



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

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Governor  
BOYD K. RUTHERFORD  
Lieutenant Governor

MICHAEL G. LEAHY  
Secretary  
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Deputy Secretary

**TO:** All Prospective Offerors

**SUBJECT:** Questions & Answers No. 1

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

**DATE:** June 28, 2018

The Department is providing responses for the first set of questions. Another addendum will be issued in response to some of the questions being asked during the pre-proposal conference. Forthcoming, if there are questions during the conference the other addendum and another set of questions will be posted in a separate posting on eMaryland Marketplace.

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. 1 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
1	14	1.7	Will be made accessible via teleconference or is onsite attendance the only option to attend and participate?	<b>Attendance is not required to the pre-proposal conference. There are no teleconference options available at this time. The Department will provide the Agenda and any Q&amp;A information on eMaryland Marketplace for all vendors to view.</b>
2	45	3.16.5.2 (Q)	Whether companies from Outside USA can apply for this? (like from India or Canada)	<b>RFP Section 3.16.5.2(Q). While it is unclear what "companies from Outside USA" means, wherever the company is from, it must satisfy all requirements and specifically 3.16.5.2(Q).</b>
3			Whether we need to come over there for meetings?	<b>Companies should be made available in person for training, initial setup, support, additional training, etc.</b>
4			Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	<b>All requirements of the RFP must be met.</b>
5	20	1.32.4	Can we submit the proposals via email?	<b>Yes. Please see in the RFP section - 1.32.4</b>

6			<p>Who is the current vendor that is providing Electronic Monitoring for Community Supervision for each of the following agencies?</p> <ul style="list-style-type: none"> <li>a. Department of Juvenile Services.</li> <li>b. Division of Parole and Probation.</li> <li>c. Department of Public Safety and Correctional Services</li> </ul>	<ul style="list-style-type: none"> <li>a. <b>RF BI Inc. GPS- Stop LLC.</b></li> <li>b. <b>BI. Incorporated</b></li> <li>a. <b>Bi. Incorporated</b></li> </ul>
7			<p>Please provide the current model of all devices being used by the State of Maryland and the current contracted price by model each of the following agencies:</p> <ul style="list-style-type: none"> <li>a. Department of Juvenile Services?</li> <li>b. Division of Parole and Probation.</li> <li>c. Department of Public Safety and Correctional Services</li> </ul>	<ul style="list-style-type: none"> <li>a. <b>Answer 1. RF - Homeguard 206 GPS - BluTag</b></li> <li>b. <b>Same contract as C.</b></li> <li>c. <b>HG 206</b>  <b>ET 1 GPS Active Mode with AFLT and Beacon</b>  <b>ET1 GPS Hybrid Mode with beacon</b>  <b>ET1 GPS Passive Mode with Beacon</b></li> </ul>
8	9	1.1	<p>Regarding page 27 - section 3.2.1.2 - item 1 - this section describes that DPSCS utilizes 360 RF Home Curfew devices and 350 GPS devices. We have several questions:</p> <ul style="list-style-type: none"> <li>a. Please confirm that the state of Maryland is specifically looking for one-piece GPS devices and plan to replace the RF or no longer use RF.</li> <li>b. Price sheet has only GPS for vendors to price out, so are we correct in assuming that RF is not to be bid or priced?</li> </ul>	<ul style="list-style-type: none"> <li>a. <b>This RFP is for One Piece GPS System RFP Reference 1.1. The intention is to no longer use RF and replace the usage with GPS.</b></li> <li>b. <b>Correct</b></li> </ul>
9	29	3.3.4	<p>Regarding Attachment F - Price Sheet - Is the State looking to lease the GPS products and service from the vendor in this RFP? It does not state that in the RFP nor in this Price page. Could you please let us know whether the state is asking to purchase equipment and servers or lease product for a daily rate with Cloud Based GPS services?</p>	<p><b>Leasing equipment – per diem. The state has no intention of owning any equipment RFP Reference: 3.3.4</b></p>

