular circumstance, including the documented research conducted by Iowa and Appriss.
- *New Mexico Department of Information Technology for the Enhanced VINE Project.*
Reasoning: The state required extended testing procedures, aimed at producing a specific, desired result. Such testing plans did not align with their grant funding deadlines, resulting in the project’s termination. *New Mexico DOC and jails both continue as a contributing entity to the VINE service.*
- *Alabama Law Enforcement Agency for the VINE service.*
Reasoning: The state cancelled its VINE contract prior to its full implementation, as it was not able to secure the funding previously thought to have been in place.

In addition to those contracts listed above, certain client contracts were not renewed upon their expiration (i.e., there was no contract termination). In the spirit of full transparency, those contracts include:

- The Texas Department of Criminal Justice released an RFP for victim notification services in which Appriss did not submit a proposal; therefore, a renewal was not negotiated.
- Appriss provided a 2.5-year notice to the Minnesota Department of Corrections that it would not continue the ongoing development and operational support of their customized project. Minnesota jails continue as contributing entities to the VINE service.
- Appriss provided a 2.5-year notice to the Wisconsin Department of Corrections that it would not continue the ongoing development and operational support of their customized project. Wisconsin jails continue as contributing entities to the VINE service, and Wisconsin DOC continues as the contract holder.

- .2 Describe any occurrences where the Respondent either has been subject to default or has received notice of default or failure to perform on a contract. Provide complete details related to the default or notice of default including the other party’s name, address, telephone number, and email address.**

None.

- .3 Describe any order, judgment, or decree of any federal or state authority barring, suspending, or otherwise limiting the right of the Respondent to engage in any business, practice, or activity.**

None.

- .4 Describe any damages, penalties, disincentives assessed, or payments withheld, or anything of value traded or given up by the Respondent under any of its existing or past contracts as it relates to goods and/or services provided that are similar to those sought by this RFP. Include the estimated cost of that incident to the Respondent with the details of the occurrence.**

With the exception of minor process-related issues, as defined within Service Level Agreements (SLAs), Appriss has not been subject to any damages, penalties, disincentives assessed, or payments under any of its existing or past contracts related to services performed that are similar to the services sought by this RFP.

- .5 List and summarize all litigation or threatened litigation, administrative or regulatory proceedings, or similar matters to which the Respondent or its officers have been a party.**

None.

- .6 List any irregularities that have been discovered in any of the accounts maintained by the Respondent on behalf of others. Describe the circumstances of irregularities or variances and detail how the issues were resolved.**

None.

3.3.5 Acceptance of terms and conditions

A Contractor’s submission of a Proposal constitutes: (1) acceptance of the terms and conditions, criteria, specifications, and requirements set forth in this RFP and any attachment or amendment hereto, without change; and (2) operates as a waiver of any and all objections to the contents of the RFP and all related terms, conditions and specifications. The Respondent must specifically agree and state in its transmittal letter that the Proposal is predicated upon the acceptance of all contractual terms and conditions stated in this RFP, including, without limitation, § 6 of the RFP and any contract(s) attached to or incorporated by reference into this RFP. If the Respondent objects or takes exception to any term or condition, the Contractor must comply with all of the requirements and procedures stated in

§ 6. *Should the apparent successful Respondent take exception(s) to such terms and conditions, CVAD reserves the right to reject such exception(s) and may elect to terminate negotiations with the apparent successful Respondent. Without limiting CVAD’s rights, CVAD may, in its sole discretion, reject a Proposal where any objection, exception or response materially alters any term, condition or specification of this RFP (including any attachment or amendment hereto), or if the Respondent submits its own terms and conditions or otherwise fails to follow the process described herein.*

Please refer to our [Transmittal Letter](#).

3.3.6 Certification letter

The Respondent must sign and submit with the Proposal the document included as Attachment #1 (Certification Letter) in which the Respondent shall make the certifications included in Attachment #1.

See [Attachment 1](#) for Appriss’ signed Certification Letter.

3.3.7 Authorization to release information

The Respondent must sign and submit with the Proposal the document included as Attachment #2 (Authorization to Release Information Letter) in which the Respondent authorized the release of information to CVAD.

See [Attachment 2](#) for Appriss’ signed Authorization to Release Information Letter.

3.3.8 Firm proposal terms

The Respondent must guarantee in writing the availability of the goods and/or services offered and that all Proposal terms, including price, will remain firm for a minimum of 120 days following the deadline for submitting Proposals.

Appriss guarantees the availability of the goods and/or services offered and that all Proposal terms, including price, will remain firm for a minimum of 120 days following the deadline for submitting Proposals.

