

COUNTY of KANE
PURCHASING DEPARTMENT
KANE COUNTY GOVERNMENT CENTER

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ADDENDUM #2

RFP No. & Title: 09-013 ELECTRONIC HOME MONITORING SERVICE

The attention of proposers is called to the following changes, clarifications, additions and/or deletions to the original RFP document and they shall be taken into account in preparing your response and shall be part of the contract.

CLARIFICATIONS

1. Please identify:

The incumbent vendor.

Answer: BI.

The services currently provided.

Answer: The online link to the current contract is:

<http://countyofkane.org/Contracts/2009/Judiciary%20and%20Public%20Safety/2009-6%20BI%20Inc%20-%20Electronic%20Monitoring.pdf>

The names of equipment in used, pricing, and each service in use.

Answer: See contract link.

2. SOW Page 1; 1. Demonstration of System; Third Sentence.

The sentence beginning with "Each Contractor is required to ..." references Section C., Number 6. However, Number 5 (with letters A-f) is the last numbered item in Section C. Please clarify if the sentence identified Number 6 in error or if it is missing from the solicitation.

Answer: This is an error; omit number 6 from the sentence.

3. SOW Page 4; B. General Specifications; 1. Services; c.

The specification states the Contractor shall provide the necessary equipment and staff to monitor participants enrolled in the County's program. Please clarify if the Contractor must provide Monitoring Center services, which is where the Contractor's staff receives event notifications and manages the events by following the protocols provided by the County. Some protocols from other agencies require the Contractor's staff to place phone calls to a designated supervising agent, a law enforcement official and/or the participant.

Answer: This is for the need of human technical support 24 hours a day, 365 days a year available to Court Services. The requirement is not for a Monitoring Center.

4. SOW Page 4; B. General Specifications; 1. Services; c.

This specification also references participant enrollment taking place seven days per week between the hours of 9 a.m. and 10 p.m. and the Contractor should have the ability to cover adjacent counties. This language of the specification implies the Contractor is responsible for installing equipment. However, the last two sentences of the paragraph on SOW Page 1, Section A., clearly states the County's Program staff will install equipment. If the County is installing equipment, please clarify the Contractor's role with participant enrollment taking place seven days per week between 9 a.m. and 10 p.m. Please also clarify the Contractor's role in having the ability to cover adjacent counties.

Answer: Contractor is not responsible for installing equipment. As above, it is a requirement that a human being is available for technical support 24 hours, 365 days a year. Kane County staff will is responsible for coverage of adjacent counties.

5. SOW Page 5; Section B. General Specifications; 1. Services; j.

(a) Please explain the County's expectation of what the Contractor shall provide as "independent corroboration" of reported violations please also explains how the Contractor is to provide the independent corroboration material.

Answer: Technical support, via phone and/or email.

(b) Please describe the type of inquiries County Probation Officers and other staff will submit that need an immediate response.

Answer: If we are not receiving alerts or we receive multiple alerts and cannot access that information, or if we cannot access the website, this would require immediate response.

6. SOW Page 5; B. General Specifications; 1. Services; l.

(a) Please explain the County's expectation of what constitutes "sufficient information" to enable an investigation of the situation.

Answer: Communication concerns such as lack of alerts that require explanation such as; server down, cell tower outage, etc.

(b) Please explain if the Contractor must take any action steps before contacting the County's program staff with sufficient information for an investigation.

Answer: The Contractor must be able to communicate what the outage is and timetable for resolution.

(c) Please confirm it is the County's program staff who will conduct an investigation.

Answer: If it is a situation regarding alert content, that will be Kane County program staff who conducts the investigation. If the situation is a communication issue such as lack of alerts or alert interruption that will be the responsibility of the Contractor.

(d) Please describe how the Contractor will know monitoring conditions have returned to normal if the County's program staff is conducting the investigation.

Answer: Unsure what is being asked, may need clarification of this question. If County is investigating content of an alert, the County would act within program expectations; actions of the program staff will reactivate the equipment.

7. SOW Page 11; B. General Specifications; 14. Court Procedures; a. and c.

Please clarify if the Contractor is responsible for billing participants directly and collecting payments from the participants.

