

ADDENDUM ACKNOWLEDGEMENT FORM
RFP #10-DC-8200
A D D E N D U M #1

Department of Corrections
2601 Blair Stone Road
Tallahassee, Florida 32399-2500

SOLICITATION NO.: RFP 10-DC-8200

SOLICITATION TITLE: Global Positioning Satellite Electronic Monitoring Services

OPENING DATE/TIME: November 22, 2010 at 2:00 p.m.

ADDENDUM NO.: One (1) DATE: November 2, 2010

PLEASE BE ADVISED THAT THE FOLLOWING CHANGES ARE APPLICABLE TO THE ORIGINAL SPECIFICATIONS OF THE ABOVE-REFERENCED RFP:

This addendum includes the following:

1. Written responses to written inquiries;
2. Pages 9, 12, 13, 14, 15, 16, 17, 20, 30, 37 and 43 are replaced with Revised Pages 9, 12, 13, 14, 15, 16, 17, 20, 30, 37 and 43;
3. Revised Calendar of Events (Revised Page 30); and
4. Adds Pages 14a and 14b, Exhibit B-System Generated Reports (samples), Exhibit C-Call Tree Protocol.

If you have any difficulty in downloading any of the attached documents, please call or e-mail a request for copies to the Procurement Manager.

THIS ADDENDUM NOW BECOMES A PART OF THE ORIGINAL RFP.

THE ADDENDUM ACKNOWLEDGMENT FORM SHALL BE SIGNED BY AN AUTHORIZED COMPANY REPRESENTATIVE, DATED AND RETURNED WITH THE PROPOSAL AS INSTRUCTED IN SECTION 5, PROPOSAL SUBMISSION REQUIREMENTS. FAILURE TO DO SO MAY SUBJECT THE PROPOSER TO DISQUALIFICATION.

Failure to file a protest within the time prescribed in Section 120.57(3), Florida Statutes, or failure to post the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under Chapter 120, Florida Statutes.

PROPOSER: _____	BY: _____
ADDRESS: _____	PHONE: _____
CITY, STATE: _____	DATE: _____
AUTHORIZED SIGNATURE: _____	

Responses to Written Inquiries
RFP #10-DC-8200
Global Positioning Satellite Electronic Monitoring Services

All written inquiries are reproduced in the same format as submitted by the Proposer.

Questions From: Satellite Tracking of People LLC	
Question #1	Page 12/3.4.8.b: Please clarify the Department's preferred transaction file format.
Answer #1	See Section 3.14, Reporting Requirements, 3.14.1, Data Requirements.
Question #2	Page 12/3.4.9.c.: Please clarify the circumstances in which communication with the offender is required.
Answer #2	When resolving an alarm notification or when officers need to communicate instructions or information to the offender.
Question #3	Page 12/3.4.9.e.: Please clarify the type of alarm notification the Contractor's system is to provide. For example, a Contractor's system automatically generates alarm notifications and sends them to designated Department staff member(s) via email, fax, page or text message, based on the recipient's preferred method of receipt, which are compliant with the Department's protocols.
Answer #3	See revised Section 3.6, which adds Section 3.6.2 Processing of Alarm Requirements, which is included with this Addendum.
Question #4	Page 12/3.4.9.f.: The last sentence before the list of functionality states, "The system shall also be capable of the following:" We have several requests for clarification regarding this specification. a) Please clarify if the Department is to provide mobile computing devices with wireless capability. b) Please clarify the Department's preferred mobile computing device. c) Please clarify the number of mobile computing devices the Department needs. d) Please clarify if the Department's staff must be in constant communication with the Contractor's monitoring center, which is staffed with trained personnel 24/7, using the mobile computing devices.
Answer #4	Section 3.4.9(f) has been deleted. See revised page 12.
Question #5	Page 16/3.7.4: Please clarify if vendors offering a one-piece GPS monitoring device have to comply with this requirement since a one-piece device's transmitter and receiver are both contained in a single-unit case.
Answer #5	This section is not applicable to a one-piece GPS monitoring device (single body worn device). See revised page 16.
Question #6	Page 19/3.13.15: We have several requests for clarification regarding this specification. a) Please clarify how many different alarm notifications for which the current Contractor's monitoring center staff provides an initial response. For example, all exclusion and inclusion zone violations? b) Please clarify how this initial response for pre-determined alarms by the Contractor's monitoring center staff differs from the offender notifications listed in specifications 3.6.2 - 3.6.7. Please clarify if these same offender notifications are received and managed by the Contractor's monitoring center staff. c) Please clarify if the Contractor's monitoring center staff provides an initial response to pre-determined alarm notifications across the state or only in specified circuits. d) If this initial response is required only with specified circuits, please clarify if the pre-determined alarm notifications are consistent across the designated circuits.

Answer #6	<p>a) See revised Section 3.6, which adds Section 3.6.2 Processing of Alarm Requirements. The Contractor's Monitoring Center will initially respond to 5 out of the 9 alarm notifications. The 5 alarms requiring an initial response is outlined in Section 3.6.2.1 A.</p> <p>b) See revised Section 3.6, which adds Section 3.6.2 Processing of Alarm Requirements.</p> <p>c) The Contractor's monitoring center will provide responses statewide.</p> <p>d) No answer is required.</p>
Question #7	Page 19/3.13.16: Please describe the conditions under which an offender would contact the Contractor's monitoring center.
Answer #7	When instructed to do so by monitoring center staff for alarm resolution.
Question #8	<p>Page 20/3.13.17: We have several requests for clarification regarding this specification.</p> <p>a) Please clarify if the Contractor's monitoring center staff or its monitoring system is to provide immediate notification to designated Department staff via telephone, cellular telephone, text message and email.</p> <p>b) Please clarify if all four methods of notification must be used for notifying Department staff for every alarm notification.</p> <p>c) Please list the designated priority alarm notifications of which the current Contractor's monitoring center staff notifies Department staff via telephone.</p> <p>d) Please list any alterations to the current list of designated priority alarm notifications for this new contract.</p>
Answer #8	<p>a) The <u>monitoring system</u> shall provide an initial notification. See revised Section 3.13.17.</p> <p>b) No, all four methods are not needed for <u>every</u> alarm notification, however; all four methods, including fax, must be available.</p> <p>c) See revised Section 3.6, which adds Section 3.6.2 Processing of Alarm Requirements, which is used by the current Contractor's monitoring center staff.</p> <p>d) There are no alterations to the current list of designated priority alarm notifications for the new contract.</p>
Question #9	<p>Page 20/3.13.18: We have several requests for clarification regarding this specification.</p> <p>a) Please list the immediate notifications of which the Contractor's monitoring center staff must telephonically confirm receipt/acknowledgement by designated Department staff.</p> <p>b) Please list the notifications the Department classifies as immediate for the current contract.</p> <p>c) Please list the notifications the Department will classify as immediate for the new contract.</p> <p>d) Please clarify how immediate alarm notifications differ from priority alarm notifications in specification 3.13.17.</p> <p>e) Please clarify how this telephonic notification differs from the notification required in specification 3.13.15.</p> <p>f) Please describe how all of the alarm notifications received and managed by the Contractor's monitoring center staff's work together when the staff is already troubleshooting and resolving pre-determined alarm notifications (specification 3.13.15), notifying designated Department staff of priority alarms (specification 3.13.17) and telephoning designated Department staff to confirm the receipt of immediate alarm notifications.</p>
Answer #9	<p>a) The monitoring center staff must confirm receipt, via text message or telephone response, by designated Department staff when any alarm is escalated. See Exhibit C, Call Tree Protocol, for escalation protocol, which is included in this Addendum, revised Section 3.13.18, and revised Section 3.6, which adds Section 3.6.2 Processing of Alarm Requirements.</p> <p>b) All alarms have the potential to be classified as immediate for the current contract if the alarms are not addressed and resolved initially by the monitoring system or monitoring center staff.</p> <p>c) All alarms have the potential to be classified as immediate if the alarms are not addressed and resolved initially by the monitoring system or monitoring center staff.</p> <p>d) Deleted "Priority" reference in the RFP. See revised Section 3.13.17.</p> <p>e) See revised Section 3.13.18.</p> <p>f) See revised Section 3.6, which adds Section 3.6.2 Processing of Alarm Requirements.</p>

Questions From: Pro Tech Monitoring	
Question #10	<p>Page 36, Section 4.5, 2nd Paragraph on the page states: "The proposer shall supply one (1) original signed and one (1) copy of the Cost Proposal...." While on Page 43, 5.10.1 the requirement is stated as One (1) separately bound, sealed and signed cost proposal and six (6) hard copies..." Please clarify the number of copies of the cost proposal that we should submit.</p>
Answer #10	The requirement on page 36, Section 5, second paragraph is correct. Only one (1) original signed and one (1) copy of the Cost Proposal is required. See revised page 43.
Question #11	<p>Sections 5.3.2.3 & 5.3.2.4 on Page 38 requires that we: "identify all current and/or past (or within (3) years) federal, state or government contracts for the provisions of electronic monitoring services,...." And that we "provide a narrative summary of contract performance in the above identified contracts,..." In the case of Pro Tech, this would amount to more than a hundred contracts resulting in a voluminous response. Perhaps a more reasonable requirement would be to provide the information for our 10 largest or 10 most similar contracts.</p>
Answer #11	These requirements remain as stated in the RFP.
Questions From: SecureAlert, Inc.	
Question #12	<p>3.4.2 The system shall be supported by a database that allows for multiple data fields, subject to final approval by the Department. <i>Question: What does the state mean by "multiple data fields?"</i></p>
Answer #12	Multiple data fields are data fields within the software application, i.e. DOC number, name, address, phone number, etc...
Question #13	<p>3.7.3 Receiver/dialer Requirements: All receiver/dialer's provided pursuant to this Contract shall meet the following requirements: d. The receiver/dialer shall include an internal clock and enough memory to store five (5) days of data if communication with the monitoring center is disrupted. <i>Question: is this requirement for two-piece or one-piece GPS unit?</i></p>
Answer #13	Any receiver/dialer proposed, whether two-piece or one-piece unit, must meet this requirement.
Question #14	<p>3.7.4 Transmitter Requirements: All transmitters provided pursuant to this Contract shall meet the following requirements: c. The transmitter shall emit an individually coded encrypted signal at least once every 30 seconds, with a transmission range of not less than 150 feet in an open air environment. <i>Question: is this requirement for a two-piece or one-piece GPS unit?</i></p>
Answer #14	This requirement is for a two-piece GPS unit. The requirements in Section 3.7.4 do not apply to a one-piece GPS unit (single body worn device). See revised Section 3.7.4.
Question #15	<p>3.8.3 Batteries a. The Contractor shall provide batteries for transmitters that provide a minimum of twelve (12) months of service without requiring charging or changing. <i>Question: Will the state please clarify that this requirement is for the transmitter on a two-piece GPS unit and does not apply to a one-piece GPS unit?</i></p>
Answer #15	Section 3.8.3 is not applicable to a one-piece GPS unit (single body worn device). See revised Section 3.8.3.