3.4 Cost proposal

The Respondent shall provide its Cost Proposal by e-mail separately from the Technical Proposal. See Instructions in Section 4.3 as well as Attachment #4.

Please see our [Cost Proposal](#) that has been submitted, as requested, separately, but in conjunction with this document.

3.4.1 Payment methods

The State of Iowa, in its sole discretion, will determine the method of payment for goods and/or services as part of the Contract. The State Warrant is the preferred payment method. The State of Iowa’s warrant drawn on the Treasurer of State is used to pay claims against departments

of the State of Iowa. The warrant is issued upon receipt of proper documentation from the issuing department.

Respondents shall indicate in their cost Proposals all of the payment methods they will accept. This information will not be scored as part of the Cost Proposal or evaluated as part of the Technical Proposal.

Please refer to our [Cost Proposal](#), submitted in conjunction with this document.

3.4.2 Payment terms

Per Iowa Code section 8A.514, the State of Iowa is allowed sixty (60) days to pay an invoice submitted by a Contractor. Respondents are encouraged to familiarize themselves with Iowa Code section 8A.514.

Appriss acknowledges and accepts this provision.

3.4.3 Respondent discounts

Respondents shall state in their Cost Proposals whether they offer any payment discounts, including but not limited to:

.1 Prompt payment discount

The State can agree to pay in less than sixty (60) days if an incentive for earlier payment is offered.

Please refer to our [Cost Proposal](#), submitted in conjunction with this document.

.2 Cash discount

The State may consider cash discounts when scoring Cost Proposals.

Appriss acknowledges and understands the State’s considerations.

Specifications *(Section 4 of original RFP)*

4.1 Overview

The successful Respondent will provide the goods and/or services to CVAD in accordance with the specifications as provided in this section. The Respondent must address in its Proposal each specification in this section and indicate whether or not it will comply with the specification and provide information or explanation in support of how it will comply with each specification. If the context requires more than a yes or no answer or the section specifically indicates, Respondent shall explain how it will comply with the specification. Proposals must be fully responsive to and address each specification. Merely repeating the specifications may be considered non-responsive and may disqualify the Respondent. Proposals must identify any deviations from the specifications of this RFP or specifications the Respondent cannot satisfy. CVAD may reject any Proposal that deviates from or cannot satisfy the specifications identified in this section.

4.2 Statewide Victim Information and Notification System

The following preferred specifications for the Statewide Victim Information and Notification system must be addressed in each Proposal:

1. General Requirements. The Statewide Victim Information and Notification System must:

1.1. Provide offender custody status information (including whether the offender is in custody, and offender location while in custody) on offenders in all of Iowa’s 99 counties and the Iowa Department of Corrections [hereinafter “the Sites”].

Appriss complies.

Through already established interfaces with Iowa’s 99 counties and DOC, VINE is able to provide custody status information and facility locations for all offenders in custody at these locations.

1.2. Obtain updated data from all 99 counties at a minimum of every fifteen minutes and at a minimum of once every 24 hours from the Iowa Department of Corrections. Data to be collected includes offender full name, aliases, age, date of birth, gender, parole status (even when out on supervised release; for the term of the sentence), offender ID, custody status, charge, contact facility, booking date and offender’s photo. Data should be collected for all offenders in each site.

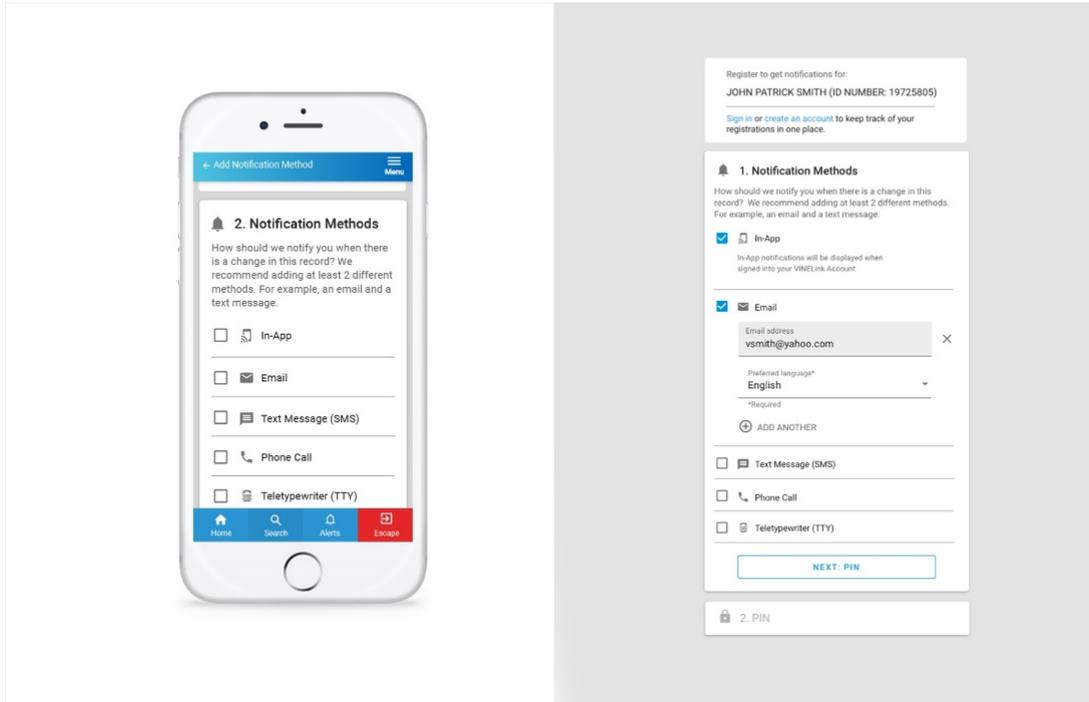
Appriss complies.

