



Shelby County Tennessee

Mark H. Luttrell, Jr., Mayor

Questions & Answers

Issued: May 13, 2016

RFP #16-004-71 Electronic Monitoring (Shelby County Juvenile Court)

TO ALL PROSPECTIVE BIDDERS:

The following questions were submitted by potential vendors. Our answers are listed in *red* below:

1. Can the County please advise as to a timeline for Answers to be provided to Vendor's questions? *The questions are answered as quickly as possible and returned to the County.*
2. Given that questions are due Friday May 13th and there has to be some time given for response and turnaround of answers, will the County consider extended the due date of the RFP response by vendors? Doing so will allow Vendors the needed time to incorporate the answers to such questions and provide the most complete response based off of the County's needs. *The answers to the questions were submitted within a couple of days of the request. The due date of the RFP will not be extended.*
3. Are Vendors required to provide copies of licenses/certifications to do business in the State of TN or can Vendors just state the appropriate certifications? *Yes. The vendors are expected to be licensed.*
4. What is the timeframe for the County to indicate that a Vendor has "pre-qualified" for an EOC eligibility number and can Vendors notate the "pre-qualification" in the bid in lieu of the actual number? *Shelby County Purchasing Department is notified by the Shelby County EOC Department when a vendor has submitted an EOC application to be processed. Please keep in mind that the application should be submitted prior to the RFP due date in order to be considered and "Pending" should be noted on the Proposal Response Form.*
5. Will the County please indicate where in the proposal it would like Vendors' to "attest to adhering to all Title VI requirements?" Also, it states that "if necessary, provide proof/documentation." What necessitates needing to provide proof/documentation? What

proof/documentation is the County looking for? Correspondence on your company letterhead stating that your company agrees to adhere to all Title VI requirements and provide proof/documentation if necessary will be sufficient.

6. Who is the current contracted vendor for Voice Verification, Radio Frequency and GPS? Sentinel Offender Services
7. What is the current contracted pricing for Voice Verification, Radio Frequency and GPS? VV \$1.52 daily; RF 1-75 \$3.99; RF 76+ \$3.49; GPS \$3.79
8. What is the County paying for “idle” devices (not activated on a juvenile, or not designated as no-cost overstock) GPS shelf payment is \$2.00/day; no charge for other equipment
9. On average, how many juveniles, **daily**, are on Voice Verification? Radio Frequency? GPS? VV none at the moment; but anticipate 25-30; RF 25-30; GPS 35-40.
10. Does the County see value with a replacement of outdated RF standalone technology with a GPS device with an additional RF beacon? The Court is not familiar with the equipment you reference. The use of two types allows for stepping up/stepping down severity of monitoring.
11. Will the County consider the use of newer GPS technology with RF beacon vs. the older cellular RF equipment? The Court will consider any and all devices.
12. What is the % of “cut and run” juvenile offenders in the County’s current program? In 2015, 6% of the equipment was lost/stolen.
13. Would the County see a device with a secure steel cuff of value to use with its juvenile population? The county would consider all equipment.
14. Section IX.G - States that the Vendor must “follow-up on any violations with a personal call back to the offenders home....” For clarification, this will be a protocol for EVERY violation or only those deemed “critical?” The provider would provide each violation via the internet; no calls needed except to check equipment as necessary.
15. Section IX.I - Will the County further clarify what it is requiring the Vendor to do/provide with regards to “being easily accessible to report any changes, terminations, etc. in the daily monitoring of juveniles under home confinement?” As this seems to infer that the Vendor will be providing “hands-on” services similar to case management. The County expects that the vendor will be available to staff to make necessary changes in clients’ schedules, terminations. The County does not expect the vendor to contact clients unless there may be an occasional concern with the equipment.
16. Section IX.K – Will the County please further define what is required of the Vendor for the “initial enrollment of the juvenile?” The vendor will be expected to enroll the child in the module.
17. Section IX.M – Will the County provide clarification as to what “youth performance in the program” information is required for a report; as well as the “number of contacts with the youth?” Once again,

this seems to indicate that the Vendor will be providing “hands-on” services similar to case management. **The Court is requesting that the provider have the ability to report violations in real time. The Court wants to be able to have past violations available and accessible to staff in case a complete history the child’s performance is needed.**

18. Reference RFP Section II.(3)., page 4:

“[All proposers must] Have all appropriate licenses and certifications required in the State of Tennessee to perform the Services and procure all permits, pay all charges, taxes and fees.”

- a. Please confirm that a current “Certificate of Good Standing” issued by the state of Tennessee Secretary of State will meet this requirement. **The vendor is expected to be licensed.**

19. Reference RFP Section IX.(K)., page 12:

“Vendor will be responsible for the initial enrollment of the juvenile”.

- a. Please confirm that the County will accept solutions where County staff conduct the initial enrollment through a software for which they will have readily available customer support and assistance included. **The vendor is expected to provide initial enrollment to the module and provide assistance to staff when changes/terminations need to be made. The Court staff will place the equipment on the child.**

20. Reference RFP Section IX(M)., page 13:

“The vendor must have the capacity to provide Juvenile Court with reports on the youth. Such reports should include the youth’s performance in the program as well as the total number of contacts with the youth.”

- a. Please define what constitutes “contact” with the youth. **The provider would not need to make contact with the youth other than checking equipment status or concerns with the equipment.**
- b. What is the average number of monthly “contacts” the current vendor has with each juvenile during their time on electronic monitoring equipment?
The vendor rarely has contact with the child.