

Questions regarding RFP JUV-20-CB-2-001 Electronic Monitoring

Responses appear in red.

1. Could you please share the current vendor and make/model of the device(s) currently in use?
BI, Incorporated
ExacuTrack One: GPS tracking, hybrid mode 1.60.AO.ZX
ExacuTrack One: GPS tracking, active mode 1.15.AO.ZX
 2. What is the current contracted daily rate for Juvenile Court Services?
Average daily rate is \$10.56
 3. How many devices did Juvenile Court Services- Marshalltown have in use in the last calendar month (December 2018)?
26
 4. Regarding page 4 – Agency Responsibilities – To confirm, Juvenile Services Court staff will enroll, assign/un-assign equipment and install/remove electronic monitoring devices?
Yes
 5. Regarding page 4 – Agency Responsibilities – Will JCS receive automated alerts and action (call youth to get compliant) alerts using Contractor software or do you expect the Contractor to receive alerts and call authorized staff or youth). If you expect Contractor to make calls on alerts, could you please share the total amount of calls that Contractor would handle per month?
JCS will receive automated alerts from Contractor software.
 6. Regarding page 4 – 1.3.2 Performance Measures – item 2. – Is JCS referring to spare usage (for each Sub-District) and does this mean we will not bill for the spare (unassigned) equipment?
Yes, this refers to “spare usage”. The Contractor will not bill, or will credit JCS for 3 units every 30 days.
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7. Is Juvenile Court Services (JCS) interested in GPS monitoring, Radio Frequency (RF) monitoring or both?
JCS welcomes bids and cost proposals for all available GPS monitoring and Radio Frequency (RF) monitoring options.
 8. Is JCS interested in alcohol monitoring products?
No
 9. Responses to vendor questions greatly affect each proposer’s ability to develop custom solutions and cost effective pricing. Will the agency please consider extending the proposal deadline by ten business days (after publishing answers to questions) to allow vendors adequate time to revise cost and technical proposals?
Please see the amended timeline on page 2 of the RFP.
 10. Page 4 of 47, Section 1.3.2.2. States that “Three (3) units shall be credited for 30 days of usage on 100% of monthly bills.” Are these three units the same units that are to be allowed for spare usage?
Yes, these are the same units.

11. Page 13 of 47, Sections 3.2.5.2.2 and 3.2.5.3 say Reserved and have no description, but they also have titles in parentheses. Are bidders to include *Names and Credentials of Key Corporate Personnel* and *Financial Statements* in the proposal?

No, Section 3.2.5.2.2 and Section 3.2.5.3 are not required in response to this RFP.

12. Who is your current electronic monitoring vendor?

Please see response to question 1.

13. Please identify the make and models of all devices you are using under the current contract?

Please see response to question 1.

14. How many units were in use as of December 31, 2018 by equipment type?

Please see response to question 3.

15. What is the current contracted daily rate for all equipment by make and model?

ExacuTrack One: GPS tracking, hybrid mode 1.60.AO.ZX - \$5.29

ExacuTrack One: GPS tracking, active mode 1.15.AO.ZX - \$5.79

a. Does the daily rate include all monitoring costs? If not, what is the current daily rate for the additional monitoring?

This price includes all monitoring costs.

b. Since monitoring center staffing factors heavily into vendor costs, we request clarification of the monitoring services required:

i. Is JCS requesting only automated notifications of alerts generated by the system, or

ii. Is JCS requesting the additional provision of direct manual outbound calls from the monitoring center staff to either clients or officers?

JCS requests only automated notifications of alerts generated by the system.

16. That is the average length of time a client is on electronic monitoring?

This information is not available.

17. On average, how many activations (installations) do you have per month per equipment type?

This information is not available.

18. On average, how many deactivations do you have per month per equipment type?

This information is not available.

19. Does JCS pay for lost, damaged, stolen equipment?

No, JCS does not pay for lost, damaged, or stolen equipment. Provider may charge clients for lost, damaged, or stolen equipment. In the event of lost, damaged or stolen equipment, if Provider provides JCS with restitution request letter, JCS will assign restitution to client in the amount of the equipment.

a. If not, how many devices have been lost, stolen, or damaged within the past 12 months by type?

This information is not available.