Question #16	<p>5.3.2. Narrative/Record of Past Experience 5.3.2.3 identify all current and/or past (or within three (3) years) federal, state or government contracts for the provision of electronic monitoring services, and the number of active GPS units utilized for each. <i>Question: Since it is feasible that Proposers could have several hundred current/past contracts, will Florida Department of Corrections consider revising the requirement to be "Provide the total number of current and/or past (or within 3 years) federal, state or government contracts?"</i></p>
Answer #16	This requirement remains as stated in the RFP
Question #17	<p>5.3.2.4 provide a narrative summary of contract performance in the above-identified contracts, including any major adverse findings. <i>Question: Since it is feasible that Proposers could have several hundred current/past contracts, will Florida Department of Corrections consider revising the requirement to be "Provide a performance summary of all contracts past/present?"</i></p>
Answer #17	This requirement remains as stated in the RFP
Question #18	<p>5.3.2.5 provide the name and telephone number and address for the specified federal, state, or government contract manager. <i>Question: Since it is feasible that Proposers could have several hundred current/past contracts, will Florida Department of Corrections consider eliminating this requirement and utilizing the references submitted with our proposal to contact current customers?</i></p>
Answer #18	This requirement remains as stated in the RFP
Questions From: iSECUREtrac Corp.	
Question #19	<p>On page 36 Section 5 it states: The Proposer shall supply one (1) original signed and one (1) copy of the Cost Proposal clearly marked "RFP #10-DC-8200 – Cost Proposal for Global Positioning Satellite Electronic Monitoring Services".</p> <p>On page 43 Section 5 it states: 5.10.1 Cost Proposal Submission Requirements Each proposer shall submit one (1) separately bound, sealed and signed cost proposal and six (6) hard copies containing the unit price proposed using the cost tables included with this RFP.</p> <p>QUESTION: Should proposals be submitted with 6 copies or with 1 copy of the Cost Proposal?</p>
Answer #19	Only one (1) original signed and one (1) copy of the Cost Proposal is required. See revised Section 5.10.1.
Question #20	<p>5.10.2.2 Instructions for Table 2 – Lost, Stolen or Damaged Equipment Price List On Table 2, the proposer shall provide a price list for serial numbered equipment indicating the amount that will be charged to the Department in the event that equipment is lost, stolen, or damaged.</p> <p>QUESTION: Please confirm that all parts without serial numbers will be treated as supplies or consumables and will be provided to the department as needed at no cost.</p>
Answer #20	Correct, all parts without serial numbers will be treated as supplies or consumables, and will be provided as needed at no cost to the Department.
Question #21	<p>On page 15 Section 3 it states: a. The Contractor shall be the owner of the electronic monitoring equipment and the GPS tracking software and not a reseller or subcontractor. The Contractor SHALL NOT subcontract GPS tracking devices or equipment, monitoring center services, training, help desk facility and/or the Contractor's Account Management positions.</p>

	<p>QUESTION: Please confirm that a Contractor that has purchased and owns GPS equipment from a manufacturer, and also owns the computer software required to operate the software, is eligible for award.</p>
Answer #21	The Department cannot confirm this statement. Proposers must comply with Section 3.7.2.a, and cannot offer as part of their proposal resold equipment or software.
Question #22	<p>On page 37 Section 5.2 it states: 5.2.7 A statement disclosing the name of any officer, director, employee or other agent who is also an employee of the State and the name of any State employee who owns, directly or indirectly, an interest of five percent (5%) or more in the Proposer or its affiliates, including parent corporations. Please confirm that if the spouse of an employee owns an interest of 5% or more in the proposer or affiliates that this must be disclosed if the person resides in a Community Property State.</p>
Answer #22	The Department cannot confirm the hypothetical set forth in the question, as it would depend on legal facts not stated and could vary by state law. It is up to each proposer to determine whether any of its officers, directors, employees or other agents fall under criteria set forth in 5.2.7.
<u>Questions From:</u> Sentinel Offender Services	
Question #23	What is the State's current prices, including monitoring services, for Active GPS services?
Answer #23	<p>\$7.94 per day/per offender + \$1.00 monitoring center fee per day/per offender = \$8.94 per day/per offender</p>
Question #24	Has the incumbent vendor had contract infractions during the contract period that would constitute liquidated damages?
Answer #24	No. No liquidated damages have been assessed against the Department's current contractor.
Question #25	<p>Does the incumbent vendor offer a second monitoring center? a. If so, where is the second monitoring center located?</p>
Answer #25	Yes. The Department's current contractor provides a back-up data and monitoring center located in Jacksonville, Florida.
Question #26	<p>Is the Department currently collecting fees from offenders for electronic monitoring service? (Florida Chapter 2010-92 Committee Substitute for Committee Substitute for House Bill No. 119, page 75: 947.1405(7)(b)5.) a. If so, how much is being charged per offender? b. What percentage of this population is compliant with this requirement?</p>
Answer #26	<p>Yes, the Department currently collects fees from offenders. a) While there is no set rate per offender, the cap is currently \$7.94 per day. The sentencing authority (courts) may elect to waive or reduce the per diem amount at any time during supervision. Also, pursuant to Florida Statute 947.1405(7)(b)5, a person may be exempt from any and all of the electronic monitoring cost for any factor listed in Florida Statute 948.09(3). b) Currently, approximately 66% of offenders on electronic monitoring are paying their monitoring fee to the Department.</p>
Question #27	How many units were considered "lost" or "damaged beyond repair" Within the past year?
Answer #27	<p><u>2009-2010 Approximate fiscal year totals:</u> 130 Tracking Devices 103 Base Units 98 Transmitters</p>

Question #28	Should respondents view "shall" and "must" language as mandatory requirements?
Answer #28	This question is confusing different terms. See Section 1.13 that defines "Mandatory Responsiveness Requirements". See Section 1.15 that defines "Material Deviations" which explains the terms "shall and must", and should not be confused with Section 5.1 Mandatory Responsive Requirements/Fatal Criteria.
Question #29	What GPS technology is currently being used by the Department? Please provide images and/or brochures. a. Is this technology a one-piece or two-piece device? b. If both, how many of each technology offering is utilized?
Answer #29	a) The Department is presently using approximately 2,600 two-piece miniature tracking devices from Pro Tech Monitoring. The Department declines to make these images and brochures part of this RFP. Images and information is available on Pro Tech's website (the Department's current provider). b) N/A
Question #30	What is the current method by which the Department staff receives alert violations?
Answer #30	The Department's current methods to receive alert violations are by email, text message and fax.
Question #31	Does the Department prefer, or require, CDMA versus GSM for cellular coverage?
Answer #31	There is no preference or requirement as long as there is cellular coverage.
Question #32	Page 9 of 78 (2.3 "Estimated Quantities"): as many as 3,015 offenders in the next three years on active GPS in the State of Florida..... a. Of this estimated number, how many does the Department expect will require "direct communication with the offender"; e.g. two-way voice communication?
Answer #32	a) The Department requires direct communication with all offenders as required in Section 3.4.9.c.
Question #33	Page 9 of 78 (2.4 "Service Implementation") any vendor proposing service under this RFP shall have the capability of providing an additional twenty-five percent (25%) of GPS units in use by each circuit, overnight, upon email request of the contract manager or designee. a. Please confirm that the 25% spare allotment is for each circuit and not 25% statewide.
Answer #33	a) The vendor shall have the capability to provide and maintain a backup/replacement inventory of GPS units equal to or exceeding 25% of the actual number of units that are currently in use in each Circuit, as stated in Section 3.11 of the RFP.
Question #34	Page 12 of 78 (3.4.11 "GPS System Specification"): All offender location data shall be electronically transmitted to any and/or all of the Department's designated crime data integration systems. This shall be done in a time frame and in a format designated by the Department. a. What format is currently utilized by the Department for this transfer? b. What is the preferred data transfer format? c. At what frequency does the Department require those transmittals?
Answer #34	a) XML text files uploaded to the receiving customer's web site is the format currently used to electronically transmit offender location data to the Department's designated crime data integration systems. b) The preferred format to electronically transmit offender location data to the Department's designated crime data integration system is by XML text files uploaded to the receiving customer's web site or by FTP files that can be extrapolated from vendor's web site. c) Once a day.

Question #35	<p>Page 14 of 78 (3.6.2 "Monitoring and Notification"): The System shall provide a means of notification (alarm) to the offender when the system receiver loses the GPS signal and the receiver has been in motion for 10 minutes.....</p> <ol style="list-style-type: none"> Please confirm this requirement as it is our understanding that this technology feature (alarm) has been discontinued due to the number of times program participants (offenders) were interrupted at their place of employment. Further, many departments have discontinued the practice of informing a program participant (offender) that he/she is in a "non-tracking area". Would the State consider removing/striking this requirement of the RFP?
Answer #35	<ol style="list-style-type: none"> This system is used and is a requirement. This is a statement not a question. No.
Question #36	<p>Page 16 of 78 (3.7.3.k "Receiver/Dialer Requirements"): The receiver/dialer shall have on-board processing and the ability to store inclusion/exclusion zone information, schedules and rules on the receiver/dialer.</p> <ol style="list-style-type: none"> Would the State permit the vendor to store the information in the software rather than the hardware, providing the identical information is available and functionality is confirmed?
Answer #36	<p>Yes. Section 3.7.3.k has been deleted, and the following has been added to Section 3.4:</p> <p>3.4.13 The electronic monitoring system shall have on-board processing and the ability to store inclusion/exclusion zone information, schedules and rules in the system.</p> <p>See revised pages 13 and 16.</p>
Question #37	<p>Page 19 or 78 (3.13.16 "Contractor Monitoring Center Requirements"): The Contractor shall provide a dedicated toll-free telephone number to be supplied to the Department's supervised offenders which shall be utilized to contact the monitoring center for alarm notification resolution.</p> <ol style="list-style-type: none"> Would the Department please elaborate as to the purpose of these calls and the general nature of the calls?
Answer #37	<p>A dedicated toll free line for the offender to contact the monitoring center when instructed to resolve alarm notifications prior to escalation to department staff.</p>
Question #38	<p>Page 21 of 78 (3.14.3.1 - .9 : "System Generated Reports")</p> <ol style="list-style-type: none"> Would the Department please provide example reports that outline the expected format of each report? Please note that we are not asking about the data elements, rather the visual format of the current reports utilized by the Department.
Answer #38	<ol style="list-style-type: none"> See Exhibit B, System Generated Reports, which is included in this Addendum and is offered as an example of reports. These reports may be modified as long as required data contained in the reports are included This is not a question.
Question #39	<p>Page 22 of 78 (3.14.4.1 "Daily Alarm Summary Report"): The Contractor shall submit a daily report (between the hours of midnight and 6:00 a.m. for the previous day) that identifies each alarm, type of alarm, time and duration of alarm.....</p> <ol style="list-style-type: none"> Please provide further clarification regarding how "duration" is measured.
Answer #39	<p>The Department measures the duration as the time the alarm occurs to the time the alarm clears.</p>
Question #40	<p>Page 36 of 78 (5 "Proposal Submission Requirements"): supply on (1) original signed and six (6) copies of the Project Proposal in writing, on paper, not electronically, and one copy on diskette in pdf format.....supply one (1) original signed and one (1) copy of the Cost Proposal.</p> <ol style="list-style-type: none"> Must vendors provide the Cost Proposal in pdf format? If so, is the electronic version of the Cost Proposal to be included on a separate CD clearly marked "Cost Proposal" and bound with the Cost Proposal submission or on the same CD as the Project Proposal and bound with the Project Proposal submission?