Within 15 minutes of a custody change event, that information is sent from the jail management system directly to Appriss. Appriss is able to collect and capture all data (including, but not limited to offender full name, aliases, age, date of birth, gender, parole status [even when out on supervised release; for the term of the sentence], offender IDs, custody status, charge, contact facility, booking date and offender’s photo) provided by the incarceration facility.

1.3. Allow victims and survivors to anonymously register for automated notification of changes in offender status.

Appriss complies.

Victims and survivors are able to access a public portal to anonymously register in a secure manner and be discretely notified of a change in an offender’s status.



1.4. Allow victims or survivors to complete registration using a telephone number, email address or both.

Appriss complies.

Appriss provides a dedicated, toll-free number as well as access to VINELink-- a public website that allows users to search for an offender, obtain information and/or register for offender custody status notifications, delivered via telephone, email, and/or SMS. In-app notifications are an additional option offered on the new VINE platform.

In 2018...
96,643 Iowans created new VINE registrations, totaling **164,003** active registrations in IowaVINE.

1.5. Allow victims and survivors to register by calling a toll-free telephone number or by using a dedicated website.

Appriss complies.

Appriss provides a dedicated, Iowa-specific toll-free number, [1-888-7-IAVINE](tel:1-888-7-IAVINE), that victims and survivors can call to search for an offender, obtain information and/or register for offender custody status notifications. Appriss also provides access to VINELink.com, a public website that allows victims and survivors to search for an

offender, obtain information and/or register for offender custody status notifications.

1.6. Allow notifications to be sent to multiple phone numbers, including cell phones and landlines.

Appriss complies.

Users may register multiple telephone numbers, including cell phones and landlines, to receive notifications on an offender. Other delivery options include email, text message, TTY, and, in-app notifications.

1.7. Allow registered victims or survivors to update, change or cancel their registration information by calling a toll-free telephone number or by using a dedicated website.

Appriss complies.

Through VINE’s toll-free telephone number and/or VINELink (www.vinelink.com), users are able to securely access current registrations to update, change, or cancel their registration information. By calling VINE’s toll-free telephone number, users may access and make changes to their registration information through automated prompts or through a live operator.

1.8. Update any changes in an offender’s location or custody status without requiring registered victims and survivors to update their registration or re-register.

Appriss complies.

To remove the burden from registered victims and survivors to update their registration or re-register, the newly architected VINE solution includes an Appriss-developed, proprietary product component that analyzes all offender and defendant records for participating VINE agencies. When the system identifies matching records, VINE then searches for existing registrations and copies them from the initial record to the matched record using a second proprietary application. When a registration copies, the matched record retains the notification method of the original record. These two unique and powerful tools pair together in the VINE platform to ensure victims and survivors are able to remain informed and aware of movements on interested parties within Iowa. Based on statistics gathered following other states’ migrations to the new platform, Iowa may anticipate a marked increase in registrations (e.g., one such state saw an increase of 250%).

More detailed information on these consolidation and linking solutions can be provided upon contract award.

1.9. Disseminate automated notifications by telephone, the Internet, email and text message 24 hours a day, 7 days a week, 365 days a year to registered victims and survivors within 15 minutes of a custody status change. Respondent proposals must describe the notification pattern for each notification type including the following information:

- 1.9.1. How notification is initiated;**
- 1.9.2. How often notifications on a single event are triggered;**
- 1.9.3. How notifications are stopped;**
- 1.9.4. Whether any confirmation of delivery occurs.**

Appriss complies.

