

Office of Statewide Pretrial Services  
State of Illinois Judicial Branch  
Device & Internet Monitoring

Request for Proposal

**Originally due December 8, 2025. Extended to January 12, 2026, no later than 5:00 P.M. CST**

## **I. BACKGROUND INFORMATION**

The Office of Statewide Pretrial Services' (OSPS or Office) mission is to assist in the administration of justice and promote community safety by ensuring fairness and equality in the pretrial process. OSPS is a statewide office that provides pretrial services, serving as the designated pretrial service agency under the Pretrial Services Act, 725 ILCS 185. OSPS implements pretrial services throughout Illinois by employing direct service pretrial staff who conduct pretrial investigations and provide various levels of pretrial supervision. By January 1, 2025, OSPS will provide pretrial services in at least 84 of 102 counties in Illinois. (See Attachment F for a map of counties where OSPS will provide pretrial services.)

OSPS will provide court-ordered computer and device activity monitoring for criminal defendants released during the pretrial phase. To carry out this monitoring, OSPS may use hardware, software, or a combination of both to collect data from the following operating systems: Windows, macOS, Android, and iOS. OSPS may utilize both vendor-provided software solutions and internally maintained forensic tools or workstations to fulfill its monitoring responsibilities. Solutions proposed under this RFP must be capable of integrating with, or operating alongside, forensic tools to ensure interoperability and continuity of evidence handling.

The Office invites submissions of proposals in accordance with the conditions set forth in this request for proposal (RFP), accompanying documents, and in accordance with the OSPS Procurement Code and all applicable laws.

## **II. DIRECTIONS**

OSPS is seeking competitive proposals from interested and qualified vendors with a proven track record providing internet monitoring services, hardware or software. As outlined below, vendors shall submit proposals to [pretrialservices@ilosps.gov](mailto:pretrialservices@ilosps.gov) no later than 5:00 p.m. CST on **January 12, 2026**. Vendors who have submitted responsive proposals may be asked to provide a 90-minute demonstration to the Evaluation Committee.

The proposal must be submitted as two separate packets. The first packet will include the completed documents and attachments of the vendor's proposal including how it will deliver

the services required. It must not include any pricing information. The pricing information must be separately presented on the attached Budget Template (see Attachment B) and submitted separately. Each document will be evaluated separately. **\*\*If the pricing information is not properly separated, the vendor's proposal may be disqualified.\*\***

- Section I: Statement of Interest:** Each bid must include a statement of interest. The statement of interest must be signed by an individual authorized to bind the vendor contractually, indicating the signer's title position. The Statement of Interest must state the offer will remain in full force and effect for 90 days beyond the deadline for submittal and the offer may be accepted by OSPS at any time during those 90 days. An unsigned Statement of Interest will result in rejection of the bid.
- Section II: Bid Form** (Attachment A)
- Section III: Scope of Work: Includes:**
- (1) Bid Narrative (10 pages max)
  - (2) the completed Excel file entitled "OSPS Internet Monitoring Software Requirements" (Attachment E); and
  - (3) training plan.
- Section IV: Implementation Plan:** Provide an estimated timeframe for the implementation and OSPS access to the internet monitoring software.
- OSPS recognizes the timeline to provide all functionality may depend on certain variables and enhancements to the software, but it is important to know a timeline based upon the resources assigned to the project, the vendor's experience, ability to meet OSPS's requirements, and ability to timely manage expected necessary changes to the software. Please indicate what variables impact the timeline and each variable's impact to the timeline.
- Section V: References:** A minimum of at least three (3) business references from prior engagements of similar size and scope of the services being requested by OSPS. Please list and describe the most significant engagements performed in the last three (3) years that are similar to the engagement listed in this RFP. Reference checks will be conducted for each finalist
- Section VI: Price Proposal** (completed budget template, Attachment B)
- Section VII: Vendor Bid Certification Form** (Attachment C)

OSPS will evaluate the proposals and may make one or more awards for internet monitoring services solicited. These awards may be with a single or multiple vendors. The selected

vendor(s) must be able to execute the OSPS Standard Vendor Agreement for Goods and Services (Attachment D) and fulfill all required services. If subcontractors are engaged, the vendor must include a complete list of all subcontractors intended to be used, their address, and a description of the work each subcontractor will perform.

OSPS anticipates executing a multi-year term with the initial contract, (i.e., 5 years), with the option to renew the contract for an additional period (i.e., 5 years). The price proposal should detail all additional costs (including hourly rates) anticipated to fully implement and maintain the internet monitoring software.

OSPS will respond to all submitted questions on this proposal by **November 17, 2025, at 5:00 P.M. CST**. All questions must be submitted to [pretrialservices@ilosps.gov](mailto:pretrialservices@ilosps.gov) no later than **November 10, 2025, at 5:00 P.M. CST**. A list of all questions/answers will be posted on the "Procurement Opportunities" page of the [ilosps.gov](http://ilosps.gov) website as part of this RFP.