Answer #40	<p>a. No, the Cost Proposal is not to be supplied in pdf format on diskette.</p> <p>b. Not applicable since electronic versions of Cost Proposal are not acceptable.</p>
Question #41	<p>Page 43 of 78 5.10.1 "Cost Proposal Submission Requirements"): submit one (1) separately bound, sealed and signed cost proposal and six (6) hard copies containing the unit price proposed using the cost tables included with this RFP.</p> <p>a. Please clarify the number of Cost Proposal copies required for submission: 1 original and 1 copy, or 1 original and 6 copies.</p>
Answer #41	Only one (1) original signed and one (1) copy of the Cost Proposal is required. See revised Section 5.10.1.
Questions From: BI, Inc.	
Question #42	<p><i>Page 12, Section 3.4.9, Item f:</i> "providing mobile computing devices with wireless capability for constant communication with the monitoring center."</p> <p><i>Questions concerning item f:</i></p> <p>a. Is the Department currently using a mobile computing device? If so, please define the make and model of the device.</p> <p>b. Does the Department require that the Vendor supply these devices?</p> <p>c. How many mobile computing devices does the Department require?</p>
Answer #42	Section 3.4.9(f) has been deleted. See revised page 12.
Question #43	Does the incumbent vendor make initial phone contact with offenders? If so, please define the alerts that would require initial offender contact via phone.
Answer #43	See revised Section 3.6, which adds Section 3.6.2 Processing of Alarm Requirements, which states when telephone contact shall be required. The Department's current contractor follows the requirements outlined in revised Section 3.6.
Question #44	<p><i>Page 13, Section 3.6, Monitoring and Notification:</i> Reference to RFP monitoring varies throughout the RFP as demonstrated in the following examples:</p> <p>a) Automatic notification with a 5 minute grace period on key alerts</p> <p>b) Immediate notification on key alerts</p> <p>c) Notification via telephone with a 5 minute grace</p> <p>d) Immediate notification via telephone</p> <p>e) Requirement to "acknowledge" receipt of the alert notification by making an outbound call to the officer</p> <p><i>Questions concerning Section 3.6:</i></p> <p>1) Would the Department clarify the level of monitoring needed for this contract?</p> <p>2) Would the Department clarify the level of monitoring currently being provided?</p> <p>3) Which notification is currently being utilized by the department (automated or manual, outbound call)? If notification is performed by phone, does it require a manual call to the officer's phone?</p>
Answer #44	<p>1) See revised Section 3.6. The level of monitoring varies and is dependent upon the alarm notification generated. The monitoring shall be sufficient to adequately monitor offenders to ensure public safety.</p> <p>2) See revised Section 3.6.</p> <p>3) See revised Section 3.6.</p>
Question #45	<p><i>Page 12, Section 3.4.4:</i> "The system shall provide for offender enrollments and scheduling to be performed via direct telephone request (password accessible) when Department staff (probation officer) does not have immediate access to an internet connection. "</p> <p><i>Question:</i> How often do officers conduct enrollments and what methods do they use?</p>

Answer #45	Offender enrollments are conducted daily using the Contractor's software application, or occasionally via telephone when an internet connection is not available.
Question #46	Page 15, Section 3.7.3, Receiver/Dialer: Some of the requirements in this section appear to pertain to the tracking unit not the receiver installed in the home. Would the Department define the use of the term receiver/dialer?
Answer #46	Receiver/Dialer - refers to the active GPS equipment issued to the offender and used to track the offender's movement in near real-time utilizing GPS and cellular communication.
Question #47	<p>Page 12, Section 3.4.3: "The system shall provide the capability for the Department to download data and reports from the database, through secured internet access, as outlined in Section 3.14, Reporting Requirements. The system shall provide for 100% redundancy to avoid any downtime due to hardware or software issues."</p> <p>Question: Would the Department outline the frequency of data downloads? Does this requirement pertain to the download of the report results or does it pertain to any data in the database?</p>
Answer #47	The Department downloads data on a daily basis. This pertains to any and all data in the database.
Question #48	<p>Page 13, Section 3.5.3: "Any software necessary for Department interface shall be provided at the expense of the Contractor, with no licensing fee to the Department. Any and all software shall be subject to pre-approval and testing by the Department. "</p> <p>Questions:</p> <ol style="list-style-type: none"> What is the typical turnaround time for approval? Does this requirement pertain to major, minor, or all releases?
Answer #48	<ol style="list-style-type: none"> 1 week. All releases.
<u>Questions From:</u> G4S Justice Services LLC	
Question #49	<p>RFP page 12, item 3.4.2 calls out "3.4.2 The system shall be supported by a database that allows for multiple data fields, subject to final approval by the Department."</p> <ol style="list-style-type: none"> Will the Department please identify the specific content, length of each required data field? Upon the basis that some of the Department's required data fields may be unique and require development, to ensure a competitive RFP for both prospective new contractors as well as the incumbent contractor, will the Department evaluate equally, proposals that confirm to implement all specified data fields within the first 60 days of the new contract (as per RFP item 4.2 Calendar of Events that calls out "an approximate 60-day transition period until start of full service delivery")? If not, what timeline is the Department willing to reasonably accept with regard to development of required data fields?
Answer #49	<ol style="list-style-type: none"> The data fields required are listed in Section 3.5.1. The length of the data fields will vary with the exception of the DC number (6 characters). Yes. The Department will equally evaluate all proposals submitted against the specifications in the RFP. The approximate 60-day transition period has been changed to a 90-day transition/implementation period. See revised pages 9 and 30.
Question #50	<p>RFP page 12, item 3.4.3 calls out "3.4.3 The system shall provide the capability for the Department to download data and reports from the database, through secured internet access, as outlined in Section 3.14, Reporting Requirements."</p> <ol style="list-style-type: none"> Specifically what "data" (other than the "reports from the database, through secured internet access, as outlined in Section 3.14, Reporting Requirements") is required to be downloaded? What format is this downloaded to the Department and at what frequency? <p>To ensure a competitive RFP for both prospective new contractors as well as the incumbent contractor, will the Department evaluated equally, proposals that confirm to implement all specified data downloads within the first 60 days of the new contract (as per RFP item 4.2 Calendar of Events that calls out "an</p>

	<i>approximate 60-day transition period until start of full service delivery</i>)? If not, what timeline is the Department willing to reasonably accept with regard to development of required data downloads?
Answer #50	<p>a) Any and all data generated in the contractor's system such as mapping and location data.</p> <p>b) PDF or Excel, as needed.</p> <p>Yes. The Department will equally evaluate all proposals submitted against the specifications in the RFP. The approximate 60-day transition period has been changed to a 90-day transition/implementation period. See revised pages 9 and 30.</p>
Question #51	RFP page 12 item 3.4.4 calls out "3.4.4 The system shall provide for offender enrollments and scheduling to be performed via direct telephone request (password accessible) when Department staff (probation officer) does not have immediate access to an internet connection." Approximately what percentage of the overall "offender enrollments and scheduling" are "to be performed via direct telephone request" versus the percentage that the Department does via direct data access to the system? (PLEASE NOTE: Staffing is a key cost factor to all tracking companies and this answer directly impacts that staffing cost and ultimately impacts pricing response to this RFP – If the Department is uncertain of this information, the incumbent contractor has it and is required under contract to provide this information to the Department. To ensure a level competition, we respectfully request, where necessary, that the Department gain this data from the incumbent contractor and share it with all prospective proposing vendors via response to this question.)
Answer #51	Neither the Department nor the current contractor capture the percentage of offender enrollments and scheduling performed via direct telephone request, however the Department estimates it to be no more than 10%.
Question #52	RFP page 12 item 3.4.5 calls out "3.4.5 The system shall provide for mapping of offender locations and for saving of mapped locations." Please define in detail what "mapped locations" are presently saved, how, in what format, and how this information is reused by the Department?
Answer #52	Any and all offender locations are mapped, by screen shot or by vendor on disk upon the Department's request, utilizing windows media. This information is used for court purposes or for other uses deemed necessary by the Department.
Question #53	<p>The RFP consistently refers exclusively to "Active GPS."</p> <p>a) RFP item 3.4.9 calls out "Offender location data shall be uploaded a minimum of once every 30 minutes while in compliance and immediately uploaded when the offender is in violation status" and "b. collecting offender points at a minimum of once every 1-minute while in compliance and once every 30 seconds while in violation status;" – Is this the Department's definition of "Active GPS"? If not, please define in detail.</p> <p>b) Will the Department consider proposal for additional optional service levels prices as additional options in response to this RFP? If so, what additional levels might the Department deem beneficial?</p>
Answer #53	<p>a) Yes, along with Section 1.1, definition for "Active Global Positioning Satellite (Active GPS).</p> <p>b) No. The Cost Proposal shall be in accordance with Section 5.10.</p>
Question #54	<p>RFP page 12, item 3.4.9.f calls out "c. communicating (in an understandable manner) with the offender (e.g. two way voice communication);"</p> <p>a) Upon the basis that this is an RFP whereby the Department can score/rank different proposal approaches as they deem best, is the Department open to evaluating methodologies of "communicating (in an understandable manner) with the offender" other than just "two way voice communication"?</p> <p>b) May we please have examples of alerts, reasons, tracking situations that warrant the Department to "communicate with the offender"?</p>
Answer #54	<p>a) Yes.</p> <p>b) See revised Section 3.6, which adds Section 3.6.2 Processing of Alarm Requirements.</p>
Question #55	<p>RFP page 12, item 3.4.9.f calls out "The system shall also be capable of the following: f. providing mobile computing devices with wireless capability for constant communication with the monitoring center."</p> <p>a) Please clarify – Are such "mobile computing devices" for officers or participants?</p> <p>b) Please clarify – Is this requirement for the system to communicate with the Department's "mobile computing devices" or, are proposals to include "mobile computing devices"?</p>