Appriss’ systems automatically update booking and release data from each agency every 15 minutes.* When a status change occurs, that information is sent from the jail management system directly to Appriss. If registrations exist against that offender, notifications will be triggered. Such notifications are being processed and disseminated to registrants 24/7/365.

Telephone notifications can be stopped when the victim or survivor enters their 4-digit PIN that they created when registering for notifications. This signals to Appriss that the call was received and the information was successfully delivered to the intended party. Should the registrant answer the call but fail to enter their PIN, notifications will continue every two hours for the next 24 hours, or until confirmed. If no connection was made, calls will continue every 30 minutes over 24 hours. Notification can be stopped at the end of the call by entering a confidential PIN number and confirming the call. If a calling pattern expires and the call was not confirmed, the call will be marked in the system as “Unconfirmed.” Please note that calling patterns are customizable and can be determined based on CVAD’s specific needs.

In 2018...
491,996 notifications were provided to IowaVINE users through outbound calls, emails, texts, and TTY.

Email and SMS method notifications are one-time-per-event notifications and do not require a PIN.

*Please note that the manner and frequency in which an agency supplies Appriss their custody status information is at the discretion of each agency.

1.10. Allow registered victims and survivors to be able to contact a live operator who is trained in victim sensitivity.

Appriss complies.

Appriss provides 24/7/365 operator support through VINE Services Representatives (VSRs) at our world-class call center—the CFC. Appriss VSR’s are trained annually in victim sensitivity and other relevant areas of focus, such as secondary trauma and crisis management. VSRs are trained by the [Mary Byron Project](#), a nonprofit organization dedicated to breaking the cycle of intimate partner violence.

Appriss VSRs are truly passionate and committed to their work, assisting victims and survivors, often in a time of crisis. They are the “front lines of VINE” and hold their positions with honor and grace. VSR agent Lacey Rieber recently appeared on “The Mend,” a podcast designed to connect victims and survivors of crime

“Peace is the most powerful gift you can give a person. We are able to give that gift to hundreds of people a day, one phone call at a time. I am honored and humbled to be part of the team that makes it all possible.”
Lacey Rieber, Appriss VSR

with the services, organizations, and resources that help support them. The podcast is hosted by national speaker and Stand Up Resources founder, Anna Nasset. Click the image to the right to hear Lacey and others discuss their experiences with VINE and the impact it makes in the lives of victims and survivors.



In September, Lacey was awarded with Appriss’ first annual “Ambassador Award” for her dedication and outstanding commitment to our VINE customers and the community.

1.11. Maintain, enhance and provide updates for a portal which allows the CVAD to view all profiles and registrations as well as notifications sent. This portal will also allow the CVAD to stop calls, modify a profile and/or delete a registration; as well as set up users at local agencies to have similar abilities.

Appriss complies.

VINEWatch is a password-protected, private portal for VINE service administrators. VINEWatch provides CVAD and its designees the ability to view all profiles and registrations, listen to or view sent notifications, stop calls, modify a profile and/or delete a registration; as well as set up users at local agencies to have similar abilities 24/7/365.

1.12. Provide the ability within the system for the CVAD to create ad hoc reports reflecting any and all data fields captured by the system.

Appriss complies.

CVAD and its designees will have access through VINEWatch to a comprehensive set of reports providing insightful metrics on the state’s VINE program. Reports include statistical summaries and date-specific breakdowns, including, but not limited to, the themes such as searches, offenders, registrations, and notifications.

Reports provide users a robust tool set to customize the output by their interest, including the ability to sort and filter by date, agency, status, and event type. Reports also can be exported to PDF, Word document, or spreadsheet applications for further analysis and presentations. Appriss is committed to continued investment in providing users the tools and insights to monitor their program, perform real-time analysis, and track events and statistics of usage and overall health of the their system.

1.13. Provide the ability within the system for the CVAD to track statistics for usage of the system including number of registrations by type (phone, website, etc.) notifications by time (text, phone, email), failed notifications and registration cancellations broken down by Site and any other useful statistics.

Appriss complies.

CVAD will have access to comprehensive analytics based on reporting system usage, performance, and outcomes. Statistical reports include number of registrations by type (phone, website, etc.), notifications by time (text, phone, email), failed notifications and registration cancellations organized by site or agency.