Answer: No. Strike Section 14 A, B, and C.

If the County expects the Contractor to bill participants directly and collect payments from the participants, we need additional information.

- (a) Please clarify if non-payment is a reason for removal from the program. If so, please explain how far in arrears must the participant be before being removed from the program. Also please describe the process for removing a participant for non-payment and how quickly the removal can be completed.
- (b) Please explain the role of the County Probation Officers in helping the participant stay current with his/her payments for the electronic monitoring service.
- (c) Please clarify if Contractor can require payment for at least two weeks of monitoring before the participant is placed in the program and equipment installed on him/her and in his/her home.
- (d) If a participant is removed from program for non-payment and later becomes eligible again for the electronic monitoring program, please clarify if the participant is required to pay the unpaid balance before he/she can enroll in the program again.

Answer: Strike Section 14 A, B, and C from general specification.

8. SOW Page 11; C. Proposal Instructions and Submittal Requirements; 1. Collection of Funds; a.

- (a) Please explain what a Waiver of Notice is in Kane County and under what circumstances one is issued.

Answer: Strike A - COLLECTION OF FUNDS.

- (b) This specification implies the Contractor must have an office in Kane County. Please clarify if the Contractor must have a local office in the County.

Answer: No, the Contractor does not have to have an office in Kane County.

9. SOW Page 11; C. Proposal Instructions and Submittal Requirements; 2. Cost

- (a) The specification lists a number of items the Contractor's price should include. One of those items is "allow printouts to Kane County office." All qualified vendors provide an Internet-based monitoring application, allowing agencies to immediately print reports or other information directly from the application in common formats (PDF, DOC, XCL, comma delimited, etc.). Please clarify if the Contractor is required to provide any additional equipment, such as computers and/or printers, to the County.

Answer: No.

- (b) The last sentence in the paragraph identifies installation and removal of equipment as part of the daily monitoring rate. However, the last two sentences of the paragraph on SOW Page 1, Section A., clearly states the County's Program staff will install equipment. Please clarify if the Contractor will have any responsibility for installing and/or removing equipment from participants and/or their homes.

Answer: No, County employee only.

10. SOW Page 12; C. Proposal Instructions and Submittal Requirements; 4. New Technology.

Please describe the type of new technology in which the County has an interest. Please clarify if new technology includes GPS monitoring equipment. Please clarify if proposals will receive a lower score if the vendor is not proposing any new technology.

Answer: GPS is a separate contract. Please report any improvement in EHM equipment. This does not impact score of Vendor.

11. SOW Page 12; C. Proposal Instructions and Submittal Requirements; 5. Technical Narrative A. Technical Services.

Please clarify if vendors are to respond to each specification in Section B. General Specifications in this section.

Answer: Yes, respond to each specification.

12. In several instances the RFP references Program Staff,
SOW Page-1 Section A.
SOW Page-5 Paragraph m.
SOW Page-7 Paragraph 4.a.
SOW Page-9 Paragraph 6.

In other instances it references Kane County Program Staff,
SOW Page-5 Paragraph l.
SOW Page-5 Paragraph p.
SOW Page-6 Paragraph 2.a.7)

Questions:

Does each reference to Program Staff and/or Kane County Program Staff refer to Kane County personnel?

Answer: All Kane County program staff.

13. What is the average Units on Leg for the past 12 months?

Answer: The average Units on Leg for the past 12 months is 83 individuals, both adult and juvenile.

14. What is the average time a participant is on the program?

Answer: This is hard to calculate, it is based on numerous factors including the Court Order, length of pre-trial time frame, etc.

15. SOW Page-6, paragraph 2.a.7.a) states, "Kane County will provide the Contractor with a security code to guarantee the security of data modification request made over the telephone."

Question:

It is normal practice for the Contractor to provide security codes to the client to ensure security. Is the County stating that any modification request requires a security code, not that the County intends to assign them?

Answer: Kane County is not assigning the Codes; those are generated by the Contractor.

16. SOW Page-5 paragraph j. states, "The Contractor shall provide staff 24 hours a day seven days a week to promptly detect unauthorized participant absences/late arrivals, equipment malfunction, tampering and to provide independent corroboration of any reported violation. Inquiries from Kane County Probation officers and other staff shall be responded to immediately."