	<p>c) Does the Department and/or State of Florida presently provide mobile data devices with voice, email and mobile data/internet access to program officers and, if so, specifically what model device and what cellular service provider?</p> <p>d) Would the Department benefit from proposals offering to include as part of this proposal, mobile data devices with voice, email and mobile data/internet access to program officers and, if so, approximately how many would be required?</p>
Answer #55	Section 3.4.9(f) has been deleted.
Question #56	<p>RFP pages 12 & 13 tem 3.4.11 calls out "3.4.11 All offender location data shall be electronically transmitted to any and/or all of the Department's designated crime data integration systems. This shall be done in a time frame and in a format designated Page 13 of 78 RFP-#10-DC-8200 by the Department. The Department reserves the right to request points be downloaded (at no additional charge) to other crime data integration systems as required by other law enforcement agencies." Additionally, RFP page 6, calls out "1.8 Crime Data Integration System: A system where offender location is electronically overlaid or integrated with crime location mapping data for analysis as shown by "points" at which the offender was located at a point in time."</p> <p>a) Specifically what "location data" is required to be "electronically transmitted"?</p> <p>b) What format is this electronically transmitted to the Department and at what frequency?</p> <p>c) Different contractors accomplish this using different methodologies. Upon the basis that this is an RFP whereby the Department score/rank different approaches as they deem best, to ensure a competitive RFP for both prospective new contractors as well as the incumbent contractor;</p> <p>i. Will the Department evaluate different methodologies for "All offender location data shall be electronically transmitted to any and/or all of the Department's designated crime data integration systems"?</p> <p>ii. Will the Department evaluate equally, proposals that confirm to implement all specified electronic transmissions within the first 60 days of the new contract (as per RFP item 4.2 Calendar of Events that calls out "an approximate 60-day transition period until start of full service delivery")? If not, what timeline is the Department willing to reasonably accept with regard to development of required electronic transmissions?</p>
Answer #56	<p>a) All location data (latitude and longitude coordinates) shall be electronically transmitted.</p> <p>b) See answer #34(b).</p> <p>c) (i) Yes, the Department will evaluate different methodologies. (ii) Yes, the Department will equally evaluate all proposals submitted against the specifications in the RFP. The approximate 60-day transition period has been changed to a 90-day transition/implementation period. See revised pages 9 and 30.</p>
Question #57	<p>RFP page 13, item 3.5.1 calls out "3.5.1 System software shall allow for a non-erasable alpha numeric identification designated by the Department (DC number), with no more or no less than six (6) characters." With regard to the specific word "non-erasable", is it acceptable and acknowledged by then Department that the Software System be protected from unauthorized access, that officers will have the right to terminate participants from the system, and furthermore that the system tracks which users terminate participants from the system and when? If not, will you please define in greater detail the intent in of the word "non-erasable" here?</p>
Answer #57	<p>Yes, it is acceptable and acknowledged by the Department that the Software System be protected from unauthorized access. Yes, officers will have the right to terminate participants from the system and track which users terminate participants from the system and when participants are terminated. The non-erasable field is for the DOC# assigned to the offender. Once the DOC# is entered by the officer in the appropriate field the officer shall not have the ability to change/modify or delete that number in the software application.</p>
Question #58	<p>We have questions regarding the specified Notification referenced in the following RFP items:</p> <ul style="list-style-type: none"> ▪ "1.2 Alarm: A notification provided by the electronic monitoring system indicating non-compliance of the established parameters on the part of an offender that has been detected or that a problem exists in the monitoring system." ▪ "3.6 Monitoring and Notification...The Contractor shall provide twenty-four (24) hours per day, seven (7) days per week monitoring of assigned service units. Upon receipt of an alarm, the system

shall have the capability to provide automated notification as specified by the Contract Manager or designee, by fax, email, text message or by telephone in accordance with the following:"

- "3.13.15 The Contractor's monitoring center shall provide an initial response to pre-determined alarm notifications to troubleshoot and resolve the notifications per established protocols as agreed to by both the Department and the Contractor. In the event an alarm notification is unresolved, the Contractor's monitoring center shall be responsible for contacting the Department's designated officer via, text message, fax, email or phone. The means or mode of contact shall be at the Department's discretion. These services shall be provided twenty-four (24) hours per day seven (7) days per week."
- "3.13.16 The Contractor shall provide a dedicated toll-free telephone number to be supplied to the Department's supervised offenders which shall be utilized to contact the monitoring center for alarm notification resolution."
- "3.13.17 The Contractor shall provide immediate notification via telephone, cellular telephone, text message, and email 24 hours a day, seven days a week to designated Department staff when an alarm notification is generated. The contractor's monitoring service shall include the capability to administer a phone call by a live staff person in the monitoring center in response to designated priority alarm notifications."
- "3.13.18 The Contractor shall be able to receive a verifiable confirmation via a telephone call from the monitoring center to the designated department staff to confirm that all immediate alarm notifications were received/acknowledged by department staff. The Contractor shall be responsible to maintain a call tree to be utilized when contacting department staff to report alarm notifications pursuant to established protocols."

a) What percentage of the overall 2,700 participants are profiled for the officer to receive:

- i. Fax notification? = ___ participants
- ii. Email notification? = ___ participants
- iii. Text message notification? = ___ participants
- iv. Telephone notification? = ___ participants

(PLEASE NOTE: Notification is a key cost factor to all tracking companies and this answer directly impacts that cost and ultimately impacts pricing response to this RFP – If the Department is uncertain of this information, the incumbent contractor has it and is required under contract to provide this information to the Department. To ensure a level competition, we respectfully request, where necessary, that the Department gain this data from the incumbent contractor and share it will all prospective proposing vendors via response to this question.)

b) Per item 1.2, may we please have a complete copy of the existing "established parameters"?

(PLEASE NOTE: Notification is a key cost factor to all tracking companies and this answer directly impacts that cost and ultimately impacts pricing response to this RFP – If the Department is uncertain of this information, the incumbent contractor has it and is required under contract to provide this information to the Department. To ensure a level competition, we respectfully request, where necessary, that the Department gain this data from the incumbent contractor and share it will all prospective proposing vendors via response to this question.)

c) May we please have a complete copy of the Department's current "agreed upon Contractor response protocols"? (PLEASE NOTE: Notification is a key cost factor to all tracking companies and this answer directly impacts that cost and ultimately impacts pricing response to this RFP – If the Department is uncertain of this information, the incumbent contractor has it and is required under contract to provide this information to the Department. To ensure a level competition, we respectfully request, where necessary, that the Department gain this data from the incumbent contractor and share it will all prospective proposing vendors via response to this question.)

d) Item 3.6 calls out "automated notification" however, item 3.13.7 calls out "administer a phone call by a live staff person in the monitoring center." Which is required and, if some of both,

- i. Which is required "automated notification" or "administer a phone call by a live staff person in the monitoring center"?
- ii. Please define in detail what percentage of the overall 2,700 participants are configured for a blend of both "automated notification" plus "administer a phone call by a live staff person in the monitoring center"? = ___ participants
- iii. Please define in detail what percentage of the overall 2,700 participants are configured for only "automated notification"? = ___ participants

	<p>iv. Please define in detail what percentage of the overall 2,700 participants are configured for only "administer a phone call by a live staff person in the monitoring center"?</p> <p>e) Please define in detail all examples why offenders would call the Contractor's "dedicated toll-free telephone number to be supplied to the Department's supervised offenders which shall be utilized to contact the monitoring center for alarm notification resolution."</p> <p>f) Specifically what GPS events warrant a Department staff to call and "Contractor shall be able to receive a verifiable confirmation via a telephone call from the monitoring center to the designated department staff to confirm that all immediate alarm notifications were received/acknowledged by department staff."</p> <p>g) May we please receive a complete copy of the existing "call tree to be utilized when contacting department staff to report alarm notifications pursuant to established protocols." (PLEASE NOTE: Notification is a key cost factor to all tracking companies and this answer directly impacts that cost and ultimately impacts pricing response to this RFP – If the Department is uncertain of this information, the incumbent contractor has it and is required under contract to provide this information to the Department. To ensure a level competition, we respectfully request, where necessary, that the Department gain this data from the incumbent contractor and share it will all prospective proposing vendors via response to this question.)</p> <p>h) Approximately what percentage of the Department's overall alerts are attributed to each of the following evenings:</p> <p>i. "Motion No GPS" = ____ events per month, ____ % of the overall alerts</p> <p>ii. "Bracelet Gone" = ____ events per month, ____ % of the overall alerts</p> <p>NOTE: Notification is a key cost factor to all tracking companies and this answer directly impacts that cost and ultimately impacts pricing response to this RFP – If the Department is uncertain of this information, the incumbent contractor has it and is required under contract to provide this information to the Department. To ensure a level competition, we respectfully request, where necessary, that the Department gain this data from the incumbent contractor and share it will all prospective proposing vendors via response to this question.)</p>
Answer #58	<p>a) i) Less than 1% of participants are profiled for fax notification. ii) 100% of participants are profiled for email notification. iii) 97% of participants are profiled for text message notification iv) 97% of participants are profiled for telephone notification, if escalated via call tree protocol.</p> <p>b) See revised Section 3.6 for the alarm notification parameters, which are also the parameters currently used.</p> <p>c) See revised Section 3.6 for response protocols, which are also the protocols currently used.</p> <p>d) i. Potentially both "automated notifications" and "administer a phone call by a live person in the monitoring center" will be required. ii. 100% of participants are configured for a blend of both "automated notifications" and "administer a phone call by a live person in the monitoring center". iii. 0% of participants are configured for <u>only</u> "automated notification". iv. 0% of participants are configured for <u>only</u> "administer a phone call by a live person in the monitoring center".</p> <p>e) See revised Section 3.6, which adds Section 3.6.2 Processing of Alarm Requirements. When an alarm that requires a response by the Contractor's monitoring center staff is not resolved via a pre-defined automated alarm notification system within a specified time frame, and when contact with the offender can not be made using phone numbers listed for the offender in the data base, the Contractor shall send a message to the offender's receiver/dialer device to alert the offender to contact the monitoring center via a toll free telephone number.</p> <p>f) See Exhibit C, Call Tree Protocols.</p> <p>g) See Exhibit C, Call Tree Protocols.</p> <p>h) FY 2009-2010 i. For Fiscal Year 2009-2010 (July 1, 2009 thru June 30, 2010) there were 7683 "Motion No GPS" events, which is 36% of the overall alerts. ii. For Fiscal Year 2009-2010 there were 7120 "Bracelet Gone" events, which is 33% of the overall alerts.</p>

Question #59	<p>RFP page 15 item 3.7.2.a calls out "The Contractor shall be the owner of the electronic monitoring equipment and the GPS tracking software and not a reseller or subcontractor. The Contractor SHALL NOT subcontract GPS tracking devices or equipment, monitoring center services, training, help desk facility and/or the Contractor's Account Management positions." Please also reference the following RFP sections;</p> <ul style="list-style-type: none"> ▪ RFP page 6, calls out "1.6 Contractor: The organizational entity serving as the <u>primary Contractor</u> with whom a contract will be executed. The term Contractor shall include all employees, <u>subcontractors</u>, agents, volunteers, and anyone acting on behalf of, in the interest of, or for, the Contractor." ▪ RFP page 6 calls out "1.14 Manufacturer: The person or company in the business of manufacturing products." ▪ RFP page 7 calls out "1.18 Subcontract: An agreement entered into by the Contractor with any other person or organization that agrees to perform any performance obligation for the Contractor specifically related to securing or fulfilling the Contractor's obligations to the Department under the terms of the Contract resulting from this RFP." <p>a) All leading GPS contractors commonly license software that is incorporated into their monitoring center services however, such software is <u>licensed</u>, not "owned" by those contractor(s). Some examples of subcontracting/licensing software are; SQL Server, Oracle, Microsoft, others. Will the Department please confirm that regarding the wording "owner" as related to "software" in this RFP requirement, that the Department acknowledges and accepts that Contractor may license software and/or that "owner" as related to "software" in this RFP requirement may relate to owning a software license?</p> <p>b) It is common for leading GPS contractors to subcontract data centers, albeit that the Contractor operates and does not subcontract monitoring center services. The State of Florida enables subcontracting in numerous mission critical applications, including but not limited to the Department's incumbent GPS tracking contractor since program inception, who utilizes a subcontractor data center (reference the attached excerpt from the recent Pro Tech Monitoring, Inc. proposal to State of Louisiana (obtained via public records access) that calls out "Pro Tech's off-site, redundant and mirrored back-up facility in Jacksonville is owned and operated by Peak 10...Peak 10 is a leading independent data center operator and offers Pro Tech world class and scalable data center hosting... Today, approximately half of the monitoring devices automatically download their data to each of our Data Centers. "). Upon the basis of these points, and the Department's long tenure of accepting this incumbent contractor data center subcontract approach, so long as all monitoring center services are provided by the Contractor (as specified) and the Contractor monitoring center has direct access to all data, please confirm – Is it acceptable for the Contractor to subcontract the data center?</p> <p>c) In the absence of affirmative "Yes" responses to items "a" and "b" immediately above, upon the basis that this is an RFP whereby the Department can score/rank different proposal approaches as they deem best, to enable compliant competition, will the Department amend this mandatory "SHALL NOT" requirement to rather to read as a desirable requirement as follows? "<u>SHALL SHOULD NOT</u>" thus enabling the Department to evaluate both approaches and score/rank different proposal approaches as they deem best?</p>
Answer #59	<p>a) The Department acknowledges that certain components such as the database engine and operating system will be "licensed" and not "owned" by the contractor. However, the elements of the software solution specific to GPS tracking shall be owned in such a manner as to allow the contractor to make any and all modifications necessary to provide services as required in the contract.</p> <p>b) The contractor shall have full administrative control over monitoring centers, as well as any equipment housed in data center facilities.</p> <p>c) No, the Department declines to make the requested change.</p>
Question #60	<p>RFP page 16 item 3.7.3.c calls out "Any part of the receiver/dialer system (including re-charging systems if applicable) that requires the use of a telephone shall use standard telephone lines, wireless cellular telephones, or both to communicate between the individual receiver/dialer and the monitoring center."</p> <p>a) Is it a requirement for participation in the program to have a home telephone line to qualify for participation in the Department's program?</p>