We are continually reviewing and improving VINE’s reporting capabilities to serve customer needs and highlight program efficacy. For example, many of our state customers who have migrated to the new VINE platform have found great insight from its additional reporting capabilities that provide insight into user needs. See below for certain search statistics, available via on-demand reporting:

2019 Victim Service Searches

- › 6,036 searchers indicated that they had been harmed by domestic abuse
- › 10,170 searchers indicated that the crime had impacted their mental health
- › 10,272 searchers indicated that they needed “Victim Assistance”

2. Each proposal shall demonstrate how the Respondent’s proposed Statewide Victim Information and Notification System will do the following:

2.1. Comply with the Americans with Disabilities ACT (ADA) including, but not limited to providing access to individuals who are deaf, hard of hearing, blind or partially sighted.

Appriss complies.

It is of critical importance that VINE is able to reach *all* victims and survivors of crime, regardless of their specific abilities or means of communicating.

Appriss uses the [Web Content Accessibility Guidelines \(WCAG\) 2.0 AA](#) as the standard against which we design and evolve our digital offerings in the new architecture to ensure they are ADA-compliant and accessible to people with a diverse range of hearing, movement, sight, and cognitive ability. Certain examples of how Appriss meets such guidelines:

- › Notifications are available via text message, email, telephone call, in-app alert, and TTY
- › Keyboard accessibility, so that all interactions and information accessible with a mouse are equally accessible with only a keyboard
- › Consistent and predictable layout throughout our application
- › Logical tab order, so that information and text fields will progress in a systematic, logical order to users navigating with screen reader or with a keyboard
- › Visible focus on buttons and text fields to clearly indicate page location
- › Clear and informative error messages, along with a visual indicator, to provide direct instructions on resolution

- › Clear text links that include visual indicators and text to explain the linked content
- › Improved code structure and labeling to assist with screen reader technology
- › Text-to-background color contrast meets the threshold 4.5:1 ratio
- › A “skip to main content” link on all webpages

2.2. Provide system access and support services in languages other than English.

Appriss complies.

Notifications

Iowans currently receive notifications in the following languages selected by CVAD: English, Spanish, Bosnian, and Somali. Appriss is able to add additional notification languages at CVAD’s request.

Call Center Support

Appriss’ VINE Service Representatives are available 24/7/365 to provide services to victims who speak 190 languages through a translation service.

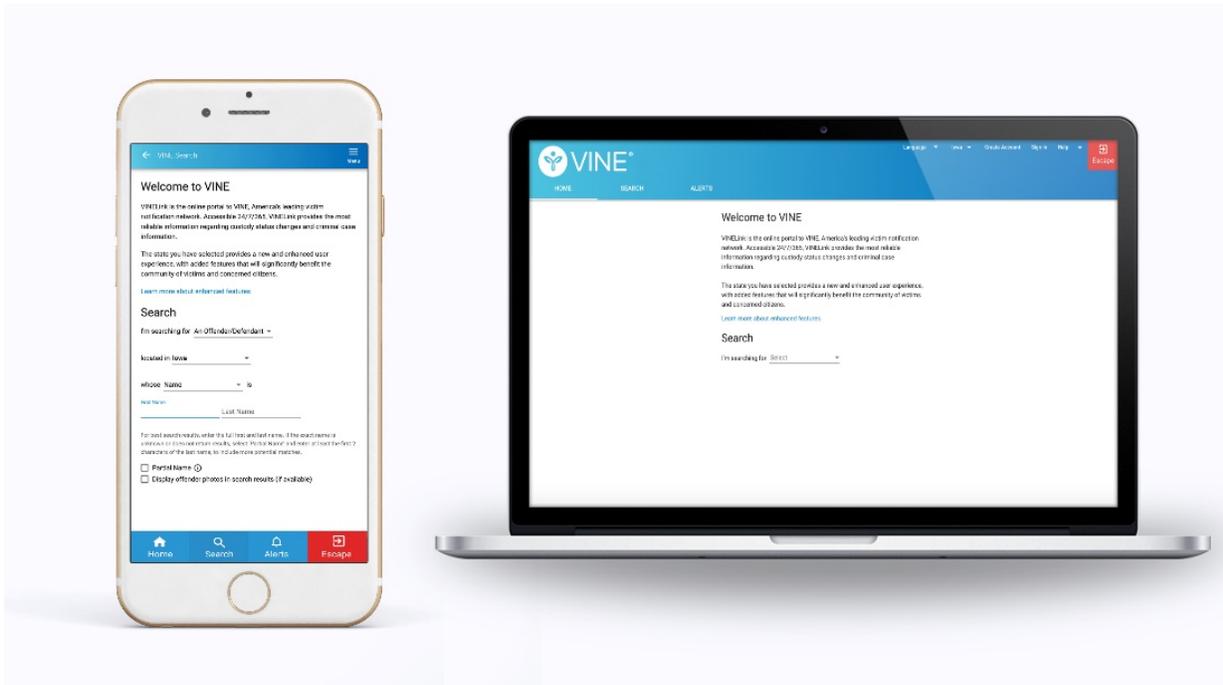
VINELink.com

When searching/registering on VINELink.com, users have their choice of 16 languages, selected via drop-down menu.

