

RFP 060B8400058

Question & Answers

Electronic Monitoring for Community Supervision

ITEM	RFP PG NO.	SECTION NO.	VENDOR QUESTION	RESPONSE
64		1.1.3	<p>Paragraph 1.1.3 states, "The Department intends to make a single award as a result of this RFP." While paragraph, 1.1.7 states, "A Contract award does not assure the Contractor that it will receive all State GPS electronic monitoring business."</p> <p>Questions: a) Can the state clarify its intent to award a single contract that will include providing the required equipment, services, and support to both independent agencies? b) Can the State provide an example where a contract is awarded, however, the contract award does not assure the Contractor that it will receive all State GPS electronic monitoring business?</p>	<p>The Department will only award one (1) vendor for award of this contract. The resultant contract is not a mandatory use contract vehicle for the State; therefore, no guarantee is provided that the Contractor shall receive all State GPS electronic monitoring business.</p>
65			<p>Please provide the average daily active GPS devices used for the past 6 months for a) Department of Public Safety and Correctional Services (DPSCS) and b) for the Department of Juvenile Services (DJS)?</p>	<p>Current daily average population for all DPSCS operational units is 450. DJS - 125-150 ADP.</p>
66			<p>Please provide the current GPS mode of operation including GPS acquisition rate, GPS communication interval rate, and any secondary tracking interval rate, if use for a) Department of Public Safety and Correctional Services (DPSCS) and b) for the Department of Juvenile Services (DJS)?</p>	<p>DJS - Active monitoring receiving a point every minute. Currently, certain alerts are immediate notification while others may have delays.</p> <p>DPSCS – Active GPS acquisition 1 per minute reports every 60 min AFLT 30 min</p> <p>Passive GPS acquisition 1 per minute reports once daily</p>

67			Please provide the current daily rate for active GPS devices for a) Department of Public Safety and Correctional Services (DPSCS) and b) for the Department of Juvenile Services (DJS)?	The requested information is considered confidential.
68			Please provide the current daily rate for inactive GPS devices that exceed the spare equipment allowance being provided?	The requested information is considered confidential.
69			Please provide a detailed list of any ancillary equipment including desk top computers, monitors, tablets, and Smartphone's currently being provided including the quantities for a) Department of Public Safety and Correctional Services (DPSCS) and b) for the Department of Juvenile Services (DJS)?	This information is not available. Ancillary equipment is not in scope of this RFP.
70		3.3.5	Paragraph 3.3.5 states, "Provide a cloud-based system, accessible through an interface through which the State may perform all administrative, operational and monitoring functions as outlined in this RFP." Question: Will the State accept a secure web based monitoring application through which the State may perform all administrative, operational and monitoring functions as outlined in this RFP?	Yes.
71		3.3.6	Paragraph, 3.3.6 states, "Provide to the State any tools and hardware required by the State for the installation, adjustment, and removal of Contractor's ankle bracelets." Question: Please confirm the number of tool kits required at start up for a) Department of Public Safety and Correctional Services (DPSCS) and b) for the Department of Juvenile Services (DJS)?	DJS- 115 DPSCS - 70