	<p>b) Approximately what percentage of applicants/participants in this program <u>do NOT</u> have a <u>home telephone line</u>?</p> <p>c) Approximately what percentage of applicants/participants in this program <u>DO</u> have a <u>mobile/cellular phone</u>?</p>
Answer #60	<p>a) No, that is why the receiver/dialer must be compatible with wireless cellular telephones.</p> <p>b) Neither the Department nor the Department's current contractor track this information.</p> <p>c) Neither the Department nor the Department's current contractor track this information.</p>
Question #61	<p>RFP page 16 item 3.7.3.d calls out "<i>d. The receiver/dialer shall include an internal clock and enough memory to store five (5) days of data if communication with the monitoring center is disrupted.</i>" As presently written, this mandatory requirement is needlessly restrictive and prohibits competition. Furthermore, per established Department policies, GPS officers would never allow a participant's GPS device to go more than one (1) day without "<i>communication with the monitoring center</i>" (storing information in memory). Additionally, since the last FL DOC RFP, advanced reporting technologies have been released to enhance device reporting in disadvantaged situations.</p> <p>a) To enable competition and, as an RFP allowing the Department to evaluate and score and rank multiple approaches, will the Department please amend this item as follows; "<i>d. The receiver/dialer shall include an internal clock and enough memory to store five (5) days <u>one (1) day</u> of data if communication with the monitoring center is disrupted.</i>"</p> <p>b) In the absence of affirmative "Yes" responses to item "a" immediately above, upon the basis that this is an RFP whereby the Department can score/rank different proposal approaches as they deem best, to enable compliant competition, will the Department amend this mandatory "<i>shall include</i>" requirement to rather to read as a desirable requirement as follows? "<i>shall <u>should</u> include</i>" thus enabling the Department to evaluate both approaches and score/rank different proposal approaches as they deem best?</p>
Answer #61	<p>a) No, the Department declines to make the requested change.</p> <p>b) No, the Department declines to make the requested change.</p>
Question #62	<p>RFP page 16, item 3.7.3.k calls out "<i>k. The receiver/dialer shall have on-board processing and the ability to store inclusion/exclusion zone information, schedules and rules on the receiver/dialer.</i>" As presently written, this mandatory requirement is needlessly restrictive and prohibits competition. Additionally, since the last FL DOC RFP, advanced technologies have been released to enhance device reporting in disadvantaged situations utilizing distributive processing whereby "<i>inclusion/exclusion zone information, schedules and rules</i>" are "<i>stored</i>" distributed in multiple elements of the overall "<i>system</i>", NOT simply "<i>on-board</i>" the "<i>receiver/dialer</i>."</p> <p>a) To enable competition and, as an RFP allowing the Department to evaluate and score and rank multiple approaches, will the Department please amend this item as follows; "<i>k. The receiver/dialer <u>system</u> shall have on-board processing and the ability to store inclusion/exclusion zone information, schedules and rules on the receiver/dialer <u>in the system</u>.</i>"</p> <p>b) In the absence of affirmative "Yes" responses to item "a" immediately above, upon the basis that this is an RFP whereby the Department can score/rank different proposal approaches as they deem best, to enable compliant competition, will the Department amend this mandatory "<i>shall have</i>" requirement to rather to read as a desirable requirement as follows? "<i>shall <u>should</u> have</i>" thus enabling the Department to evaluate both approaches and score/rank different proposal approaches as they deem best?</p>
Answer #62	<p>a) Section 3.7.3.k has been deleted, and the following has been added to Section 3.4: 3.4.13 The electronic monitoring system shall have on-board processing and the ability to store inclusion/exclusion zone information, schedules and rules in the system. See revised pages 13 and 16.</p> <p>b) N/A.</p>
Question #63	<p>RFP page 16, item 3.6.4.c, d, & f call out "c. The transmitter shall emit an individually coded encrypted signal at least once every 30 seconds, with a transmission range of not less than 150 feet in an open air environment" and "d. The transmitter shall be capable of sending a signal indicating a low transmitter battery condition exist a minimum of seventy two (72) hours prior to battery failure" and "f. The battery powering the transmitter shall have a guaranteed life cycle of not less than twelve (12) months. All transmitters shall be replaced at specific intervals to avoid failures of transmitters due to loss of battery</p>

	power. The Department reserves the right to require transmitter replacement at shorter intervals should it be determined that the failure rate is unacceptable to due to battery loss of power." These are commensurate only with multi-piece GPS device configurations and, as presently worded, are prohibitive to single-piece GPS device configurations. To enable open evaluation, scoring, and ranking of all device configuration approaches, will the Department please add the following to the end of each of these three requirements?", <i>unless it is a single body worn unit</i> "
Answer #63	This section is not applicable to a single body worn device. See revised page 16.
Question #64	RFP page 17, item 3.8.4 calls out " AC Adapters The Contractor shall provide an AC adapter suitable for vehicle chargers at no charge." Is this indicative that the proposal must be inclusive of car chargers? If so, how many must be included at no additional charge?
Answer #64	Yes. All units in service.
Question #65	RFP page 18, item 3.12 calls out " Lost, Stolen or Damaged Equipment " a) What was the overall LDS percentage last year? b) Specifically how many of each component were lost last year?: i. Transmitter = __ Lost, Damaged, Stolen last year ii. Tracking Device = __ Lost, Damaged, Stolen last year iii. Base Unit/Charging Stand = __ Lost, Damaged, Stolen last year iv. 1-Piece GPS Device = __ Lost, Damaged, Stolen last year
Answer #65	a) 3.5% based on total invoiced divided by the total overall Lost, Stolen or Damaged equipment billed for Fiscal Year 09-10 (July 1, 2009 thru June 30, 2010). It should be noted that not all items were a total lost – some were damaged and repaired. b) i. 63 Transmitters. ii. 661 Tracking Devices. iii. 151 Base Unit/Charging Stands. iv. The Dept. does not currently utilize 1-piece devices.
	RFP page 20, tem 3.14 calls out " 3.14 Reporting Requirements. " a) Upon the basis that some of the Department's required Reporting Requirements may be unique and require development, to ensure a competitive RFP for both prospective new contractors as well as the incumbent contractor, will the Department evaluate equally, proposals that confirm to implement all specified data fields within the first 60 days of the new contract (as per RFP item 4.2 Calendar of Events that calls out " <i>an approximate 60-day transition period until start of full service delivery</i> ")? If not, what timeline is the Department willing to reasonably accept with regard to development of required data fields? b) In the absence of affirmative "Yes" responses to items "a" and "b" immediately above, upon the basis that this is an RFP whereby the Department can score/rank different proposal approaches as they deem best, to enable compliant competition, will the Department amend this mandatory " <i>shall</i> " requirement to rather to read as a desirable requirement as follows? " shall <i>should</i> " thus enabling the Department to evaluate both approaches and score/rank different proposal approaches as they deem best?
Answer #66	a) Yes. The Department will equally evaluate all proposals submitted against the specifications in the RFP. The approximate 60-day transition period has been changed to a 90-day transition/implementation period. See revised pages 9 and 30. b) N/A
Question #67	RFP page 22, item 3.16 calls out " Training and Training Manuals " a) Approximately how many staff state-wide are to be trained? b) To enable vendors to budget recurring training costs in their proposals, following initial training, approximately how frequently is state-wide training anticipated to be required? c) Is training conducted at Department facilities? If NOT, where and at whose expense?
Answer #67	a) Approximately 1,700 staff. b) At least once annually in each of the 20 judicial circuits. c) Training is conducted at Department facilities.

Question #68	RFP page 25, item 3.20 calls out " 3.20 Quality Assurance Program... A copy of the quality assurance/quality control program shall be submitted in accordance with Section 5, Proposal Submission Requirements." This information is proprietary – If so requested in the proposal and properly for separation, will the Department honor requests and protect this documentation under the RFP provisions of section 4.3.20 "Confidential, Proprietary, or Trade Secret Material"?
Answer #68	Yes, provided vendor complies with the requirements as stated in Section 4.3.20.
Question #69	RFP page 28, item 3.2.4 calls out " Liquidated Damages... After ten (10) days of initial notice of unsatisfactory service (without corrective action initiated by the Contractor and if unsatisfactory service continues) liquidated damages in the amount of \$500.00 per day for each day or part thereof that the deficiency/issue remains uncorrected shall be assessed." This is excessive and not commensurate with industry standards. Will the Department please amend this follows: " Liquidated Damages... After ten (10) days of initial notice of unsatisfactory service (without corrective action initiated by the Contractor and if unsatisfactory service continues) liquidated damages in the amount of \$500.00 <u>\$250.00</u> per day for each day or part thereof that the deficiency/issue remains uncorrected shall be assessed."
Answer #69	No, the Department declines to make the requested change.
Question #70	RFP page 29 calls out "3.27 Value-Added System Functionality, Equipment Functionality and/or Services Value-added system functionality, equipment functionality and/or additional services that exceed the minimum specifications contained herein are desired by the Department. Contractors shall clearly describe any value-added functionality or services in accordance with the requirements of Section 5.5."
Answer #70	No question asked.
Question #71	RFP page 30, item 4.2 " <i>Calendar of Events</i> " a) With regard to " <i>Proposal Evaluation Team Training</i> " is this training internal to the Department? b) If not, is this training for the proposed awardee to train the committee prior to the " <i>Field Testing (10 business days)</i> ?" c) If not, will the proposed awardee be provided time to train the testing committee in advance of commencement of training?
Answer #71	a) Yes. b) N/A. c) Training for field testing is included in the 10 business days of Field Testing
Question #72	RFP Page 36 of the RFP calls out " <i>The Proposer shall supply one (1) original signed and one (1) copy of the Cost Proposal clearly marked 'RFP #10-DC-8200 – Cost Proposal for Global Positioning Satellite Electronic Monitoring Services'.</i> RFP page 43 states " <i>Each proposer shall submit one (1) separately bound, sealed and signed cost proposal and six (6) hard copies containing the unit price proposed using the cost tables included with this RFP.</i> " How many of the cost proposals are required?
Answer #72	The requirement on page 36, Section 5, second paragraph is correct. Only one (1) original signed and one (1) copy of the Cost Proposal is required. See revised page 43.