20. Page 24 of 47, Attachment E Budget Worksheet:
- a. Can vendors add a table for lost, damaged, stolen equipment replacement costs to Attachment E?
Yes, vendors may add a table for lost, damaged, stolen equipment replacement costs to Attachment E.
 - b. If not, will the costs for lost, damaged, stolen equipment be considered at contract negotiation?
N/A
21. Is there a preference for a one-piece or two-piece GPS tracking device?
No, pricing and specifications may be provided for all available options.
22. 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?
Pricing and specifications may be provided for all available options.
23. Will JCS 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.
Please see response to question 9
24. Page 33 of 47, Section 2.7.1: Will the Agency limit the indemnification provision to third-party claims?
This language is standard in all contracts with the Agency and will not be modified.
25. Page 35 of 47, Section 2.9.5: Will the Agency limit the indemnification provision to third-party claims?
This language is standard in all contracts with the Agency and will not be modified.
26. Page 36 of 47, Section 2.10.1: The definition of Deliverables (page 30 of 47), read in conjunction with this provision, leaves open the possibility that intellectual property rights and proprietary rights relating to goods delivered under this contract transfers to the Agency. For clarity, will the Agency agree that all intellectual property rights and proprietary rights created or developed by Contractor prior to and/or independent of this agreement remain with Contractor?
The Agency will work with the successful bidder in order to reach a reasonable solution.
27. Page 37 of 47, Section 2.11.3.2 (last bullet point): Will the Agency limit the indemnification provision to third-party claims?
This language is standard in all contracts with the Agency and will not be modified.

28. Page 11 or 47, Envelope Contents and Labeling: Bullet 2, The envelop containing the original Bid Proposal shall be labeled "original" and each envelope containing a copy of the Bid Proposal shall be labeled "copy." Each envelope must be numbered to correspond with the number of copies of Proposals.

a. A three-ring binder with the Technical Proposal is typically too large to fit into an envelope. Is it acceptable to label the binder covers as follows: Original 1 of 4", "Copy 2 of 4", "Copy 3 of 4" and place all four binders together in one box v. placing each binder in an individual envelope?

Yes, this is an acceptable.

b. A three-ring binder with the Cost Proposal is typically too large to fit into an envelope. Is it acceptable to label the binder covers as follows: "Original 1 of 4", "Copy 2 of 4", "Copy 3 of 4" and place all four binders together in one box v. placing each binder in an individual envelope?

Yes, this is acceptable.

29. Page 11 of 47, CD-ROM/USB Flash Drive: If the answer to Question 27 a. and b. is yes, is it acceptable to place the Technical Proposal Flash Drive inside its own envelope inside the box containing the original and three copies of the Technical Proposal? And, is it acceptable to place the Cost Proposal Flash Drive inside its own envelope inside the box containing the original and three copies of the Cost Proposal?

Yes, these options are acceptable.

30. Page 11 of 47, Number of Hard Copies: Will JCS please confirm if the Cost Proposal should consist of 1 Original and 3 Copies?

That is correct.

31. Page 17 of 47, Attachment B Primary Bidder Detail & Certification Form and the Primary Bidder Certifications. Do these two pages go together as one section?

Yes

32. Page 17 of 47, bottom of page, Exceptions to RFP/Contract Language. There is only one line with limited space to note exceptions. Since this is a PDF, are we permitted to make our own separate list or will JCS provide a form that allows additional space?

A form that allows additional space has been posted. Or, a separate list may be included.

33. Page 18 of 47, 2.4 Does the Proposer need to be registered with the IA Department of Revenue at the time of proposal submission? OR is this required after contract award?

Bidder agrees to become registered with the Iowa Department of Revenue if awarded the contract.

34. Page 3, Section 1.1 – Electronic Monitoring Services have been provided for many years, with an annual expenditure of approximately \$50,000. Will the agency please provide who their current vendor for electronic monitoring services is and a breakdown of what products are currently being utilized?

Please see the response to question 1.

35. Given the industry standard for proposal preparation and shipping time, will the Agency consider an extension of deadline to 2-weeks after responses have been posted?

Please see the response to question 9.

36. Regarding the areas marked "Reserved" below: Are these sections to be included in the RFP response now or are they reserved to be provided upon award?

3.2.5.2.2 Reserved. (Names and Credentials of Key Corporate Personnel)

3.2.5.3 Reserved. (Financial Statements)

No response is required for these sections, they are not utilized in this RFP.

Please also see the response to question 11.

37. Who is your current electronic monitoring provider?

Please see the response to question 1.

38. What is the current rate you are paying for this service?

Please see the response to questions 2 and 15.

39. Is your primary requirement for youth tracking the ability to ensure curfew schedules or is there a need to have location tracking at all times? Of is this determined on a case basis, depending on the juvenile's case?

This is determined on a case-by-case basis depending on the situation.

40. Would JCS consider electronic submission of responses (i.e. email)?

No.

41. What is the average length of time a client is on GPS monitoring?

This information is not currently available.

42. Are we responsible for the cost of a damaged or lost unit?

Please see the response to question 19.

43. What is the average daily census for each client on GPS monitoring?

We are not familiar with this terminology, so are unable to provide this information.

44. Is customer service and/or troubleshooting only available Monday through Friday or would it also need to be available Saturday through Sunday as well?

Customer Service needs to be available online or via phone during regular business hours, Monday – Friday (8AM to 4PM).