72		3.5.2	<p>Paragraph 3.5.2 states, “Ad hoc reporting capability with fields outlined in Section 3.6.1.6 containing any and all data captured in the database in any desired arrangement of fields utilizing any filters appropriate to screen out unwanted information. The ad hoc reporting capability shall employ a user-friendly interface requiring no specialized technical skills, and shall be provided at no additional cost to the State.”</p> <p>Question: Would the State accept the vendor customizing the reports directly within an agreed upon time frame in order to provide an easier and more efficient means to customize reports as needed?</p>	<p>Yes, the State will accept vendor customizing reports as requested by state for no cost within agreed time frame in lieu of Ad Hoc reporting.</p>
73			<p>How many GPS devices were declared lost/stolen/damaged over the past year for a) Department of Public Safety and Correctional Services (DPSCS) and b) for the Department of Juvenile Services (DJS)?</p>	<p>DJS -2017 186 Absconds and 431 RMA</p> <p>DPSCS – 2017 All Types GPS anklet and RF 119</p>
74			<p>Does the State currently pay for any devices declared to be lost/stolen/damaged over the past year? If so, please provide the device replacement cost for a) Department of Public Safety and Correctional Services (DPSCS) and b) for the Department of Juvenile Services (DJS)?</p>	<p>The requested information is considered confidential.</p>
75			<p>What is the current contracted daily rate for GPS devices and monitoring for both DPSCS and DJS?</p>	<p>The requested information is considered confidential.</p>
76			<p>Will DoIT please provide a copy of the current contracts for both DPSCS and DJS?</p>	<p>Parties seeking current contract information must submit a Public Information Act (PIA) request to the Agency’s respective procurement departments. Copies of these contracts are not available for dissemination via this RFP.</p>
77			<p>What is the average length of time a participant is on the program for both DPSCS and DJS?</p>	<p>DJS – 90 days</p> <p>DPSCS - All DPSCS populations are approximately 4 months.</p>

78			What is the anticipated number of officers for both DPSCS and DJS who will require training and the number of locations where training will take place throughout the state?	<p>Please see response to Question 57 for DJS.</p> <p>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.</p>
79			In the past 12 months, how many devices were lost/damaged/stolen by both DPSCS and DJS?	<p>DJS -2017 186 Absconds and 431 RMA</p> <p>DPSCS – 2017 All Types GPS anklet and RF 119</p>
80			Due to the size and complexity of proposal responses and the large number of questions asked to the agency, we respectfully request that the deadline include at least three (3) weeks between the final Q & A Addendum Release and the Proposal Submittal Due Date and Time.	<p>See Amendment #2. The proposal due date has been extended to August 6, 2016.</p>
81			In the event that the release of the Q & A Addendum is delayed, please confirm that the proposal due date will also be extended.	<p>See Amendment #2. The proposal due date has been extended to August 6, 2016.</p>
82			At the Pre Conference Meeting held on Friday, June 29, 2018, the agency indicated that vendors could include optional pricing in the financial volume. The agency also indicated that any item entered in an “accessory” row would be counted towards the daily rate. a. Will the State provide an updated pricing sheet with additional space for optional pricing? i. If vendors are permitted to price optional equipment, please confirm it will not be counted towards the daily rate. ii. If not, will the State allow vendors to edit the pricing sheet to include pricing for optional equipment?	<p>A revised price sheet will not be provided. Any additional optional equipment will not be counted toward the daily rate but will have its own daily rate. Offerors shall enter any proposed accessory items into Attachment F. If you wish to include additional option equipment please submit another price sheet on a separate page clearly stating that it is optional.</p>
83	30	3.4.2	Reference RFP Section 3.4.2, page 30: “The system shall include on-line monitoring and system administration, which can be operated remotely through a Virtual Private Network (VPN).” a. Please define the term “on-line monitoring”. b. Please define the term “system administration”	<p>See response to Question #11.</p>