The Department cannot accurately predict an exact number of active units that will be placed on offenders under the supervision of the Department. The condition for electronic monitoring is determined by the sentencing authority and certain sexual offenders that meet statutorily mandated requirements identified in the Jessica Lunsford Act. A conservative projection would place as many as 3,015 offenders in the next three years on active GPS in the State of Florida under the resulting Contract. In addition, GPS equipment units utilized by the Department under any contract(s) resulting from this RFP may increase or decrease at the discretion of the Department and/or based on available funding.

These estimated figures are provided as a guideline for preparing a response to this RFP and should not be construed as representing the actual number of equipment units to be placed in service under any resulting contract.

2.1. Service Implementation

The Contractor must have the capability to provide all equipment and implement service delivery as described herein on an agreed-upon date between the Contractor and Department, however, this date shall be no later than January 1, 2011. After the agreed-upon start date of a contract resulting from this RFP, the Department will allow an approximate ~~sixty (60)~~ ninety (90) day implementation period, including delivery of equipment and training of Department staff.

Initially, the Department intends to implement service with approximately 2,700 monitoring units. An individual GPS unit must be installed and be fully operational prior to per diem billing for that unit. At the end of the ~~sixty (60)~~ ninety (90) day implementation period, all GPS units initially contracted for shall be delivered and fully operational.

In addition, any vendor proposing services under this RFP shall have the capability of providing an additional twenty-five percent (25%) of GPS units in use by each circuit, overnight, upon email request of the contract manager or designee.

2.2. Term of Contract

It is anticipated that the initial term of any contract resulting from this RFP shall be for a three (3) year period. At its sole discretion, the Department may renew the contract for one (1) additional three (3) year period, with prices remaining the same. The renewal shall be contingent, at a minimum, on satisfactory performance of the Contract by the Contractor as determined by the Department, and subject to the availability of funds. If the Department desires to renew the Contract resulting from this RFP, it will provide written notice to the Contractor no later than thirty (30) days prior to the Contract expiration date.

REMAINDER OF PAGE LEFT INTENTIONALLY BLANK

3.4 GPS System Specifications

- 3.4.1** The Contractor shall provide a web-based system that is capable of being accessed through a secure (password protected) internet connection from desktop, laptop or remote means by Department personnel, who have appropriate security clearance and have been provided Contractor-supplied security codes.
- 3.4.2** The system shall be supported by a database that allows for multiple data fields, subject to final approval by the Department.
- 3.4.3** The system shall provide the capability for the Department to download data and reports from the database, through secured internet access, as outlined in Section 3.14, Reporting Requirements. The system shall provide for 100% redundancy to avoid any downtime due to hardware or software issues.
- 3.4.4** The system shall provide for offender enrollments and scheduling to be performed via direct telephone request (password accessible) when Department staff (probation officer) does not have immediate access to an internet connection.
- 3.4.5** The system shall provide for mapping of offender locations and for saving of mapped locations.
- 3.4.6** The system shall provide security features, which prevent unauthorized individuals from accessing any information held by the Contractor. Secure access to the system shall be maintained at all times.
- 3.4.7** The system shall provide the capability for every human voice call in and out of the system to be recorded with a transaction record that indicates the called number or calling number, length and the result of the call. This information shall be made available to the Contract Manager or designee at the Department's request.
- 3.4.8** The system shall provide that all data be recorded with a historical transaction record and stored/archived for retrieval/backup in a database when requested by Department personnel in accordance with the following:
- All historical data shall be centrally stored and accessible for reporting purposes;
 - This information shall be available for reporting in a standard transaction file format; and
 - All current and historical data files shall be retained for a period of seven (7) years by the Contractor and this information shall be available at no charge to the Department after termination of the contract.
- 3.4.9** The system shall enable the Department to monitor the near real time position for a specific offender's location at any and all times. Offender location data shall be uploaded a minimum of once every 30 minutes while in compliance and immediately uploaded when the offender is in violation status. The system shall provide offender locations upon demand. The system shall also be capable of the following:
- establishing configurable inclusion and exclusion zones;
 - collecting offender points at a minimum of once every 1-minute while in compliance and once every 30 seconds while in violation status;
 - communicating (in an understandable manner) with the offender (e.g. two way voice communication);
 - providing location mapping;
 - providing alarm notification; and
 - ~~providing mobile computing devices with wireless capability for constant communication with the monitoring center.~~
- 3.4.10** The system shall have the capability to query the database for any/all GPS offenders based on a specified dates times and locations.
- 3.4.11** All offender location data shall be electronically transmitted to any and/or all of the Department's designated crime data integration systems. This shall be done in a time frame and in a format designated

by the Department. The Department reserves the right to request points be downloaded (at no additional charge) to other crime data integration systems as required by other law enforcement agencies.

- 3.4.12** The system shall provide the capability for the entry of narrative-style notes by Department personnel and/or the Contractor's monitoring center staff. These notes will be utilized as documentation of steps taken to resolve offender alarms.

- 3.4.13** The electronic monitoring system shall have on-board processing and the ability to store inclusion/exclusion zone information, schedules and rules in the system.

3.5 System User Interface

The system shall provide a software application for enrollment, scheduling and reviewing of offender location and mapping.

- 3.5.1** System software shall allow for a non-erasable alpha numeric identification designated by the Department (DC number), with no more or no less than six (6) characters. A unique identification shall be used for each offender within the contractor's system. In addition, the software shall require the following minimum mandatory fields for initial offender enrollment:

- a. name;
- b. DC number;
- c. physical address;
- d. serial number of equipment;
- e. time zone;
- f. assigned officer; and
- g. offender photo.

- 3.5.2** The mapping software utilized shall include but not be limited to the following:

- a. Allow unlimited access to the most up to-date maps available with state of the art graphics with aerial photography capabilities.
- b. allow for zooming/scaling from street level to statewide;
- c. allow for identification/labeling of streets;
- d. display offender location information in a sequenced event and/or at a specific date and time; and
- e. display inclusion and exclusionary zones that shall be printable from the screen.

- 3.5.3** Any software necessary for Department interface shall be provided at the expense of the Contractor, with no licensing fee to the Department. Any and all software shall be subject to pre-approval and testing by the Department.

- 3.5.4** The Contractor shall provide a web-based application that includes but is not limited to the following:

- a. An internet link to the Contractors web-based data application software with all data processing functions occurring solely on the contractors servers.
- b. The web site shall not require any software downloads or remote access to the Department's computers to utilize the system.
- c. The web-based application shall provide the ability to efficiently stream aerial mapping data and offender tracking points with minimal latency during critical hours of operations and concurrency.
- d. The web-based application shall be accessible twenty four (24) hours per day, seven (7) days per week while maintaining acceptable processing performance for offender mapping and tracking data.
- e. The web-based application shall allow users to access the application over an SSL connection with 128 bit encryption, utilizing Microsoft Explorer web browser version 6 or higher.

3.6 Monitoring and Notification

The Contractor shall provide twenty-four (24) hours per day, seven (7) days per week monitoring of assigned service units. Upon receipt of an alarm, the system shall have the capability to provide automated notification as

specified by the Contract Manager or designee, by fax, email, text message or by telephone in accordance with the following:

3.6.1. System Monitoring and Notification Requirements

Upon receipt of an alarm, the Contractor's system shall have the capability to provide automated notification as specified below and by the Contract Manager or designee. Notification shall be made by fax, email, text message or by telephone in accordance with the following:

- 3.6.1.1** The System shall provide a means of notification (alarm) to the offender's receiver/dialer when the radio frequency signal is lost between the offender's transmitter and receiver/dialer. The alarm notification shall be made to the Department immediately, but not longer than 5 minutes after the alarm processing has expired according to mutually agreed upon Contractor response protocols via fax, and/or email, text messaging or by telephone (does not apply to a single body worn unit).
- 3.6.1.2** The System shall provide a means of notification (alarm) to the offender when the system receiver loses the GPS signal and the receiver has been in motion for 10 minutes (unless the system utilizes an alternate or assisted GPS technology). The alarm notification shall be made to the Department immediately, but not longer than 5 minutes after the alarm processing has expired according to mutually agreed upon Contractor response protocols via fax, and/or email, text messaging or by telephone.
- 3.6.1.3** The System shall provide a means of notification (alarm) to the offender when the offender is late returning home from an approved absence or leaves home when unscheduled. The alarm notification shall be made to the Department immediately, but not longer than 5 minutes after the alarm processing has expired according to mutually agreed upon Contractor response protocols via fax, and/or email, text messaging or by telephone.
- 3.6.1.4** The System shall provide a means of notification (alarm) to the offender when the offender is in an area defined to be off limits (exclusionary zone). The alarm notification shall be made to the Department immediately, but not longer than 5 minutes after the alarm processing has expired according to mutually agreed upon Contractor response protocols via fax, and/or email, text messaging or by telephone.
- 3.6.1.5** Monitoring unit equipment failures or tampering shall be considered an alarm and shall be reported to the Department. The alarm notification shall be made to the Department immediately, but not longer than 5 minutes after the alarm processing has expired according to mutually agreed upon Contractor response protocols via fax, and/or email, text messaging or by telephone.
- 3.6.1.6** Monitoring unit communication failures shall be considered an alarm and shall be reported to the Department. Notification of the alarm shall be made to the Department immediately, but not longer than 5 minutes after the alarm processing has expired according to mutually agreed upon Contractor response protocols via fax, and/or email, text messaging or by telephone.
- 3.6.1.7** The System shall provide some manner of notification (alarm) to the offender's receiver/dialer when the receiver/dialer's battery is low. The alarm notification shall be made to the Department immediately, but not longer than 5 minutes after the alarm processing has expired according to mutually agreed upon Contractor response protocols via fax, and/or email, text messaging or by telephone.
- 3.6.1.8** Notification of low battery in a transmitter shall be reported to the Department on the daily report transmitted to the Department by fax and/or email.