45. Can we receive clarification on what type of data requests the provider should expect?

Reports regarding client usage, including daily, monthly, yearly usage; as well as start and end dates of service for client/unit must be available. Reports should also be available by assigning JCO. Data must be available when requested for dates equipment is received and returned, in addition to start and end date of activation.

46. What will the process be when a client on monitoring violates their boundaries/times?
The assigning JCO should receive a notification (likely an email). Notifications should be automated. The provider would not be involved in any follow up to these notifications.
47. Who will be receiving alerts when clients violate the boundaries/times?
The assigned JCO.
48. Who will respond to violations of boundaries/times?
The assigned JCO.
49. Will the contractor have any responsibility in tracking the clients on monitoring other than when the JCO requests information?
No.
50. Will there be any evening and weekend expectations on the contractor for active clients?
No, other than the automated notifications, and automated location data.
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51. Answers and amendments in response to questions are essential to proposers. As such, to allow ample time for integration of amendments/answers, will you please extend the proposal due date a minimum of two (2) weeks from the distribution of the final amendment/answers to questions?
Please see response to question 9.
52. Who is the incumbent contractor for each of the specified technology/service types?
- Radio Frequency Monitoring?
N/A
 - GPS Tracking?
Please see response to question 1.
53. Can you please provide the current manufacturer/model used for each of the specified technology/service types?
- Radio Frequency Monitoring?
N/A
 - GPS Tracking?
Please see response to question 1.
54. What are the current number of units in use on participants for each of the specified technology/service types?
Please see response to question 3.
55. What is the current price per unit per day for each of the specified technology/service types?
Please see response to question 15.
56. What is the average sentence length for participants placed on electronic monitoring?
This information is not available.
57. Does JCS receive notification of alerts and, if so, what method is used by the current contractor to provide this notification?
Yes, email notifications are currently provided.

58. Does the current contractor make calls to JCS personnel for alert notification?

No

a. If yes, what alerts require the contractor to call JCS personnel?

N/A

b. If yes, on average how many calls are made per day to JCS personnel?

N/A

59. Does the current contractor make calls to the program participants on behalf of JCS for alerts?

No

a. If yes, what alerts require the contractor to call the program participant?

N/A

b. If yes, on average how many calls are made per day to program participants?

N/A

60. Section 1.3.1 Scope of Work Deliverables, item #2, indicates that training will be provided as needed or requested.

a. Can you please provide the number of training locations necessary for an initial implementation/program transition?

If on-site training is required, only one location would be necessary.

b. Are webinar trainings acceptable as a part of follow-up training that may be needed or requested by JCS?

Yes, webinar training(s) would be acceptable.

61. Section 1.3.1 Scope of Work Deliverables, item #3, indicates a need for a total of three (3) units per month for shelf/spare allowance.

a. What is the current shelf/spare allowance?

3 per monthly billing cycle

b. If JCS has more than three (3) units per month as shelf/spare devices, does the current contractor bill for units above the allowance?

Yes, if any devices are not in use, and are not returned, JCS is billed for those.

c. If yes, at what rate is JCS billed for spare units above the allowance?

\$3.95 per day per unit

62. Section 1.3.1 Scope of Work Deliverables, item #6, indicates that the contractor must have a method available to track usage per client/unit. Can you please clarify what JCS means by tracking usage per client/unit, i.e., are you requesting the ability to track devices utilized by each program participant as well as the ability to track devices and which participants have utilized each device?

Yes, JCS needs the ability to track devices by each program participant as well as the ability to track devices by participant assigned to the device, and by the assigned JCO.

63. Reference RFP Section 1.3.3.2 Agency Review Claus, page 26:

The Contract Manager or designee will use the results of monitoring activities and other relevant data to assess the Contractor's overall performance and compliance with the Contract.

- a. Please define what "other relevant data" will be used to assess vendor performance.
The Agency may check other information beyond what appears in the monitoring clause and performance measures. This could include, but is not limited to relevant licenses or registration to do business in Iowa.

64. Reference RFP Section 3.2.5.3 Reserved (Financial Statements), page 13:

- a. Please confirm vendors are not required to submit financial statements as part of the RFP response
Please see response to question 11.
 - i. If vendors are required to submit financials statements, please confirm vendors may submit them as a link or include documents on a flash drive.
N/A

65. Reference RFP Section 3.2.5.1.4, page 13:

Letters of reference from three (3) of the bidder's previous clients knowledgeable of the bidder's performance in providing services similar to those sought in this RFP, including a contact person, telephone number, and electronic mail address for each reference.

- a. Please confirm signatures on the reference letters are not required to be originals.
Signatures on letters of reference are not required to be original.

66. Reference RFP 3.2.5.2.1 Tables of Organization, page 13:

- a. Please confirm the above is referencing Organization Charts and not actual tables.
Yes, Section 3.2.5.2.1 Tables of Organization, page 13, may be provided in a chart format.