



**State of Maryland**  
**Department of Information Technology**

LARRY HOGAN  
Governor  
BOYD K. RUTHERFORD  
Lieutenant Governor

MICHAEL G. LEAHY  
Secretary  
LANCE SCHINE  
Deputy Secretary

**TO:** All Prospective Offerors

**SUBJECT:** Questions & Answers No. 2

**RFP No.:** 060B8400058  
Electronic Monitoring for Community Supervision

**DATE:** July 13, 2018

The Department is providing responses for the second set of questions received. Forthcoming, another question and answer sheet will be issued in response to the final set of questions submitted by the deadline July 9<sup>th</sup>, 2018

All Offerors shall acknowledge receipt of this document by completing and returning this form within its proposal. All other terms and conditions remain unchanged.

BY: Tiara Davis, MBA  
Tiara Davis, Procurement Officer

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Acknowledgement of receipt of Q & A No. 2 to RFP No. 060B8400058

Offeror's  
Name: \_\_\_\_\_

\_\_\_\_\_  
Authorized Representative's Signature

\_\_\_\_\_  
Date

RFP 060B8400058

Question & Answers

Electronic Monitoring for Community Supervision

ITEM	RFP PG NO.	SECTION NO.	VENDOR QUESTION	RESPONSE
23			Will the State of Maryland assure that they can/will provide the awarded vendor all pertinent demographic subject data that includes enrollment and rule/alert information prior to contract commencement to save data entry time, improve integrity of data and expedite implementation whether it is on your servers or the other vendor's system?	<b>Yes. We anticipate providing this information as part of our transition in planning.</b>
24	66	5.1	Would the state please provide the makeup of the evaluation committee? For example: a. What departments are represented and how many from: i. Division of Parole and Probation? ii. Department of Public Safety and Correctional Services? iii. Department of Juvenile Services? iv. IT	<b>This information is considered confidential and the Department is not authorized to provide this information</b>
25	66	5.2	Is there a formal scoring system that the state will use to score vendor responses for section 5.2 - Technical Proposal Evaluation Criteria? It clearly state that these are in descending order of importance. However, does each item have a weight or numerical score that is associated with it to help vendors determine the degree of importance?	<b>This information is considered confidential and the Department is not authorized to provide this information</b>
26			Will the State please extend the proposal submission date to two full weeks from the date the answers to questions are published? That will enable the vendors to submit clear proposals that fully address the needs of your program.	<b>Please see the Addendum #2. Due date has been extended to August 6, 2018.</b>
27	17	1.19	. On page 17, the last sentence of 1.19 says "The State also reserves the right, in its sole discretion, to award a Contract based upon the written Proposals received without discussions or negotiations." Will the State permit negotiations to the contract terms and conditions if selected as a vendor?	<b>Offerors must identify exceptions to the State's Contract in accordance with RFP Section 1.24.</b>