3. Victims and survivors must have access to all features regardless of device access (i.e. smart phone, smart watch, tablet, computer).

Appriss complies.

VINE is available to victims and survivors on all devices as a website or mobile application. VINE is designed to respond to the screen size so that all features and information are accessible, regardless of the device used. With a commitment to developing accessible and secure applications, we support the current and previous versions of all major browsers on a rolling basis. VINE notifications can be received via numerous delivery methods, across a range of devices such as phone, tablet, computer, and smart watch, to ensure delivery wherever a victim or survivor needs information.



4. The Statewide Victim Information and Notification System will allow for capabilities of web service or API with third-party systems.

Appriss complies.

The VINE platform has the capability to allow for web service/API integrations with third-party systems, such as case management systems. Please note that additional fees may apply to connect to this service as the integration will require customization, ongoing maintenance of the integration points, etc. A separate quote can be provided upon request.

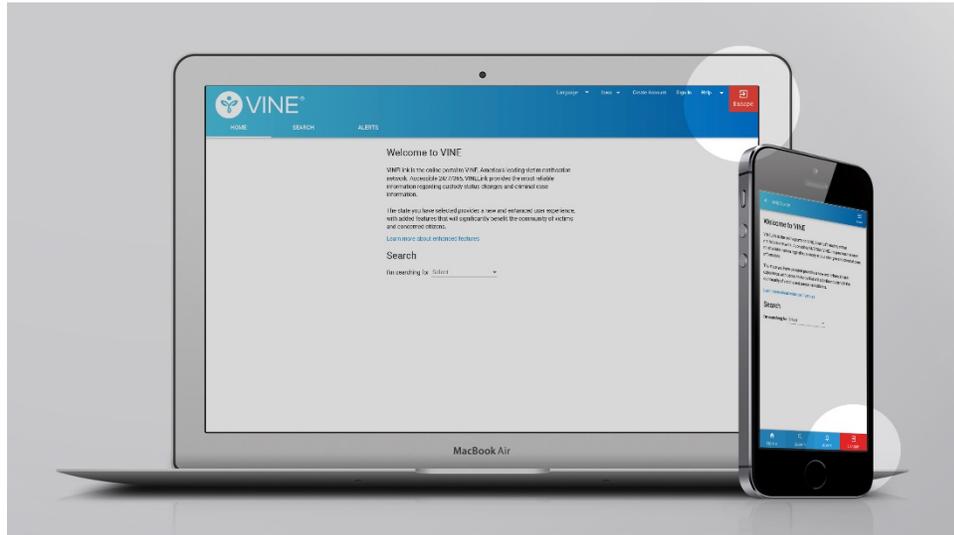
5. The Statewide Victim Information and Notification System must include the ability for victims and survivors to exit quickly the application via a “quick escape” function.

Appriss complies.

Appriss understands that a lot can happen in a moment’s notice that can impact a person’s safety circumstances. In the event a user needs to make a clean, quick exit from VINE, our newly architecture of VINE provides an “Escape” button located in the top right corner of VINELink.

With one click, the Escape button takes the user to a blank Google search page.

Screenshot from VINELink.com



6. The Statewide Victim Information and Notification System must allow victims and survivors to perform a nationwide search of offenders of the states participating on the platform.

Appriss complies.

The new VINE platform has been architected to allow victims and survivors to search for offenders in all states participating on the platform and register, if desired, for notifications with a seamless transition between participating states. As the footprint of states on this version of VINE continues to grow, our national search and registration process, allowing for a fully integrated ‘single-search’ experience will be implemented.

7. The Statewide Victim Information and Notification System must allow victims and survivors to view all available registrations and registration types based on person. This includes the following:

7.1. Various offender records – incarceration, probation and parole – will be linked to maximize search results for victims and survivors.

Appriss complies.

The newly architected VINE platform will allow for various offender records (e.g., incarceration, probation, and parole) to be linked in order to maximize search results for victims and survivors.

7.2. Victims and survivors can register once to receive notifications on a specific offender regardless of movement through the criminal justice system.

Appriss complies.

Appriss’ platform employs a formulaic process to analyze all offender records for participating VINE agencies within Iowa. When the system identifies matching records, it

checks for existing registrations and copies them from the initial record to the matched record. When a registration copies, the matched record retains the notification method of the original record. This process removes the burden from registered victims and survivors to update their registration or re-register.