3.6.2 Alarm Processing Requirements

3.6.2.1 System generated alarms requiring an initial response by the Contractor's monitoring center staff

- A.** The following system generated alarms shall allow the offender the opportunity to resolve the alarm in a timeframe that will be predetermined by the Department and the Contractor after Contract award. These alarms require further steps to be taken by the Contractor's monitoring center staff if the alarm is not resolved by the offender:

- 1) Loss of radio frequency signal between the receiver/dialer and transmitter (see Section 3.6.1.1) (N/A for a single body worn device)
- 2) Loss of GPS signal while receiver/dialer is in motion (see Section 3.6.1.2)
- 3) Inclusion/Home (unauthorized absence) (see Section 3.6.1.3)
- 4) Loss of cellular communication (see Section 3.6.1.6)
- 5) Receive/Dialer low battery (see Section 3.6.1.7)

B. The following sequential steps shall be taken for system generated alarms that allow the offender to resolve:

- 1) The offender shall be made aware of the above listed specified alarms via a pre-defined automated alarm notification system. Specific instructions shall be provided to the offender on how to acknowledge alarms and steps to resolve alarms during initial enrollment to the system. If the offender complies and the alarm is resolved within a specified time frame, no further action is required by the monitoring center.
- 2) If the alarm does not clear within a specified time frame, the monitoring center shall attempt to contact the offender via phone numbers listed within the Contractor's data base. If there are no phone numbers listed or contact is unsuccessful, a message shall be sent to the receiver/dialer alerting the offender to contact the monitoring center by calling a toll-free telephone number (supplied by the Contractor).
- 3) If the offender contacts the monitoring center and the alarm is resolved and cleared, within a specified time frame, no further action is required to be taken by the monitoring center.
- 4) If the offender fails to contact the monitoring center within a specified time frame and the alarm is still in effect, the alarm notification shall be sent to all Department staff associated with the alarm via email, fax and/or text message.
- 5) If acknowledgment is received within a specified time frame from a Department staff member that was notified, the Department staff member will take responsibility for the alarm resolution, and there is no further action required by the monitoring center.
- 6) If an acknowledgment by one of the Department staff members is not made or received within a specified time frame, the alarm notification shall be automatically returned to the monitoring center system, and the call tree escalation process shall be implemented.
- 7) A monitoring center staff member shall immediately start making telephone phone calls to Department staff based on the day, and time of day, involved. Each Department staff member has a daytime and afterhours/ holiday/weekend call tree list with corresponding phone numbers.
- 8) The monitoring center staff members shall make these physical phone calls, in designated succession, until a Department staff member answers the phone and provides the verifiable security identification to the monitoring center staff. Upon verification of identity, the alarm information is provided to the Department staff member for investigation and resolution, and no further action is required by the monitoring center.
- 9) If the first Department staff member within the list does not answer the phone or is unable to properly provide verifiable security information, the call shall be discontinued and the next Department staff member on the list is called until successful contact is made.

- 10) If the monitoring center staff reaches the last Department staff member on the list with no success, the monitoring staff shall start the list over again until a Department staff member is successfully contacted.
- 11) The monitoring center shall call each Department staff member on the list twice before moving on to the next Department staff member.

3.6.2.2 System generated alarms automatically forwarded to Department staff

- A. The following system generated alarms shall be directly forwarded to Department staff for immediate investigation and resolution:
 - 1) Exclusion zone (see Section 3.6.1.4)
 - 2) Receiver/dialer tamper (see Section 3.6.1.5)
 - 3) Transmitter tamper (see Section 3.6.1.5)
 - 4) Transmitter low battery (see Section 3.6.1.8)
- B. The following sequential steps shall be taken for system generated alarms that shall be automatically forwarded to Department staff to resolve:
 - 1) If acknowledgment from Department staff is received by the monitoring center within a specified time frame, the Department staff member will take responsibility for the alarm resolution and there is no further action required by the monitoring center.
 - 2) If an acknowledgment by Department staff is not made or received within a specified time frame, the alarm notification shall be automatically returned to the monitoring center system, and the call tree escalation process is implemented.
 - 3) A monitoring center staff member shall immediately start making phone calls to Department staff based on the day, and time of day, involved. Each Department staff member has a daytime and afterhours/ holiday/weekend call tree list with corresponding phone numbers.
 - 4) The monitoring center shall make these physical phone calls, in designated succession, until a Department staff member answers the phone and provides the verifiable security identification to the monitoring center staff. Upon verification of identity, the alarm information shall be provided to the department staff member for investigation and resolution, and no further action is required by the monitoring center.
 - 5) If the first department staff member within the list does not answer the phone or is unable to properly provide verifiable security information, the call is discontinued and the next Department staff member on the list is called until successful contact is made.
 - 6) If the monitoring center staff reaches the last department staff member on the list with no success, the monitoring staff shall start the list over again until a Department staff member is successfully contacted.
 - 7) The monitoring center shall call each Department staff member on the list twice before moving on to the next Department staff member.

3.7 Equipment Specifications

3.7.1 Starting Inventory:

The Department and the Contractor agree that Exhibit A, Estimated Equipment Inventory and Usage, reflects an unverified estimate of monitoring and tracking equipment units currently in actual use and held in inventory in each of the Department's Circuits. Upon contract award, a verified equipment inventory will be provided to the Contractor by the Department's Contract Manager for purposes of the beginning inventory for this Contract.

3.7.2 General Equipment Requirements:

All equipment provided pursuant to this Contract shall meet the following requirements: (This includes all, transmitters, receiver/dialers, re-charging systems, straps, batteries, and any equipment used to secure any of the equipment to the offender).

- a. The Contractor shall be the owner of the electronic monitoring equipment and the GPS tracking software and not a reseller or subcontractor. The Contractor SHALL NOT subcontract GPS tracking devices or equipment, monitoring center services, training, help desk **facility functions** and/or the Contractor's Account Management positions.
- b. The Contractor shall provide only equipment that meets the highest levels of ruggedness, durability and performance available, when considering the following: operating temperature, stored temperature range, temperature cycling, shock and vibration, water resistance or waterproofing, operating humidity range, stored humidity range and tamper resistance.
- c. The Contractor shall provide equipment that meets market safety standards and presents no health or safety hazards to staff and/or offenders.
- d. All equipment shall be permanently marked with the model/serial identification numbers and will not change colors or lose labeling after being exposed to common cleaning products.
- e. The equipment shall be capable of tracking an offender on a twenty-four (24) hour, seven (7) day a week basis and shall be able to confirm the date, time and location of the tracking event.
- f. The equipment shall not be available as an open market item if this could compromise the security of the system.
- g. The equipment shall be currently registered and approved by the Federal Communications Commission (FCC).
- h. The equipment shall be equal or equivalent to the latest industry standards and of the latest technology currently in use by the Contractor.
- i. All equipment shall be designed so that if an offender tampers with the equipment an alarm is generated.
- j. All equipment assigned to the offender shall be manufactured to allow for repeated proper sanitization. The Contractor shall provide instructions to sanitize the equipment, including recommended cleaning agents and methods.
- k. The equipment shall not have any sharp edges and shall be designed so not to cause excessive chafing or bruising.

3.7.3 Receiver/dialer Requirements:

All receiver/dialer's provided pursuant to this Contract shall meet the following requirements:

- a. The Contractor shall provide equipment that can be attached to the offender in a manner that will not impede normal activities or work. A waist pack, carrying bag or clip is acceptable.
- b. Communication between the receiver/dialer and monitoring center shall be encrypted and should use standard or wireless cellular telephone connections and standard 110 volt AC residential current.

- c. Any part of the receiver/dialer system (including re-charging systems if applicable) that requires the use of a telephone shall use standard telephone lines, wireless cellular telephones, or both to communicate between the individual receiver/dialer and the monitoring center.
- d. The receiver/dialer shall include an internal clock and enough memory to store five (5) days of data if communication with the monitoring center is disrupted.
- e. The Contractor shall provide a battery for the receiver/dialer that hold a single charge for a minimum period of sixteen (16) hours and are re-chargeable for up to twelve (12) months before failing to hold a charge.
- f. The receiver/dialer shall be able to re-charge the battery to maximum capacity (100% charge) in under 6 hours for a two piece device and under two hours for a single body worn device.
- g. The receiver/dialer shall have an internal rechargeable battery that shall allow for continuous operation in cases of power failures or if power is interrupted. The receiver/dialer shall have a battery backup power source that shall allow for a minimum of twelve (12) hours of continuous operation.
- h. The receiver/dialer shall have internal diagnostics that can determine if it is operating properly and the ability to relay the information to the monitoring center.
- i. If connected to a standard telephone or power line, the receiver/dialer shall have internal surge protection on both the telephone line and power source.
- j. The receiver/dialer shall be wirelessly tethered to a transmitter, unless it is a single body worn unit.
- ~~k. The receiver/dialer shall have on board processing and the ability to store inclusion/exclusion zone information, schedules and rules on the receiver/dialer.~~
- l. The GPS receiver within the receiver/dialer shall acquire GPS within 5 minutes when placed in an outdoor environment with a 360 degree view in the horizontal plane and 180 degree view of the sky from horizon to zenith in the vertical plane.

3.7.4 Transmitter Requirements: (not applicable to a single body worn device)

All transmitters provided pursuant to this Contract shall meet the following requirements:

- a. The transmitter shall be small, light, and not restrictive. It shall attach around the ankle of the offender and weight no more than ten (10) ounces.
- b. The transmitter shall not pose a safety hazard nor unduly restrict offenders' activities. It shall be enclosed in a sealed hypoallergenic case that is resistant to shock, water, corrosion, chemical solvents, and detergents. It shall function reliably under normal atmospheric environmental conditions of approximately zero (0) to one hundred thirty-five (135) degrees Fahrenheit.
- c. The transmitter shall emit an individually coded encrypted signal at least once every 30 seconds, with a transmission range of not less than 150 feet in an open air environment.
- d. The transmitter shall be capable of sending a signal indicating a low transmitter battery condition exist a minimum of seventy two (72) hours prior to battery failure.
- e. The strap and circuitry within the transmitter shall enable the transmitter to immediately notify the monitoring center of any tamper attempt or removal from the offenders' ankle.
- f. The battery powering the transmitter shall have a guaranteed life cycle of not less than twelve (12) months. All transmitters shall be replaced at specific intervals to avoid failures of transmitters due to loss

of battery power. The Department reserves the right to require transmitter replacement at shorter intervals should it be determined that the failure rate is unacceptable due to battery loss of power.

- g. The transmitter shall be designed to prevent tracing or duplication of the signal by other electronic devices or equipment.

3.7.5 Shipping of Equipment

The Contractor shall pay **ALL** costs associated with shipping (both delivery and return) of all equipment and supplies. Shipping will be only to locations within the State of Florida.

The replacement of equipment, parts and consumables shall be sent via 2-day mail or overnight mail within 24 hours of notification if requested by the GPS program manager.

The equipment shall be provided in a shipping container with unpacking/packing instructions, all accessories parts list assembly instructions, care and maintenance instructions and a user manual.

3.8 Accessories

All accessories, including replacement batteries, straps, waist packs, carrying bags, clips and other related supplies necessary for proper operation shall be provided at no cost to the Department as specified below.

3.8.1 Straps

- a. All straps utilized to attach equipment to an offender shall be designed so that if an offender cuts, severs or otherwise compromises the integrity of the strap an alarm is generated.
- b. Straps used to attach the equipment to an offender shall have exterior surfaces made of hypoallergenic materials, and shall be adjustable in length to fit all offenders. All straps designed to attach equipment to an offender shall have the capability to be securely sized to an offender. If straps are pre-sized they shall be immediately available in one-half inch increments or less.

3.8.2 Waist Pack/Carrying Bag/Clip

If required for use with the receiver/dialer, waist packs, carrying bags or clips shall be provided to the Department at no additional cost.

3.8.3 Batteries (not applicable to a single body worn device)

- a. The Contractor shall provide batteries for transmitters that provide a minimum of twelve (12) months of service without requiring charging or changing.
- b. The Contractor shall provide batteries for receiver/dialer that hold a single charge for a minimum period of sixteen (16) hours and are re-chargeable for up to twelve (12) months before failing to hold a charge.

3.8.4 AC Adapters

The Contractor shall provide an AC adapter suitable for vehicle chargers at no charge.

3.9 System/Equipment Technical Assistance

The Contractor shall provide remote diagnostic support and trouble-shooting technical assistance via a toll-free telephone line 24 hours a day, seven (7) days a week, including holidays.

3.13.17 The Contractor shall provide **initial immediate** notification via telephone, cellular telephone, text message, and email 24 hours a day, seven days a week to designated Department staff when an alarm notification is generated. The Contractor's monitoring service shall include the capability to administer a phone call by a live staff person in the monitoring center in response to designated **priority** alarm notifications.

