SALIENT CHARACTERISTICS – PRODUCT DESCRIPTION

Artificial Intelligence Platform Based Inmate Call Monitoring System Software for the Military Correctional Complex (MCC), United States Disciplinary Barracks (USDB) Military Police Investigations (MPI), Midwest Joint Regional Correctional Facility (MWJRCF) MPI, and the Northwest Joint Regional Correctional Facility (NWJRCF) MPI.

22 April 2026

GENERAL:

Description of Requirement: This is a non-personal services contract to provide Artificial Intelligence Platform Based Inmate Call Monitoring System Software and technical support.

Background: The Military Correctional Complex (MCC), encompassing the USDB, MWJRCF, and the NWJRCF, consists of both military and civilian staff members and more than 650 inmates. The USDB is the only maximum-security facility within the Department of Defense. All non-privileged inmate communications are monitored to prevent criminal and unauthorized activity. Having the ability to utilize A.I. software and systems to assist in monitoring communications will increase staff and inmate safety as well as provide the ability to detect, deter, and investigate criminal and unauthorized activities.

Objectives: The purpose of the contract is to receive A.I. software and systems to assist in monitoring communications thereby increasing staff and inmate safety as well as providing the ability to detect, deter, and investigate criminal and unauthorized activities.

Scope: The product shall provide an A.I. software that is AWS Cloud GOV certified and interfaces with the Military Corrections Command existing ViaPath Phone system that provides real time security monitoring of inmate communications to identify suspicious language and disrupt illegal activity. Multi-language translation available that must include Spanish to English instant translation. Keyword searches through call transcripts to identify security risks through the product and manual searches as needed.

Salient Characteristics:

Item 1: The product shall provide Artificial Intelligence Platform Based Inmate Call Monitoring System Software to the USDB, MWJRCF, and NWJRCF in accordance with the salient characteristics listed below. The contractor shall provide applicable training to staff by way of Microsoft Teams.

Salient Characteristics:

- Website accessible A.I., both semantic and agentic A.I., platform-based inmate call and messaging monitoring system software.
- The software tool creates digital transcripts of all non-privileged inmate phone calls in near real time that scans the transcripts for searchable keywords.
- Continuous inmate call monitoring feature that sends alerts to correctional facility staff when a keyword is found in a transcript.
- The A.I. platform-based inmate call monitoring system software tool uses the transcripts to determine when new words are being used to replace old words for criminal activities, I.E. “murder” and drug names.
- Web-based user-friendly dashboard.
- Ability to search words in multiple combinations.
- 24/7 continuous monitoring.
- Extensive audit functions and link analysis availability.
- Analysis of 100% of the volume in near real-time, high-accuracy rate of transcription, immediate translation from Spanish to English.
- Product provides actionable intelligence to enhance staff and inmate safety and facility security.
- The product shall be capable of providing daily law enforcement assistance (LEA) reports on incidents, issues, and criminal trends, train new and existing users on features, enhancements, and best practices, serve as the primary liaison with the Military Corrections Command and provide a user level outlet to identify technical issues to be addressed.
- The product will monitor inmate communications in alignment with MCC defined priorities, generate LEA reports with evidentiary or operational value, provide targeted monitoring during emergency situations, collaborate with MCC investigators, and be available during the standard work week to provide investigative support.

Item 2 – The contractor shall provide deployment of a cloud-native platform integrated with existing communication systems. Ongoing support services, including monitoring assistance, daily/weekly reporting, and 24/7 escalation availability. Continuous platform improvements delivered as part of the subscription without additional licensing fees. Personnel (Account Manager and System Specialist) to support Agency priorities.