10	42	3.16	<p>Regarding page 30 - Section 3.4 System Administration - 3.4.2 - We provide a web based user interface with username and password to gain access to all functionality. In this requirement, is the System Administrator asking to have VPN access to our servers? We typically give System Administrators complete control over the Eagle software using any web enabled device with encryption. A State System Administrator has no knowledge of the compiled proprietary code that we use to operate the systems and could negatively impact the operation of the services that are provided. There is the possibility that System Administrator may need access to performance reporting that is described in section 3.5.</p> <p>Could you specify or clarify what the VPN access would be for and what it the State is looking to access through the VPN?</p>	<p><b>We desire a Web Based Platform. We desire a web based platform with user name and password access. The access level may be different for agency administrators, agency monitors, and field staff depending on their roles and responsibilities. VPN methodology not necessary but any method must comply with security requirements RFP Reference: 3.16</b></p>
11	29 - 30	3.4.1 – 3.4.8	<p>Regarding page 30 - section 3.4 - System Administration - subsections 3.4.1 - 3.4.8 - Does the State of Maryland own their own server that was supplied to the state when they awarded the current vendor.</p> <ul style="list-style-type: none"> <li>- We ask because the requirements indicate that you manage the server functions remotely (the server is at a data center). In section 1.1 -Summary Statement the State is issuing this RFP to provide cloud based Global Positioning System (GPS). No VPN is required to have full access to our software including all administrative functions. Do you expect to have VPN access to a Cloud solution?</li> </ul> <p>Furthermore, in the same paragraph it is asking for a vendor “which software and associated data are centrally hosted in the cloud accessible by State personnel using a web browser” Section 3.4.2 states a requirement that the states System Administrator will have to perform system administration and VPN access which is consistent when the server is owned by the state. The state would have access to things like queue transaction activity, transaction logs, and error queues and exceptions but they would be available as automated reporting or through a web browser which is more typical for cloud bases services.</p>	<p><b>The current contract for DPSCS includes Servers that are owned by the vendor and on sight at our data centers</b></p> <ul style="list-style-type: none"> <li>- <b>See question 5</b></li> </ul> <p><b>RFP Reference: Section 3.4.1 – 3.4.8 is referring to the ability to have an administrator level access that permits and administrator functions. i.e. setting user accounts, access levels for users, grouping of access levels of users, parameters of the system and equipment, etc. Access to perform function must be from State computers, tablets, etc.</b></p>

12	31	3.6.1.25	Regarding page 31 - Section 3.6 - Electronic Monitoring Software - 3.6.1.6 item C) - In order to be complete and compliant to all requirements could you please show us where paragraph 8 is that is in parentheses. We cannot locate that paragraph	<b>“Paragraph 8” is a reference error on the document Ref. 3.6.1.25. Photographs” is intended for the system to be capable of uploading multiple pictures for an individual. I.e. DJS current operations includes full front with anklet on, face shot, close up of anklet, close up of anklet showing the vendor standard two finger test of the strap.</b>
13	31	3.6.1.6	Regarding page 31 - Section 3.6 - Electronic Monitoring Software - 3.6.1.6 item H. -Please provide more information about the “Special program code (“G”)” that is referenced?	<b>Special program code is a data field that permits the input of specific user defined alert codes i.e. 09 = Security threat group 10 = vicious animal at residence, etc.</b>
14	32	3.6.1.6 3.6.1.8	Regarding page 32 - section 3.6.1.6 - subsection 3.6.1.8 - Is the state referring to schedules on rules (curfew schedules) or something else. If it is referring to rule schedules (curfew - when a subject should be home/can be gone) does the state want to add it at the scheduling module or somewhere else?	<b>Section 3.6.1.6 is referring to the database fields that store the specifically labeled type of information. 3.6.1.8 Is requiring that schedules can be entered, modified, deleted. When those actions are done, notes can be added for the reason for each entry, modification or deletion.</b>
15	36	3.9.5	Regarding page 36 - Section 3.9.5 - 3.9.5.1 and Electronic Monitoring RFP - Price List - We have several questions about this section: a. On the price list and in this section, it seems to infer that the vendor is financially responsible for lost or intentionally damaged equipment by the subject? We ask this because there is no place for the replacement cost for lost, stolen or intentionally damaged equipment. b. If the vendor is financially responsible for lost of intentionally damaged equipment, could you please share with us how many units were lost or damaged in calendar year 2017 on the one-piece GPS? This is extremely important to understand how much equipment is consumed in this program to factor pricing for the daily rate.	<b>a. There is no cost to the state and not necessary on the price sheet RFP Reference. 3.9.5</b> <b>b. DJS 186 absconds in 2017 431 are the RMA which includes damaged and not functioning correctly. DPSCS will follow up with answer at a later time.</b>