This RFP is neither a contract nor meant to serve as a contract and does not create any obligation on the Office to affirmatively engage with any particular firm, product or applicant. It is anticipated that one of the proposals submitted in response to this RFP may be selected as the basis for negotiation of a contract with the vendor. Such a contract is presently contemplated to contain, at minimum, the terms of the proposal submitted, as finally negotiated, and approved by OSPS. OSPS reserves the right to negotiate additions, deletions or modifications to the terms of proposals submitted. The Office's Standard Vendor Agreement for Goods and Services can be found as Attachment D.

Data, reports, and information in the monitoring software procured under this RFP will be exclusively owned by the Office of Statewide Pretrial Services and is not to be duplicated, shared, or retained without prior written approval. OSPS will retain all rights and ownership to documents, data, metadata, and information within the monitoring software under the scope of the agreement.

The Office reserves the right to award to the vendor that has the best overall proposal within the OSPS's timelines and to issue supplemental solicitations as warranted.

### III. KEY DATES

<b>October 29, 2025</b>	Request for Proposal issued
<b>November 10, 2025</b>	All vendor questions submitted via email to <a href="mailto:pretrialservices@ilosps.gov">pretrialservices@ilosps.gov</a>
<b>November 17, 2025,</b>	Answers to all vendor questions released
<b>January 12, 2026,</b>	Proposal submission deadline not later than 5:00 PM CST via email to <a href="mailto:pretrialservices@ilosps.gov">pretrialservices@ilosps.gov</a>

### IV. SCOPE OF WORK

The central piece of the vendor's proposal will be the scope of work. It must include three components: A bid narrative, the specifications of vendor's monitoring software (detailed in the excel file entitled "Internet Monitoring Software Requirements" - Attachment E), and a training plan.

First, the scope of work must include a bid narrative that describes the vendor's monitoring software, hardware and services offered in the proposal. The bid narrative should be no longer than 10 pages and should serve as a summary of the types of services and training the vendor can provide OSPS. It should address the previous experience of the vendor and similar scale projects. The bid narrative should highlight which mandatory components the vendor's monitoring software can accomplish and which it cannot. If the vendor can accomplish the mandatory elements in an innovative or unique way, the vendor should explain in the bid narrative. The vendor should also explain how the desired elements are accomplished and identify any noteworthy elements of the vendor's monitoring software OSPS did not list as either mandatory or desired.

Second, the scope of work must contain the vendor's completion of the excel file entitled "Internet Monitoring Software Requirements." The vendor must use the Microsoft Excel template provided in Attachment E and complete all items in each worksheet. For each element, proposers must fill in column E "Vendor Response" with one of the choices below. If the proposer wishes to provide any explanatory details, they should be included in column F "Vendor Comments".

The following answer key should be used when responding to the elements in column E of the excel file:

**3** This feature is supported in the current version of the software.

**2** The feature is not supported in the current version of the software, but the feature is currently in development or testing and is planned for release within 3-6 months. Include and note anticipated release date.

**1** The feature is not supported in the current version of the software, but the vendor plans to support the requirement in its software or as part of this procurement within 1 year. Include and note anticipated release date.

**0** The feature is not supported, and the vendor has no plan to support it.

Note: Vendors must answer each element with only one of the above keys. Any element that is answered in any other way will be treated as a negative/non-response.

Third, the scope of work must include a training plan setting forth how the vendor will provide training on the use and capabilities of the monitoring software to all OSPS users on an as needed basis. The vendor shall provide training to OSPS staff in all aspects of the monitoring

software and equipment. Training shall minimally include the following: installation and removal of equipment, procedures for enrollment and changes, troubleshooting monitoring problems, use of monitoring software, notifications of violations/alerts from the monitoring software to OSPS and any other training as needed to keep current on monitoring equipment and software. The vendor shall offer training sessions and provide manuals for all equipment and software operation as part of its per diem cost on as needed basis. The vendor's training plan shall elaborate on how all pretrial services staff (estimated to be around 10-15 employees) located in the various counties identified in Attachment F will be trained before March 1, 2025. The training plan shall also identify the training material provided to OSPS staff.

### Overview of Software Requirements

The successful monitoring vendor will support the Office's statewide pretrial operations which includes various levels of localized supervision strategies across at least 84 counties (See Attachment F). Both hardware and software solutions must be secure, reliable, and resilient. The vendor shall provide comprehensive support and maintenance for all monitoring hardware and software. The proposed monitoring system must offer an integrated, innovative, and user-friendly solution. The proposed monitoring solution must be compatible with commonly used forensic environments and support data handling consistent with established digital forensic practices. OSPS anticipates deploying internally maintained forensic workstations as part of its monitoring and evidence-analysis infrastructure. Vendors should describe any technical requirements, interoperability considerations, or integration options necessary to ensure compatibility between their monitoring platform and forensic workstations or tools.