Question:

Is it the County's intent to require outbound calls from monitoring center personnel (which usually comes at an additional cost) or does an automated alert system meet this requirement?

Answer: Automated alert system, unless system is down and then human technical support is required, at no additional cost.

17. SOW Page-11 Section C paragraph 1.a. states, "The subject will sign a Waiver of Notice in case of a need to seek enforcement of a Court Order, and the subject will be ordered to bring payment to contractor's premises or other designated site either weekly or monthly in advance as the Court sees fit."

SOW Page-11 Section C paragraph 1.b. states, "The Contractor will bill the County every thirty days for costs, with a detailed statement of how many units were involved and names of the subjects and expect payment approximately thirty days thereafter."

SOW Page-11 paragraph 14.a. states, "Payment arrangements will be embodied in the Order sentencing the individual to Home Arrest."

SOW Page-11 paragraph 14.c. states, "The court will instruct the subject to pay by Cashier's Check or Money Order."

Question:

Please confirm that the County collects offender payments in accordance to Order sentencing the individual to house arrest, and pays the Contractor from a monthly billing statement.

Answer: Yes.

18. SOW Page-14 Paragraph F.2) b) states, "Describe necessary training to be provided to participant and family."

Question:

Is it the intent of the County for the contractor to provide a training/instruction document to the County upon award of contract for the County's officers to provide training to the participants and their families?

Answer: No, Kane County staff will do that.

19. Please provide how many units were lost over the past 12 months?

Answer: 3 at most, that's high end.

20. Please confirm if Kane County officers currently install equipment or does the current provider?

Answer: Yes, Kane County officers install equipment.

21. Please provide clarity on the following, "The Contractor shall develop working relationships with the local telephone companies to ensure their cooperation in resolving service related problems."

Answer: That is not an expectation of this contract.

22. Reference RFP SOW Page 3 Section A.9.A

"All contractor's personnel shall knowingly and voluntarily submit to a background investigation conducted by Kane County Corrections as a requisite for initial and/or continued employment."

- (a) Will Kane County Corrections conduct additional background investigations on the Contractor's monitoring services personnel? Please note that, as an industry standard for employment, personnel attached to this project will have undergone background investigations.

Answer: No.

- (b) Will the County or the Contractor be charged for these additional background investigations?

Answer: No.

23. Reference RFP SOW Page 3 Section A.9.B

“All personnel involved with this project may be required to undergo urinalysis or blood tests any time there is any reasonable suspicion that they are under the influence of or using controlled substances.”

(a) Please confirm that the Contractor will be responsible for determining ‘reasonable suspicion’ for testing monitoring services personnel. Please note that, as an industry standard for employment, personnel attached to this project will have undergone drug tests, and will be further tested if the Contractor encounters reasonable suspicion to request said tests.

Answer: Yes, the Contractor will be responsible.

24. Reference RFP SOW Page 9 Section B.9.a

“All staff hired shall be required to be bonded and to submit references from previous employers or other reliable sources. No individual shall be hired without satisfactory references.”

(a) Will Kane County requires additional reference checks for the Contractor’s monitoring services personnel? Please note that, as an industry standard for employment, personnel attached to this project will have undergone reference checks.

Answer: No.

(b) Will Kane County requires bonding for the Contractor’s monitoring services personnel?

Answer: No.

25. Reference RFP SOW Page 9 Section B.7

“The contractor shall maintain and properly replenish spare monitoring equipment of at least 15 units or 30% of what exists in the field”

(a) Please confirm that the county’s spare requirement applies to cellular and landline Radio Frequency monitoring units combined.

Answer: Yes, combined cellular and landline.

26. Reference RFP SOW Page 11 Section C

“Proposals must be structured in the following framework: double-spaced, typewritten (8 ½ x 11) pages with at least one inch margins on both sides of the text.”

(a) Please confirm that language copied from the County’s RFP and submitted within the Contractor’s proposal as a frame for the response does not need to be double spaced.

Answer: No, it does not.

Please confirm receipt of Addendum 2 on your Proposal Response Form. If you have any questions please feel free to contact our office.

Sincerely,
Tim Keovongsak