16	37	3.10	<p>Regarding page 37 - Section 3.10 - Training/Curriculum - It states in section 3.2.1.1 that there are 1,275 DPSCS employees located in 43 offices throughout the State but don't see anything regarding the amount of DJS employees or locations. We have several questions and how this pertains to the number of staff that needs to be trained:</p> <ul style="list-style-type: none"> <li>a. Would the awarded vendor be training all 1,275 employees for DPSCS and if not how many will need to be trained?</li> <li>b. How many staff and location will need to be trained for DJS?</li> </ul>	<ul style="list-style-type: none"> <li>a. <b>DPSCS has field offices state wide (approximately 45 locations (43 paroles and probation and 2 home detentions) 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></li> <li>b. <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></li> </ul>
17	38	3.12	<p>Regarding page 38 - 3.12 - Contractor Transition-In Requirements - 3.12.3.3 - item D - We understand and agree to most of this requirement, however could you please clarify what "reporting event protocol" is? We are interested in answering this correctly.</p>	<p><b>Each agency will have their own protocols for how they want to receive events (alerts, leaves, returns tampers etc.). Notifications on certain events may be immediate while notifications on other events can be delayed. Depending on the event, the delays may also differ.</b></p>
18	38	3.12.3.4	<p>Regarding page 38 - Section 3.12.3.4 - item D) - Is this referring to subject data from the current vendor that is to be uploaded into the new vendors system?</p>	<p><b>Yes. Awarded vendor sets up database and imports or data entries all current offenders/juveniles into their system so the system is operational on the designated date(close to operational takeover by the state to avoid gaps of information</b></p>
19	46	3.16.6	<p>Regarding page 46 - section 3.16.6 Security Plan - subsection 3.16.6.3 - Eagle software does is not designed to process credit card information Do you process credit card payments for subjects for fee collection through the current vendor server? This would be a separate function. Are you requiring offender fee collection on this bid from the vendor?</p>	<p><b>There is no fee collection.</b></p>
20	52	3.22.3.3 – 3.22.3.4	<p>Regarding page 52 - 3.22.3 - subsections 3.22.3.3 &amp; 3.22.3.4 - In both of these the State is referring to <i>Attachment B - Financial Proposal Form</i>. Just wanted to confirm that you are referring to <i>Attachment F - Financial Proposal Form</i>?</p>	<p><b>Financial proposal form is Attachment F and is a separate excel document.</b></p>

21	52	3.22.2.4	Regarding page 52 - Section 3.22.2.4 - items i) through x) - These are items the State of Maryland wishes to have included with the invoice, but can it be included as part of a separate document?	Section 3.22.2.4 states that the information can be attached to the invoice.  "Separate Document" not clear.
22	58	4.2.2.6	Regarding page 58 - section 4.2.2.6 - subsection E) - item 12). Could the State be more specific regarding updates to data services? We have different updates for different sections of our solutions. We have hosted maps, geocoding data that we use online services for and they update continually. We have updates to the Eagle software that generally are updated quarterly. Are these the services you are referring to?	Yes