The vendor shall provide technologies that demonstrate current knowledge through research concerning the effective use of monitoring and have the ability to guide the successful implementation of monitoring technologies.

Definitions used in this document:

### Summary of Requirements

#### Internet Monitoring:

- The vendor's proposal must include all associated hardware, software, and accessories necessary for implementation.
- The vendor's solution must be capable of interoperating with OSPS-maintained forensic hardware and software. Vendors are encouraged to identify how their products align with or complement standard forensic and evidence-analysis environments.
- If the vendor provides proprietary hardware, it must be compatible with OSPS's internal forensic data-handling processes and adhere to accepted digital evidence preservation standards.
- The vendor may provide, troubleshoot and maintain all equipment.

- The vendor must specify whether the vendor will install and remove equipment, or whether OSPS will perform this function.

#### Computer Software Requirements:

- The monitoring software is to include a perpetual use license agreement for 10-15 users.
- The monitoring software must allow access to OSPS staff through common internet web browsers, have standard internet security protocols, and be fully capable of functioning on a variety of different operating software.
- The monitoring software must be able to capture and store multiple counties' data within the same database.
- The vendor must provide OSPS staff members with secured log-in credentials and allow users to modify, delete, or adjust information contained within the software.
- The software shall be expandable to accommodate additional users and capable of transferring cases between OSPS staff members.
- The software must have the ability to pull information contained in the database and allow the development of custom reports to be printed by OSPS staff members in a common file format.
- The software may have the ability to integrate with OSPS's case management software.
- OSPS staff must be able to view their entire caseload of defendants on monitoring and have the ability to download information onto their computers.
- Data must be transmitted securely to safeguard personal information. The vendor must demonstrate experience in implementing secure protocols for the protection of sensitive information.

#### Other Vendor Requirements

- The vendor shall have technical and operational telephone support available on a toll-free basis 24 hours per day, seven days per week, during the entire contract period. The vendor shall include a statement of their proposal of the support services offered in the Bid Narrative.
- The vendor shall also provide onsite technical support when required including but not limited to periodic overview of software changes and education to OSPS staff and/or software stakeholders.
- The vendors' central computer software with all associated equipment and services shall be in a secure, environmentally controlled access facility and provide 24 hours, seven days per week monitoring.
- Vendor will provide redundancy for electrical power to prevent the loss of information and data. This can be using generator and/or UPS.
- The vendor will provide an automatic backup of data on magnetic media for any power loss. (This backup procedure shall also be performed at least daily to prevent data loss due to a software failure and be retained for at least one year.)
- The vendor shall maintain accurate and complete records of each defendant's participation in the monitoring services for a minimum of 5

years.

- The vendor shall be able to testify in court regarding technology, accuracy and any other matters of expertise related to the software.

## **V. IMPLEMENTATION PLAN**

OSPS requires a vendor with substantial experience for a complex project. Therefore, a detailed implementation plan, including timeline including setup of the initial test and production of the monitoring software package is required. The implementation plan will also include customizations needed to meet the needs of OSPS and a corresponding timeline detailing their delivery and training. The selected vendor will work with OSPS to identify, develop, test, and implement all changes to the monitoring components prior to implementation. The software shall be operational 24/7, including backup procedures and disaster recovery services. The implementation plan must also include timelines for training OSPS staff.

The implementation plan should also identify how the proposed solution will integrate with or support OSPS's forensic workstation infrastructure. Vendors should outline any required configurations, data transfer methods, or testing procedures necessary to ensure smooth operation between OSPS's forensic tools and the monitoring platform.

## **VI. ADDITIONAL INFORMATION**

Any alterations to the proposals made by the vendor may be grounds for rejection of proposal and cancellation of any subsequent award. Proposals may be withdrawn at any time for any reason. A withdrawn proposal may be resubmitted up to the time designated for the receipt of proposals provided it fully conforms to the same general terms and requirements. OSPS will require the awarded vendor to provide a Certificate of Insurance issued by an insurance company licensed or authorized to provide insurance in the State of Illinois. Each Certificate of Insurance shall indicate current insurance coverages meeting minimum requirements as may be specified by this RFP. A failure to provide a current, Certificate of Insurance will be considered a material breach and grounds for contract termination.

## **VII. EVALUATION OF BIDS**

The Office will review all bids and make an award based on the comprehensiveness of the solution across several criteria including but not limited to the following:

- The number of mandatory requirements the vendor can fulfill, how the vendor will fulfill the requirements and the vendor's explanation contained within the Bid Narrative.
- Identification of which desired elements the vendor can fulfill and the explanation of how the vendor will fulfill the desired element.
- An estimated timeline, as this software needs to be fully implemented and

operational as soon as possible.

- A description of the most significant engagements performed in the last three years that are like the engagement listed in this RFP.
- Explanation of whether any services will be subcontracted to a third party.
- The degree to which the proposed solution supports interoperability with OSPS's internal forensic workstations and digital evidence-handling tools.
- Cost.