



Shelby County Tennessee

Mark H. Luttrell, Jr., Mayor

Questions & Answers

Issued: May 5, 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. How much money has been budgeted yearly by the County to fund this electronic monitoring program for the Juvenile Court?

Approximately \$80,000.

2. What is the average length of time juveniles are monitored via electronic monitoring technology?

1-6 months.

3. We understand that the County encourages the use of locally-owned small business as a source of subcontractors. What services does the incumbent contractor subcontract to locally-owned small business?

None.

4. The RFP states on page 1 "supervision to a maximum of 400 juveniles." Please clarify if this amount is on a daily, yearly, or monthly basis?

This is a yearly basis. We estimate 35-40 GPS monthly; 25-30 RF with cell.

5. Is the contractor expected to install equipment on juvenile participants? a. Will installations take place at Juvenile Court location or at the juvenile's place of residence?

The Juvenile Court staff will install the equipment at the Court.

6. What is the current daily rate for:

- (a) Voice verification? \$1.52
(b) Radio frequency and cell? 1-75 \$3.99; 76+ \$3.49
(c) Global Positioning Systems (GPS)? \$3.79

7. Page 4. II.-Minimum Proposer Requirement. #4. EOC certification number.

The Equal Opportunity Compliance Administration web site page states, "To receive an EOC Contract Compliance Eligibility Number the following steps must be taken **at least 45 days prior** to bid opening." With a solicitation issue date of April 29, 2016 and a proposal due date of May 20, 2016, a vendor who does not already have an EOC certification number cannot submit a compliant proposal since there are less than 45 days between these two dates. Additionally, it takes a couple days to collect the needed documentation to complete the application. We respectfully request postponing the due date by at least three weeks in order to give vendors who are working diligently to receive the EOC certification number in time to submit a compliant proposal.

The due date will not be postponed or extended; if a vendor applies for an EOC number prior to the RFP due date and it is so noted by the EOC Office, their proposal will be accepted.

8. Page 12. IX. Purpose/Scope of Work. D. GPS monitoring equipment.

We need clarification on a couple of aspects of this specification.

- (a) Please clarify if the Court prefers a one-piece or a two-piece.

There is no preference.

- (b) Please list any features and/or functionality the Court expects the GPS monitoring equipment to have.

Minimal charging, clear, precise real time monitoring, ability to change schedules as needed, have the ability to have exclusion/inclusion zones, long battery life, tamper resistant, waterproof and easy set up.

9. Page 13. IX. Purpose/Scope of Work. M. Reports.

We need clarification on several aspects of this specification.

(a) If the vendor is to provide reports on the youth placed into the Electronic Monitoring Program, please describe the Court's expectation of how a vendor is to describe the "youth's performance in the program." Please clarify if this is the number and type of violations a given youth may incur while in the program.

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 of child's performance is needed.

(b) Please provide the Court's definition of "contacts with youth."

The provider would not need contact with youth other than checking equipment status or concerns.

(c) Please clarify how often vendors are to submit these reports to the Court.

The provider would provide violations on an as needed basis.

10. Page 23. XI. Proposal Submission. C. Proposal Format. 6. Additional Information. B. Client Satisfaction.

We need clarification on several aspects of this specification since a specification like this is usually associated with a program requiring ongoing face-to-face meetings.

(a) Please provide further explanation of the Court's expectation for a vendor to measure a client's level of satisfaction.

The Court expects that the vendor is available for questions or assistance from staff, detailed, accurate invoicing, properly functioning equipment and all other requirements of the RFP.

(b) Since the vendor's staff has only periodic telephonic interaction with the client to verify/correct if/when the client incurs a violation or problem situation, please explain what the vendor is expected measure.

The vendor is responsible for accurate and timely violation reporting.

11. Please provide the incumbent vendor for this program.

Sentinel Offender Services

12. Please provide the name of each piece of equipment and the voice verification system the Court is currently using.

PTX 2 transceiver; RF Patrol HMU; OM2 GPS device

13. Please provide a list of all the services the incumbent vendor is providing to the Court, such as violation verification/confirmation.

The provider is available for staff 24 hours day/7 days a week for assistance, record retention, training, real time violation notification for GPS.

14. Please provide the per day pricing for each of equipment, the voice verification system and the each service, such as violation verification/confirmation, offered to the Court.

Voice Verification \$1.52
RF with Cell 1-75 \$3.99
RF with Cell 76+ \$3.49
GPS \$3.79

15. Please provide a breakdown of the average monthly number of participants who are monitored with (a) GPS equipment, (b) RF with cell equipment, (c) voice verification and (d) services, such as violation verification/confirmation.

(a) GPS 35-40
(b) RF with cell 25-30
(c) Voice verification none at the moment, but anticipate 25-30 monthly beginning with new contract

16. Page 12. IX. Purpose/Scope of Work. B. Voice Verification.

The specification states in part, "Random call-out and a monitoring center with the ability to make random callbacks are integral components of the requested service." Please clarify if the vendor's personnel who staff the Monitoring Center are to make outbound calls to verify the location of participants. If this is not the Court's expectation of the random callbacks made by the vendor's Monitoring Center, please explain the Court's expectation of this service."

This particular request is for the Voice Verification component of the electronic monitoring. The Court wants the vendor to have the ability to randomly call the clients, not just on a particular schedule.