28	18	1.23.4	Regarding Page 18, 1.23.4: "Replacement or substitution of Contractor Personnel under this section shall be in addition to, and not in lieu of, the State's remedies under the Contract or which otherwise may be available at law or in equity." Will the state please clarify what this means?	<b>The State's right to direct the Contractor to replace personnel does not eliminate or limit the State's remedies under the Contract, such as, by way of example only, those which may apply due to the failure of meeting SLAs, breach of contract, or cost reimbursements.</b>
29	22	1.34.1	Regarding Page 22, 1.34.1: Living Wage Requirements - "Maryland law requires that contractors meeting certain conditions pay a living wage to covered employees on State service contracts over \$100,000. Maryland Code, State Finance and Procurement, § 18-101 et al. The Commissioner of Labor and Industry at the Division of Labor, Licensing and Regulation requires that a contractor subject to the Living Wage law submit payroll records for covered employees and a signed statement indicating that it paid a living wage to covered employees; or receive a waiver from Living Wage reporting requirements. See COMAR 21.11.10.05." Are payroll records required for employees not located in Maryland?	<b>Yes, payroll records are required for employees not located in Maryland. Living Wage requirements apply to all employees and are not limited by location.</b>
30	29	3.3.14	Regarding Page 29, 3.3.14: "Furnish, at no additional cost to the State, all updates and Upgrades for all equipment and software in conjunction with industry technology standards." We respectfully request a revision: If contractor releases upgrades for equipment and software currently in use by the state, it will be offered to the state for acceptance testing. Should the state opt in, the field equipment will be transitioned to the new release at no additional cost.	<b>No revision required. The hypothetical scenario presented does not conflict with the existing language.</b>
31	29-30	3.4	The requirements on pages 29 to 30 under 3.4, System Administration and 3.5.5 and 3.5.6 under 3.5, Reports appear to be based upon an older electronic monitoring system when a vendor would install an onsite server at the agency's premises. This solicitation is specifically geared toward a web-based, cloud based EM system. Will the State please review and confirm that these requirements are not applicable to the current solicitation?	<b>Please refer to the question and answer sheet #1 under answers for questions 5 and 6 previously submitted.</b>
32	38	3.12.3.4	On page 38, 3.12.3.4 A) states "Assistance to the State with "on leg" installs and placement of the monitors in the home." a. Can the State please clarify whether the vendor is expected to go into the participants' homes or will the installations take place at the agency offices? b. If installs will take place in the home, will officers accompany the vendor's staff members? c. Will all installs take place Monday through Friday, during regular business hours?	<b>Initial install will vary depending on the needs of the State. There may be some installs in area offices with enrollees reporting and some done in home. State staff will be present in both instances. Installs will take place Monday thru Friday during regular business hours.</b>

33	41	3.14.1.5	Regarding Page 41, 3.14.1.5 Data Ownership and Access A) "Data, databases and derived data products created, collected, manipulated, or directly purchased shall become the property of the State. The Requesting Agency is considered the custodian of the data and shall determine the use, access, distribution and other conditions based on appropriate State statutes and regulations." All data would be owned by the state. Databases are owned by the contractor. We respectfully request a revision to: "The parties agree that any previously or independently developed or owned intellectual property is and shall remain the property of the respective party that previously or independently developed or owned said intellectual property."	<b>The section will remain as is. Please submit your revision as an exception in accordance with RFP Section 1.24.</b>
34	51	3.22.2.1	Regarding Page 51, 3.22.2.1: "The Contractor shall send the original of each invoice and signed authorization to invoice to individual identified in the Purchase Order, with a copy e-mailed to the Contract Monitor." Will the state please clarify what is a signed authorization to invoice?	<b>The Contractor shall submit original invoices with a signature included to the Contract Monitor.</b>
35	51	3.22.2.3	Page 51, 3.22.2.3, vii) and viii): are the Contract Number and the Purchase Order number the same?	<b>No, they are not the same.</b>
36	58	4.2.2.6 (D)	On page 58, D) ends with a colon - "include the following for proposed products and services:" A colon normally leads to a list of items to include, but there is not a list included after the colon. Is something missing?	<b>No. Please refer to the Amendment #2 for the revision.</b>
37	63	4.2.3	Page 63, 4.2.3, states "Additional Required Technical Submissions. The following documents shall be completed, signed, and included in the Technical Proposal. For e-mail submissions, submit one (1) copy of each with original signatures. For paper submissions, submit two (2) copies of each with original signatures. All signatures must be clearly visible." How do we submit one copy via email with an original signature?	<b>For email submissions, electronic files may contain electronic signature or PDF-scanned versions of original signature.</b>