84	30	3.4.5	Reference RFP Section 3.4.5, page 30: “The system shall have an easy to read display of all error queues and exceptions for the system administrator viewing and printing.” a. Please define the “error queues” the State wants the system to display. b. Is this requirement referring to errors produced by the system or the application?	The Department understands this to be industry standard. If your understanding differs from industry standard please identify in your proposal.
85	30	3.4.6	Reference RFP Section 3.4.6, page 30: “The queue transaction activity display shall be automatically refreshed at a rate adjustable by the system administrator, including on demand.” a. Please confirm that the “queue transaction activity display” contains events generated by the electronic monitoring equipment.	Yes
86	30	3.5.5	Reference RFP Section 3.5.5, page 30: “Reports shall include information on (by way of example only): operator performance, accuracy, counts of records received, rejected at each edit point, processed, longest time shortest time and average time.” a. Please define what specific information the State requires in the outlined reports.	The State will not specify report content. Vendors shall propose standard and ad-hoc reporting capabilities provided by its proposed solution.
87	30	3.5.6	Reference RFP Section 3.5.6, page 30: “The system shall generate reports that summarize input, normal and abnormal processing activities and output. The content, organization, filters and variables of these reports shall be configurable by a user and the system administrator.” a. Please define “normal processing activities” b. Please define “ abnormal processing activities” c. Please provide an example of both normal and abnormal processing activities.	The Department understands this to be industry standard. If your understanding differs from industry standard please identify in your proposal.
88	34	3.6.1.26.F	Reference RFP Section 3.6.1.26. Item F, page 34: “Configure individual and multiple user inclusion and exclusion zones.” a. Please define “user” in the specification. i. Does “user” refer to the officer or the subject?	“User” refers to an Enrollee/Subject.
89	34	3.6.1.27	Reference RFP Section 3.6.1.27, page 34: “Allow system administrators to have the ability to enter changes to user personnel without the assistance or intervention from the Contractor.” a. Please explain what type of changes the system administrator must be able to make to user personnel. b. What settings or functionality should be available to change?	System administrators shall be able to, at a minimum, change Passwords, log ons, names, office location, and delete users.

90	37	3.10	Reference RFP Section 3.10. Training/Curriculum, page 37: Section in entirety. a. In order to provide the State a comprehensive training plan that meets all of the listed requirements, please provide the number of people who will require for the following categories: i. Command Center Personnel ii. Command Center Supervisors iii. CDO Field Officers iv. CDO Court Liaisons v. GPS Rapid Response Team	See response to Question #78.
91	42	3.16.1.1	Reference RFP Section 3.16.1.1, page 42: "Contractor Personnel shall display his or her company ID badge in a visible location at all times while on State premises. Upon request of authorized State personnel, each such Contractor Personnel shall provide additional photo identification." a. When and how often does the State anticipate the contractor will need to come onsite?	Initially for transition in and training, then quarterly for meetings.
92	45	3.16.5.2.1	Reference RFP Section 3.16.5.2. Item I, page 45: "Enable appropriate logging parameters to monitor user access activities, authorized and failed access attempts, system exceptions, and critical information security events as recommended by the operating system and application manufacturers and information security standards, including Maryland Department of Information Technology's Information Security Policy." a. Please define a "critical information security event".	Please refer to RFP Section 3.11.
93	49	3.19.1	Reference RFP Section 3.19.1, page 49: "The State is sensitive to system performance, and its impact on user efficiency and perception. As a result, system performance measures will be implemented as proposed and agreed to in the Contract and measured on a periodic basis as a means to maintaining a high level of system performance and user satisfaction." a. Please provide the "system performance measures" the State intends to implement that the Contractor is expected to meet. b. To ensure that the State receives the same quality of service from all vendors, please provide a minimum level of service the State is willing to accept. c. Please provide the minimum frequency of measurement a vendor can provide in their SLA to meet the State's requirement.	The State seeks SLAs to be proposed by Offerors in its technical response. Offerors should take into consideration its past performance/successes to identify to the State best practices for measurement.