3.13.18 The Contractor shall be able to receive a verifiable confirmation via a telephone call **or text message response** to ~~from the Contractor's monitoring center to the designated department staff~~ to confirm that all immediate alarm notifications were received/acknowledged by Department staff. The Contractor shall be responsible to maintain a call tree to be utilized when contacting Department staff to report alarm notifications pursuant to established protocols.

3.13.19 The monitoring center shall have redundant inbound and outbound communication services, provided by distinct carriers and/or methods, such that the failure of the primary service or method shall not adversely affect the secondary (backup) service or method.

3.14 Reporting Requirements

3.14.1 Data Requirements: At a minimum, the system shall provide data using extensible markup (XML) tags as defined by the Justice XML workgroup and approved by the Department.

3.14.2 The Contractor shall have the ability to write files to a server at the Contractor's site and shall allow the Department to retrieve the files on a daily basis thru a File Transfer Protocol (FTP). The files will need to include the following information:

3.14.2.1 FILE 1 – Alarm file

- a. The key file the Contractor uses to distinguish each alarm.
- b. The type of alarm as defined by the Department.
- c. The DC number of the offender.
- d. Date and time of the alarm.
- e. Length of the alarm (until resolution).

3.14.2.2 FILE 2 – Comment file

- a. The key field the Contractor uses to distinguish each alarm.
- b. Comments relating to the alarm.
- c. Date and time of updates to the comments.

3.14.2.3 FILE 3 – Alarm cleared

- a. The key field that the Contractor uses to distinguish each alarm.
- b. Date and time the alarm was cleared.

3.14.2.4 FILE 4 – Points reviewed

- a. The DC number of the offender.
- b. The DOC USERID of the officer reviewing the points.
- c. Date the points were reviewed.
- d. Dates of the points reviewed by the officer

3.14.3 System Generated Reports: At a minimum, the system shall allow the Department to generate the following "canned" reports directly from the system database through the secure internet site. To ensure that reports are accurate and timely, the system's database shall be updated in real time to ensure all report data is current when viewed and/or downloaded by Department personnel. All reports shall have the capability of being queried, sorted or filtered by any field contained in the report or by data

SECTION 4 – PROCUREMENT AND INFORMATION

4.1. Procurement Manager

Questions related to the procurement should be addressed to:

Kelly S. Wright, CPPB, Procurement Manager
Department of Corrections, Bureau of Procurement and Supply
2601 Blair Stone Road
Tallahassee, Florida 32399-2500
Telephone: (850) 410-4139, Fax: (850) 922-8897
Email: wright.kelly@mail.dc.state.fl.us

Pursuant to Section 287.057(23), Florida Statutes, Proposers to this solicitation or persons acting on their behalf may not contact, between the release of the solicitation and the end of the seventy-two (72) hour period following the agency posting the notice of agency decision, excluding Saturdays, Sundays, and state holidays, any employee or officer of the executive or legislative branch concerning any aspect of this solicitation, except in writing to the procurement officer or as provided in the solicitation documents. Violation of this provision may be grounds for rejecting a proposal.

Questions will only be accepted if submitted in writing and received on or before the date and time specified in the Calendar of Events (Section 4.2). Responses to written questions received will be posted on the Vendor Bid System (VBS) by the date referenced in the Calendar of Events (Section 4.2).

Any person requiring special accommodation in responding to this solicitation because of a disability should call the Bureau of Procurement and Supply at 850-488-6671 at least five (5) days prior to any pre-solicitation conference, solicitation opening or meeting. If you are hearing or speech impaired, please contact the Bureau of Procurement and Supply by using the Florida Relay Service, which can be reached at 1-800-955-8771 (TDD).

Interested parties are encouraged to carefully review all the materials contained herein and prepare proposals accordingly.

4.2. Calendar of Events

Listed below are the important actions and dates/times by which the actions shall be taken or completed. If the Department finds it necessary to change any of these dates/times, it will be accomplished by an addendum. All listed times are local Eastern Standard Time in Tallahassee, Florida.

	<u>DATE</u>	<u>TIME</u>	<u>ACTION</u>
4.2.1	August 30, 2010		Release of RFP to Public and Posted on VBS
4.2.2	September 10, 2010	5:00 pm	Last day for written inquiries and Letter of Intent to Propose
4.2.3	September 21, 2010 November 2, 2010		Anticipated date that written responses to written inquiries and an Addendum to the RFP will be posted on VBS.
4.2.4	October 5, 2010 November 22, 2010	2:00 pm	Project Proposal & Cost Proposal Due/Project Proposal Opening
4.2.5	October 7, 2010 November 29, 2010	10:30 am	Anticipated Date for Proposal Evaluation Team Training
4.2.6	October 21, 2010 December 7, 2010	10:00 am	Cost Proposal Opening
4.2.7	November 16, 2010 December 27, 2010	2:00 pm	Anticipated Date of Final Posting of Agency Decision
4.2.8	Nov. 29-Dec. 10, 2010 Jan. 3 - Jan. 14, 2011		Anticipated Dates for Field Testing (10 business days)
4.2.9	January 1, 2011 February 14, 2011		Anticipated Contract Start Date (includes an approximate 60- 90 day transition period until start of full service delivery)

5.1. Tab 2 – Transmittal Letter with Executive Summary

The proposal shall include a Transmittal Letter with Executive Summary (narrative) synopsis of the Proposer's method of delivering the required services in compliance with the minimum requirements and scope of services outlined in Section 3, Scope of Service, of the RFP. The synopsis shall contain sufficient detail addressing all elements of the required service delivery and shall be prepared in such a manner that will clearly indicate the Proposer's understanding of, and intent to comply with, the requirements set forth in the RFP, and will be understandable to individuals on a management level. The Transmittal Letter with Executive Summary shall be signed by a representative of the Proposer authorized to bind the corporate entity submitting the proposal and shall be inserted under **Tab 2** of the Proposal. The Transmittal Letter with Executive Summary shall also contain information addressing each of the following requirements:

- 5.2.1 Information indicating that the Proposer is a corporation or other legal entity, if applicable.
- 5.2.2 The Proposer's federal tax identification number or social security number, as applicable to the legal entity that will be performing the services under the Contract.
- 5.2.3 The Proposer's Email address or a statement certifying that an Email address will be available for the Contractor's Representative by the start date of any contract resulting from this RFP.
- 5.2.4 Information indicating whether the Proposer intends to utilize subcontractors and if so, that the proposer agrees to provide written notice to the Contract Manager of the name, component/type of work to be performed and FEID number of all subcontractors that will be utilized. (This information shall be provided with the proposal). Use of subcontractors must be in accordance with Section 7.19. Note: As prohibited in Section 3.7.2.a, the Contractor shall not subcontract GPS tracking devices or equipment, monitoring center services, training, help desk facility functions and/or the Contractor's Account Management positions.
- 5.2.5 A statement from any proposed subcontractor acknowledging acceptance of and intent to be bound by the contract terms to be included in the Department's Contract should the proposer be awarded a Contract resulting from this RFP. The statement shall bear an original signature from a person authorized to legally bind the subcontractor.
- 5.2.6 Proof that the Proposer is registered to do business in Florida, evidenced by Articles of Incorporation or Fictitious Name Registration or Business License and, if applicable, a copy of the most recent Certification of Good Standing. (This information may be obtained from the State of Florida's, Secretary of State's Office). In addition, the Proposer's corporate document number or fictitious name file number, if applicable, must be provided as well as assurances that, if necessary, any subcontractors proposed will also be licensed to do business in Florida.
- 5.2.7 A statement disclosing the name of any officer, director, employee or other agent who is also an employee of the State and the name of any State employee who owns, directly or indirectly, an interest of five percent (5%) or more in the Proposer or its affiliates, including parent corporations. If no officer, director, employee or other agent of the Proposer is also an employee of the State or no State employee owns a five percent (5%) interest in the Proposer or its' affiliates or parent corporation, a statement to that effect, as applicable, shall be provided.
- 5.2.8 A statement affirmatively certifying that the Proposer has no interest and shall not acquire any interest that shall conflict in any manner or degree with the performance of the services required under this RFP.
- 5.2.9 The Proposer shall provide for both the Contractor and Contractor's personnel, copies of any and all documents regarding complaints filed, investigations made, warning letters or inspection reports issued, or any disciplinary action imposed by Federal or State oversight agencies within the past five (5) years.
- 5.2.10 The Proposer shall also identify all entities of or related to the Proposer (including parent company and subsidiaries of the parent company; divisions or subdivisions of parent company or of Proposer), that

5.8. Tab 8 – Addendum Acknowledgment Form

The Proposer shall complete and insert each Addendum Acknowledgment Form received (example shown as **ATTACHMENT 5** of this RFP) under **Tab 8** of the proposal, if appropriate.

5.9. Tab 9 – Minority/Service Disabled Veteran Business Enterprise Certification

If applicable, the Proposer shall provide a current and valid copy of their certification as a minority or service-disabled veteran business enterprise issued by the Office of Supplier Diversity (formerly called the Commission on Minority Economic Business and Development) and insert it under **Tab 9** of the proposal.

5.10. Cost Proposal Contents

(SUBMITTED IN A SEPARATELY SEALED PACKAGE/ENVELOPE)

5.10.1 Cost Proposal Submission Requirements

Each proposer shall submit one (1) separately bound, sealed and signed cost proposal and ~~six (6) hard copies~~ **one (1) hard copy** containing the unit price proposed using the cost tables included with this RFP.

Cost Proposals should be submitted with the most favorable terms the Proposer can offer. The Department may reject any and all proposals that are conditional, incomplete or which contain irregularities, as these will be deemed to be a counteroffer.

By submitting an offer under this RFP, each Proposer warrants its agreement to the prices submitted. Any qualifications, counter offers, deviations, or challenges shall render the entire proposal non-responsive.

The Cost Sheet shall identify the name of the Proposer and date of submission, and shall bear the signature of a Business/Corporate Representative authorized to bind the Proposer to the prices bid.

All calculations will be verified for accuracy by Bureau of Procurement and Supply staff assigned by the Department. In the event cost proposal points are based on a total price calculation and a mathematical error is identified, Unit Prices submitted by the Proposer will prevail. Cost Proposal points will be awarded based on certified Department-corrected price tables, if applicable. Department-corrected price tables will be made available upon written request.

5.10.2 Cost Proposal Instructions

5.10.2.1 Instructions for Table 1 – Cost Sheet (Daily Unit of Service Price Sheet)

The proposer shall submit a single per diem unit price per daily service unit for active GPS services with the price inclusive of all equipment, and related services as defined herein. The per diem unit price shall only apply to units in use (assigned to an offender) per day.

The estimated quantities in Column 3 of Table 1 are provided for bidding purposes only. The Department makes no commitment to purchase the quantities indicated in the cost table.

1. For active GPS services (Column 1) enter a Per Diem Unit Price (daily service unit price) in Column 2.
2. Multiply the Per Diem Unit Price (Column 2) by the Estimated Quantity (Column 3) to determine a Total Price.

5.10.2.2 Instructions for Table 2 – Lost, Stolen or Damaged Equipment Price List

On Table 2, the proposer shall provide a price list for serial numbered equipment indicating the amount that will be charged to the Department in the event that equipment is lost, stolen, or damaged. The prices