38	64	4.4.3	Regarding Pages 64-65, 4.4.3 “The State has established the following procedure to restrict access to Proposals received electronically: all Proposal documents must be password protected, and the password for the Technical Proposal must be different from the password for the Financial Proposal. Offerors will provide these two passwords to the Department upon request or their Proposal will be deemed not susceptible for award. Subsequent submissions of Proposal content will not be allowed.” What is the timeframe, after receipt of our emailed proposal, that the state will contact us for the passwords?	<b>After you submit your proposal, you will receive an e-mail confirming receipt within one (1) business day. The Procurement Officer will reach out at a later time requesting the password to the proposal.</b>
39	65	4.4.7	Page 65, 4.4.7 Two Part Submissions A. 3) states “a second searchable Adobe copy of the Technical Proposal, with confidential and proprietary information redacted (see Section 1.14), and” Do we insert the reason and statute for redaction inside the redacted copy too or just follow the instructions per 1.14.1?	<b>Follow the instructions listed in Section 1.14.1</b>
40	36	3.9.5	Does the State pay for equipment that is lost, stolen, or damaged? a. If yes, should vendors add a page with these prices or will the State add lines to the Price Sheet? b. If no, how many devices have been lost, stolen, or damaged within the past 12 months per agency, by equipment type?	<p><b>No.</b></p> <p><b>Refer to RFP Section 3.9.5 – 3.9.5.1</b></p> <p><b>The Contractor shall maintain sufficient supplies of equipment and components and shall provide such new or replacement component or components within 3-5 Business Days of notification by the State, at no additional cost to the State under the following circumstances:</b></p> <p><b>3.9.5.1 In the event that any of the equipment or software is lost, stolen, or damaged while under the control of the Contractor or the State.</b></p> <p><b>In 2017: DJS has damaged 186 Absconds and 431 RMA DPSCS – All Types GPS anklet and RF 119</b></p>
41	29	3.3.11	Does the State currently pay for units in excess of the inactive allowance? If so, what is the daily rate?	<b>No. This is a term in the current contract and is "at no additional charge, a replacement unit inventory of twenty (20) percent of the total number of active units calculated on a monthly basis for the period of the contract".</b>

42	59	4.2.2.6 (I)	Are you interested in additional and/or alternative electronic monitoring technologies and products? If yes, may we offer these as “optional products and services” with associated pricing on a separate Pricing Sheet?	<p><b>See RFP Section 4.2.2.6.J</b></p> <p><b>Accessory equipment or capabilities (e.g. mobile tracking devices, multi-chargers, voice recognition, alcohol detection, beacons, and landline attachments) that enhance and/or complement the State’s use of the electronic monitoring equipment may also be presented for consideration.</b></p> <p><b>All vendors must stay within the scope of work of the RFP and not offer any products that are different technologies.</b></p>
43			Questions regarding the DPSCS programs: Who is your current electronic monitoring vendor?	<b>BI, Incorporated</b>
44			Questions regarding the DPSCS programs: What is the current contracted daily rate for all equipment by make and model?	<b>This information is considered confidential and the Department is not authorized to provide this information</b>
45			Questions regarding the DPSCS programs: What is the average length of time an adult participant is on GPS monitoring? RF monitoring?	<b>All DPSCS populations are approximately 4 months.</b>
46			Questions regarding the DPSCS programs: On average, how many activations (installations) do you have per month per equipment type?	<b>Average activations all types of equipment and all operational units of DPSCS is 135</b>
47			Questions regarding the DPSCS programs: On average, how many deactivations do you have per month per equipment type?	<b>Average deactivations all types of equipment and all operational units of DPSCS is 133</b>