8. Victims, survivors, criminal justice professionals and members of the general public must have the ability to access the offender search and register for notification as an anonymous guest.

Appriss complies.

Victims, survivors, criminal justice professionals, and members of the general public have the ability to access offender search (via telephone or internet) and register for notifications as an anonymous guest.

In 2018...

5,310,681 offender searches
were conducted in Iowa.

8.1. Registrants will not need to provide their names, addresses or types of crimes associated with the registration requests.

Appriss complies.

Registrants are able to anonymously search for offenders and register to receive notifications in a secure manner without providing their names, addresses, or types of crimes associated with the registration requests.

9. CVAD and its designees will have 24/7 access to a password protected private portal used for the following:

9.1. Ability to review all notifications that were delivered to victims and survivors.

Appriss complies.

VINEWatch is a password-protected, private portal for VINE service administrators. VINEWatch provides CVAD and its designees the ability to review all sent notifications at any time, 24/7/365.

9.2. Stop current notification calls.

Appriss complies.

VINEWatch provides CVAD and its designees the ability to stop notification calls 24/7/365.

9.3. Delete phone numbers and updating registrations.

Appriss complies.

VINEWatch provides CVAD and its designees the ability to delete phone numbers and update registrations 24/7/365.

9.4. Provide reports based on any and all data fields captured by the system.

Appriss complies.

CVAD and its designees will have access, through VINEWatch, to a comprehensive set of reports providing insightful metrics on the state’s VINE program. Reports include statistical summaries and date-specific breakdowns, including, but not limited to searches, offenders, registrations, and notifications. Reports based on data captured by the system not present in the reporting tool can be discussed upon contract award.

9.5. Provide analytics-based reporting on system usage, performance and outcomes.

Appriss complies.

CVAD will have access to comprehensive analytics-based reporting on system usage, performance, and outcomes via VINEWatch.

9.6. Undeliverable notifications by telephone, email and text message must be tracked and recorded in a report based on user-identified timeframes.

Appriss complies.

Undeliverable notifications are recorded and available based on user-identified timeframes. The delivery method of the notifications is included in the report.

9.7. Access to robust reporting tool that allows for customized reports for administrative users.

Appriss complies.

Please see our response to [Question 4.2.1.12](#) for a description of the customizable reporting capabilities available in VINEWatch.

9.8. Performance dashboards (measure program “success” and “health”) must be available.

Appriss complies.

Performance dashboards and individual reports measuring VINE program success and health are available 24/7/365. These include system or agency outages and their resolution status, monthly system usage statistics such as number of offender record searches, number of new registrations for status notifications, and the type of notifications sent by the system.

Each month, Appriss provides customers a Service Level Standards (SLS) Report that compares VINE service levels against its stated standards—providing much insight into the program’s health and success. For an example, please refer to [Attachment 7](#) for Iowa’s SLS Report for August 2019.

9.9. Administrators must have the access to all available enhancements and features regardless of device access (i.e. smart phone, tablet, computer).

Appriss complies.

Administrators will have access to all available enhancements and features, regardless of device used (e.g., smart phone, tablet, computer).

10. Each proposal shall demonstrate how the Respondents will do the following:

10.1. Train CVAD staff on the system & system user manual.

Appriss complies. See full response below [Question 10.3](#).

10.2. Train external users and related professionals on the system.

Appriss complies. See full response below [Question 10.3](#).

10.3. Assist the CVAD in branding, marketing and outreach for the system.

Appriss complies.

Appriss offers marketing support designed to ensure the program effectively reaches and resonates with crime victims/survivors and service providers in Iowa. Appriss’ Marketing and Client Relations teams work collaboratively with VINE customers on tailored marketing and training initiatives.

Iowa’s Client Relationship Manager will continue to work directly with CVAD to understand and meet its specific marketing support needs, with the goal of maximizing exposure and utilization of the VINE service in Iowa.

Appriss’ Marketing Team serves as an extension of your staff. They support state customers in their digital marketing efforts, promoting VINE awareness via email, digital advertising, and social media presence. Marketing materials, such as brochures, posters, promotional items, and communication templates are also created and provided based on customer preference. The Marketing and Client Relations teams work closely with clients to ensure a positive media presence surrounding VINE and to promote updates and advancements in the service.

Appriss will continue to offer and provide customized training at participating Iowa agencies, as requested, on a mutually agreed-upon schedule. In 2019, Appriss staff have hosted two Iowa-specific training webinars, as well as 14 national webinars. Additionally, Appriss provides for two CVAD representatives to attend onsite training in Louisville each year. Most often, this includes Appriss’ annual VINE Conference, where Program Managers come from across the country to meet with Appriss staff, discuss VINE’s product roadmap, and participate in numerous trainings and educational sessions over the course of several days. Appriss also offers a wide variety of on-demand training webinars, accessible via our [Training Site](#) at any time.