94	61	4.2.2.11.A	Reference RFP Section 4.2.2.11 Financial Capability, Item A, page 61 “An Offeror must include in its Proposal a commonly-accepted method to prove its fiscal integrity. If available, the Offeror shall include Financial Statements, preferably a Profit and Loss (P&L) statement and a Balance Sheet, for the last two (2) years (independently audited preferred).“ a. With the understanding that two years of audited financial statements is equivalent to 300 pages of documentation, will the State accept a link to a vendors publicly available audited financial statements to meet this requirement?	The Department will not accept a link.
95	63	4.2.3	Reference RFP Section 4.2.3 Additional Required Technical Submissions, page 63: “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.” a. Please confirm the State will accept electronic original signatures, like the one provided in the signature line of this letter as original signatures. i. If not, please provide a definition and example of what the State will accept as an original signature.	See response to Question #37.
96	64	4.2.4.D	Reference RFP Section 4.2.4 Additional Required Submissions, Item D, page 64: “A Letter of Authorization shall be on letterhead or through the provider’s e-mail. Further, each Letter of Authorization shall be less than twelve (12) months old and must provide the following information:” a. Please confirm that a Letter of Authorization is not required if the vendor is the Original Equipment Manufacturer (OEM) of the proposed equipment.	Confirmed. Letters of Authorization are only required for third-party items.
97	65	4.4.7.A	Reference RFP Section 4.4.7 Item A. Technical Proposal, page 65: “Technical Proposal and all supporting material in Microsoft Word format, version 2007 or greater,” a. Many of the supporting documents to be provided, (i.e. Financial Statements, FCC Certification, etc.) are not available as Word Documents files, please confirm that vendors will not be deemed unresponsive for submitting certain supporting documentation as .pdf files.	The Technical Proposal must be submitted in the requested format.
98	65	4.4.7.B	Reference RFP Section 4.4.7 Item B. Financial Proposal, page 65: “Financial Proposal and all supporting material in Excel 2007 format,” a. Please confirm vendors can submit a cover letter, as a Word document, with their financial proposal.	The Financial Proposal must be submitted in the requested format.

99	77	ATTACHMENT A	Reference RFP Attachment A: Contract, Section 18. Termination for Convenience, page 77: "The performance of work under this Contract may be terminated by the State in accordance with this clause in whole, or from time to time in part, whenever the State shall determine that such termination is in the best interest of the State. The State will pay all reasonable costs associated with this Contract that the Contractor has incurred up to the date of termination, and all reasonable costs associated with termination of the Contract. However, the Contractor shall not be reimbursed for any anticipatory profits that have not been earned up to the date of termination. Termination hereunder, including the determination of the rights and obligations of the parties, shall be governed by the provisions of COMAR 21.07.01.12A(2)." a. We respectfully request that the agency allow contractors to terminate by providing 30 days' notice. b. We respectfully request the State allow for mutual termination for convenience.	Please see response to Question #27.
100	45	3.16.5.2.Q	Please confirm that all monitoring data, including billing, invoicing, data storage, and email exchanges must remain within the United States and cannot reside or be exchanged with foreign owned entities.	Refer to RFP Section 3.16.5.2.Q
101			Will the agency be responsible for reporting lost and damaged equipment to the vendor?	Yes.
102			Will the agency be responsible for cost associated with lost and damaged equipment not reported to the vendor?	No.
103			As a current vendor of electronic monitoring services to both DPSCS and DJS, BI can confirm that both agencies have unlimited lost and damage allowances in their contracts. During the last year, from July 1, 2017 to June 30, 2018, DPSCS lost 61% of GPS tracking devices and 85% of GPS beacon devices. DJS lost 110% of RF Transmitters and 31% of RF receivers. These percentages are within the historical average of both accounts. a. Please confirm that the State wants an unlimited lost and damaged allowance.	Confirmed.
104			Please confirm that all vendors must provide an unlimited lost and damaged allowance to be considered responsive to this RFP. a. If not, please provide the percentage of lost and damaged equipment the vendor must include as a lost and damaged allowance.	Confirmed.

105	61	4.2.2.13	Please confirm that RFP requirements (for example, specifications related to the experience of the proposer) must be met by the prime vendor and cannot be answered using the experience of a subcontractor.	<p>Offeror Minimum Qualifications (see RFP Section 2.1) must be met by the prime contractor.</p> <p>The Offeror shall provide a complete list of all subcontractors that will work on the Contract if the Offeror receives an award. This list shall include a full description of the duties each subcontractor will perform and why/how each subcontractor was deemed the most qualified for this project.</p>
106			In the event no bidders are deemed responsive, please describe the agency's procedure for contracting electronic monitoring services.	<p>If no bidders are deemed responsive, the Department may resolicit for these services.</p>