48			<p>Questions regarding the DPSCS programs: Does the DPSCS require only automated (text, email, fax) alerts? Or are you looking for telephone calls to be made to officers and/or to offenders?</p> <p>a. If telephone calls are required, and because monitoring center staffing factors heavily into vendor costs, we request clarification of the monitoring services required:</p> <p>i. Which alerts will require a phone call to the offender?</p> <p>ii. What is the monthly volume of each type of alert where a call is required to be made to the offender?</p> <p>iii. Which alerts will require a phone call to the officer?</p> <p>iv. What is the monthly volume of each type of alert where a call is required to be made to the officer?</p> <p>v. Which alerts require a phone call to both the offender and officer?</p> <p>vi. What is the monthly volume of each type of alert where a call is required to be made to the offender and the officer?</p> <p>vii. Can you please provide the current outbound protocols?</p>	<p><b>All monitoring is done by DPSCS or electronic alerts, i.e. text, E-Mail, fax. We are not contracting for any monitoring services.</b></p>
49			<p>Questions regarding the DPSCS programs: At how many locations will training be delivered? How many officers/staff need to be trained?</p>	<p><b>DPSCS has field offices state wide (approximately 45 locations - 43 paroles and probation and 2 home detentions). Up to 1,200 of the employees will be users and require 4 hour training. Administrators, monitoring staff (dispatchers/pco's) inventory personnel will require 8 hours of training. Approximately 12 locations will be training sites.</b></p>
50			<p>Questions regarding the DPSCS programs: How many times has the incumbent contractor provided an affidavit or expert witness testimony for prosecution of violations in court proceedings during the current contract term?</p>	<p><b>Requests are made through DPSCS Representative who put the court requesting in contact with the vendor to provide Certified information or Affidavits; This occurs approximately 75 times a year. Witness testimony is not common and has been less than 5 times a year.</b></p>
51			<p>Questions regarding the DJS programs: Who is your current electronic monitoring vendor?</p>	<p><b>STOP LLC for GPS</b></p>
52			<p>Questions regarding the DJS programs: What is the current contracted daily rate for all equipment by make and model?</p>	<p><b>This information is considered confidential and the Department is not authorized to provide this information</b></p>
53			<p>Questions regarding the DJS programs: What is the average length of time an adult participant is on GPS monitoring? RF monitoring?</p>	<p><b>We do not monitor adults. Average length of time a juvenile is on GPS is 30-90 days. Our RF population is 28-60 days but not part of this solicitation.</b></p>
54			<p>Questions regarding the DJS programs: On average, how many activations (installations) do you have per month per equipment type?</p>	<p><b>70 on average. Months that have holidays it is much more as we have facility releases and home passes. For instance, last Nov/Dec we had approximately 50 juveniles installed during the holiday.</b></p>

55			Questions regarding the DJS programs: On average, how many deactivations do you have per month per equipment type?	<b>60 on average.</b>
56			<p>Questions regarding the DJS programs: Does the DJS require only automated (text, email, fax) alerts? Or are you looking for telephone calls to be made to officers and/or to offenders?</p> <p>a. If telephone calls are required, and because monitoring center staffing factors heavily into vendor costs, we request clarification of the monitoring services required:</p> <ul style="list-style-type: none"> <li>i. Which alerts will require a phone call to the offender?</li> <li>ii. What is the monthly volume of each type of alert where a call is required to be made to the offender?</li> <li>iii. Which alerts will require a phone call to the officer?</li> <li>iv. What is the monthly volume of each type of alert where a call is required to be made to the officer?</li> <li>v. Which alerts require a phone call to both the offender and officer?</li> <li>vi. What is the monthly volume of each type of alert where a call is required to be made to the offender and the officer?</li> <li>vii. Can you please provide the current outbound protocols?</li> </ul>	<b>DJS will perform all of its own monitoring. Calls are not required.</b>
57			Questions regarding the DJS programs: At how many locations will training be delivered? How many officers/staff need to be trained?	<b>DJS has 6 Regions- Trainings will occur in each region. Approximate staff statewide is 500. Training will be based on the same curriculum but the length of the training will vary depending on staff roles and responsibilities. We anticipate having one group (approx. 25) for 3 days - 8 hours each of training, the second group (approx. 100) 8 hours of training, and the third group (approx. 375) for 4 hours of training.</b>
58			Questions regarding the DJS programs: How many times has the incumbent contractor provided an affidavit or expert witness testimony for prosecution of violations in court proceedings during the current contract term?	<b>Through a formal request process from DJS, the current vendor certifies the record for the prosecution/defense of GPS violations/events and provides all materials in the requested format. The designated DJS representative provides the in court testimony. It is not unusual for DJS to receive 3-5 requests for GPS records per week in which we then request the vendor to provide the GPS materials certified.</b>