11. Plan for implementing the new Statewide Victim Information and Notification System

The Proposal must include a plan for implementing the Statewide Victim Information and Notification System. The plan must include a timeline indicating when the Respondent will meet the following milestones:

- **System build, by deliverable and/or system feature**
- **Testing Period**
- **System fully functional**
- **Go-Live Date**

As the current vendor for Iowa’s Victim Notification System, Appriss has successfully completed the implementation of VINE in Iowa. Appriss has a full understanding of Iowa’s requirements and has a proven track record delivering Iowa’s required services since the original implementation of IowaVINE in 2006. If re-awarded this contract, Iowa will not have to undergo a separate implementation for the core VINE service.

In order to fully comply with several of the RFP requirements, additional implementation work will be needed. Dates and durations provided are estimates that can be finalized following a successful contract award. Appriss will provide a dedicated project manager to ensure successful project planning and coordination.

To serve as a basis for collaborative discussion with CVAD, Appriss proposes the following timeline to migrate the existing interfaces to the new architecture and implement the newer features as required within this RFP.

IMPLEMENTATION MILESTONE	DESCRIPTION	APPROXIMATE DURATION
Gap Analysis	Appriss Team reviews Iowa implementation in detail and ensures all features are noted for migration	6 weeks
In-Person Customer Kick-off Meeting	Appriss Team will travel for on-site kick-off to further detail VINE offering, discuss implementation schedule, and capture additional items for successful launch	1 day
Project Requirements Documentation (PRD)	Take all outputs from Gap Analysis and Kick-off to draft and finalize with Iowa project requirements documentation	4 weeks
Agency and Notification Configuration	Data and notifications are configured fully and tested for VINE platform	24 weeks
Product Development	Feature requirements are implemented and tested for Iowa use in the VINE platform	12 weeks
User Acceptance testing (UAT)	Customer tests implementation in prep environment and provides sign-off for production migration	4 weeks
Target ‘Go Live’ date for additional features	December 2020	Contingent upon a 1/2020 contract date

12. Maintenance and support

Each Respondent must describe in its proposal the maintenance and support for the system that it proposes for the term of the contract. At minimum, each Proposal must address how the following will be provided:

12.1 Data monitoring, including staffing plan, to ensure the appropriate flow of data from the Sites to the Statewide Victim Information and Notification System. Data monitoring shall occur 24 hours a day, 365 days a year.

Appriss complies.

Appriss provides proactive monitoring of the VINE platform and all service components 24/7/365, as well as the expedient restoration of components when issues occur.

A primary function of the Appriss Data Operations Team is alarm management. Appriss monitors and manages the flow of data from an agency around-the-clock. Appriss establishes pre-determined limits for each individual agency which provide the maximum time by which data is expected to be received by Appriss from any individual site. These limits are based on the historical data entry behavior patterns of the site and may change if the behavior of the agency changes.

When no data has been received by Appriss within the predetermined limit of an agency, a data alarm shall occur and Appriss staff take action to troubleshoot and resolve with agency assistance as needed.

The Data Operations Team consist of Tier 1 through Tier 3 support and has appropriate escalation paths to any other necessary resources with Appriss when troubleshooting as needed, including Engineering and IT personnel.

12.2 Support, including staffing plan, for system failures, outages, booking system changes, or any other system disruption, including a definition of what each term means to the Respondent, as well as a description of response time for each, a resolution process and time for each and an outline for any penalties to be assessed to the Respondent for failing to adhere to these standards.

As a SaaS provider, serving nearly each state across the nation, Appriss will ensure sufficient staffing levels to adhere to the service level commitments outlined in the proposed Service Level Agreement provided as [Attachment 8](#).

12.3 Respondent should submit a copy of their standard service level agreement. If no standard or template agreement is available, Respondent should so indicate.

Please see [Attachment 8](#) for our proposed Service Level Agreement.

4.3 Cost

The Respondent must provide the following information in its Cost Proposal. It must provide both a lump sum amount and an individual cost breakdown for the following:

4.3.1 Development and Implementation of the Statewide Victim Information and Notification System (By deliverable and/or each system feature)

Please refer to our [Cost Proposal](#), submitted in conjunction with this document.

In addition to the costs described above, Respondent must provide the following information:

4.3.2 Any ongoing monthly fees for service and support for the first four years.

Please refer to our [Cost Proposal](#), submitted in conjunction with this document.