59	59	4.2.2.6.J	<p>Page 27. Requirement 3.2.1.1 The DPSCS currently supervises 42,700 offenders and 11,360 offenders in the Drinking Driver Monitor Program, in 43 offices throughout the State.</p> <p>a) Please provide a map identifying the location of each office, as well as the number of DPSCS employees in each office.</p> <p>b) Does the DPSCS currently use an alcohol monitoring device for the 11,360 offenders in the Drinking Driver Monitor Program? If so, what is the alcohol monitoring equipment being used? Is the DPSCS interested in receiving information on other vendor alcohol monitoring devices?</p>	<p><b>Map and information for all Parole and probation offices can be found <a href="http://www.dpscs.state.md.us/locations/dpp_offices.shtml">www.dpscs.state.md.us/locations/dpp_offices.shtml</a></b></p> <p><b>The state doesn't use any electronic monitoring device for offenders under DDMP Supervision. The only electronic device is a court ordered monitoring of the persons vehicle i.e. Interlock ignition devices. Any additional information on alcohol monitoring device is found in accessories.</b></p> <p><b>See 4.2.2.6.J</b></p> <p><b>Accessory equipment or capabilities (e.g. mobile tracking devices, multi-chargers, voice recognition, alcohol detection, beacons, and landline attachments) that enhance and/or complement the State's use of the electronic monitoring equipment may also be presented for consideration</b></p>
60	27	3.2.1.2	<p>Page 27. Requirement 3.2.1.2 360 RF units (cellular and landline) and 350 GPS units.</p> <p>Please provide detailed average monthly usage of the proposed equipment for the DPSCS.</p>	<p><b>Current daily average population for all DPSCS operational units is 450.</b></p>
61	29	3.3.6	<p>Page 29. Requirement 3.3.6, Provide to the State any tools and hardware required by the State for the installation, adjustment, and removal of Contractor's ankle bracelets. Please clarify how many installations/removals are done each month?</p>	<p><b>Refer to answers in Questions 46,47,54 and 55</b></p> <p><b>DJS activations = 70</b></p> <p><b>DJS deactivations =60</b></p> <p><b>DPSCS activations = 135</b></p> <p><b>DPSCS deactivations = 133</b></p>

62	37	3.10.1	<p>Page 37. Requirement 3.10.1 Training/Curriculum, items F, G, and H.  We require clarification on number of state staff for the following:</p> <p>f) One 8-hour training session: The number of the State's employees for the Command Center, supervisors, CDO field officers, CD court liaisons, and CD/RR.</p> <p>g) Three 8-hour sessions: The number of State's employees for the GPS Rapid Response teams.</p> <p>h) One 4-hour session: The number of the State's supervisory and priority staff and case managers/supervisors.</p>	<p><b>Refer to answers in Questions 11, 49 and 57 - DPSCS has field offices state wide (approximately 45 locations (43 parole and probation and 2 home detention) Up to 1200 of the employees will be users and require 4 hour training. Administrators, monitoring staff (dispatchers/pco's) inventory personnel will require 8 hours of training. Approximately 12 locations will be training sites.</b></p> <p><b>DJS has 6 Regions- Trainings will occur in each region. Approximate staff statewide is 500. Training will be based on the same curriculum but the length of the training will vary depending on staff roles and responsibilities. We anticipate having one group (approx. 25) receiving 3 days - 8 hours each of training, the second group (approx. 100) 8 hours of training, and the third group (approx. 375) receiving 4 hours of training.</b></p>
63	67	5.5	<p>Page 67. Section 5.5.2 Selection Process Sequence, Requirement 5.5.2.1 says the technical proposals are evaluated for technical merit and ranked.  Please clarify how the State will rank the proposals? There is no point value associated with the evaluation criteria. Can you provide additional details on how precisely each criteria will be valued by itself and in comparison to the other criteria listed in requirement 5.2.</p>	<p><b>See response to Question 25.</b></p>