**Appendix E:**

**Minimum Specifications for Bid 00212**

**APPENDIX E SPECIFICATIONS**

**SPECIFICATIONS**

(These specifications are the minimum. It is the vendor/proposer’s responsibility to list, clearly demonstrate, and present any features that add value, savings and/or reliability to the proposed offer. Provide your responses by name, number, and order as presented in this specification.)

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| **CATEGORY 1 – RADIO FREQUENCY (RF) CONTINUOUS SIGNALING ELECTRONIC MONITORING SERVICE** |
| **1.0** | **SECTION A Vendor Requirements****(Pass/Fail - No Evaluation Points Available)** |
| **Item** | **Function** | **Description** | **Describe how Vendor passes, meets or exceeds** |
| 1.1 | Vendor Requirements | The Vendor must have at least two (2) years of experience delivering Radio Frequency monitoring services. |  |
| 1.2 | Vendor Requirements | Vendor must be capable of performing expert On-Site Service and be capable of dispatching expert technicians to the field in the event electronic diagnosis or replacement of component problems are encountered. |  |
| 1.3 | Vendor Requirements | The proposed monitoring device must have been installed and in use on at least an aggregate of 500 offenders through one or more contracts with State, Federal or local government agencies. This experience must include at least six (6) months of active monitoring for the model offered in response to this RFP. The Vendor's experience shall not have been acquired through a subcontractor who actually provided the service. Identify these agencies, volumes and devices in your proposal response.  |  |
| 1.4 | Vendor Requirements | The proposed base software must have been in use at least six (6) consecutive months in support of one or more contracts with State, Federal or local government agencies. |  |
| 1.5 | Vendor Requirements | All devices shall be currently registered and approved by the Federal Communications Commissioner (FCC).  |  |

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| **2.0** | **SECTION B Monitoring Center Facility, Data Center. Data Storage and Data Access****(Pass/Fail - No Evaluation Points Available)** |
| **Item** | **Function** | **Description** | **Describe how Vendor passes, meets or exceeds** |
| 2.1 | Facility | The Monitoring Center Facility and Services must have been in use for at least six (6) consecutive months through one or more contracts with State Government agencies at the time of proposal submittal. This experience shall be with the same government agencies listed in Item 1.3. The Vendor shall not sub-contract for any services performed by the monitoring service center or help-desk facility. |  |
| 2.2 | Facility | The Vendor shall provide a secure confidential monitoring service center and help-desk facility that provides service 24/7/365. |  |
| 2.3 | Facility | Monitoring Center will be clean, well-maintained, safe and secure for personnel as well as compliant with all Federal Regulations regarding safety. |  |
| 2.4 | Facility | Monitoring Center must be secure from unauthorized entry or malicious actions against facility and staff. |  |
| 2.5 | Facility | Monitoring Center must have disaster mitigation features (e.g. fire resistant, earthquake resistant; hurricane resistant.) |  |
| 2.6 | Facility | In the event of a disaster the Vendor must have a staffed backup Monitoring Center located sufficiently distant from the primary center, such that it is unlikely to be adversely affected by a manmade or natural event or loss of electrical or communications services that would disable the primary Monitoring Center. |  |
| 2.7 | Facility | Briefly describe any Monitoring Center outages experienced in the last 3 years resulting in delay or loss of data and steps taken to mitigate further incidents. |  |
| 2.8 | Facility | The exchange of monitoring information (including enrollment, data changes, monitoring reports and terminations) between Officers and the Vendor's Monitoring Center facility shall occur via secure, real-time access to Vendor’s web-based system by Officer’s using existing agency computers/Internet access. |  |
| 2.9 | Facility | The Vendor shall have written operational and procedure manuals and disaster recovery plans for the Monitoring Center(s) (all locations). All revisions/updates by the Vendor to such manuals shall be forwarded to the Agency as they occur. The Agency will review such manuals and plans to ensure the integrity of the electronic monitoring system is maintained. A copy of each manual/plan shall be provided to Agency upon request. |  |
| 2.10 | Facility | Describe system for dealing with daylight savings time synchronization. |  |
| 2.11 | Facility | The Vendor’s Monitoring Center should have a permanently installed and functioning emergency backup power source, independent of its main power source, capable of maintaining continuous operation until primary power is restored or the backup Monitoring Center is fully functional. |  |
| 2.12 | Facility | The Vendor’s Monitoring Center should have ventilation and temperature controls adequate to ensure proper functions of the Monitoring Center hardware. |  |
| 2.13 | Facility | The Vendor’s Monitoring Center’s physical security features at a minimum should include closed circuit camera system and limited access doorways. Describe other features to ensure physical security. |  |
| 2.14 | Data Center | The facility housing the Data Center(s) must have multiple physical security features. Describe the physical security features that protect the Data Center and agency data. |  |
| 2.15 | Data Center | The Vendor’s Data Centers must have ventilation and temperature control adequate to ensure proper functions of the Data Center hardware. |  |
| 2.16 | Data Center | The Vendor’s Data Centers must have back-up emergency power generators. |  |
| 2.17 | Data Center | The Vendor must have redundant Data Centers located sufficiently distant from the primary center, such that it is unlikely to be adversely affected by a manmade or natural event or loss of electrical or communications services that would disable the primary Data Center. |  |
| 2.18 | Data Center | All back-up systems in the Data Centers must be tested regularly. |  |
| 2.19 | Data Center | The Vendor’s system should provide for 100% redundancy to avoid unnecessarily excessive downtime due to hardware or software issues. In the event of data disruption, the secondary Data Center must be activated within 60 minutes of initial system failure. |  |
| 2.20 | Data Storage | The Vendor must ensure that all records (automated or hard copy files) remain the property of the Agency and shall be returned within 30 days, in the event the contract is canceled or terminated. |  |
| 2.21 | Data Storage | The Vendor’s system must ensure that all data be recorded with a historical transaction record and stored/archived for retrieval/backup in a database when requested by Agency personnel in accordance with the following: |  |
| 2.22 | Data Storage | a. All historical data must be centrally stored and accessible for reporting purposes; |  |
| 2.23 | Data Storage | b. This information must be available for reporting in a standard transaction file format; and |  |
| 2.24 | Data Storage | c. All current and historical data files must be retained for a minimum of seven (7) years and this information shall be available at no charge to the Agency. |  |
| 2.25 | Data Storage | The Vendor’s Data Centers must have duplicate computers with the ability to, at a minimum, permit restoration of data collection and user monitoring services within ten (10) minutes after computer failure. The Monitoring Center should have duplicate data storage devices with automated fail-over and automatic re­establishment of the duplicate databases upon replacement of the failed storage device. |  |
| 2.26 | Data Storage | Upon request from the Agency, the Vendor must provide the most up-to-date complete copy of the System database, including historical data, the data dictionary, file layouts, code tables, code values, data relationships, keys, and indices, etc., in a format requested by the Agency. |  |
| 2.27 | Data Access | The Vendor shall not release or reveal any data, program information, operation protocols, implementation plans, training material, report(s), publication(s), updates, and/or statistical data related to the Program to any entity, to include non-Agency personnel, without prior written approval from the Agency Program Manager. |  |
| 2.28 | Data Access | The Vendor must maintain unaltered recorded data of offender violations, to be accessible in original form and substance for utilization as physical evidence for prosecution. |  |
| 2.29 | Security | The Vendor shall have written policies and procedures for network security, application security, data transmission and data security, as well as Monitoring Center physical security. |  |
| 2.30 | Security | The system shall provide security features, which prevent unauthorized individuals from accessing any information held by the Vendor. Secure access to the system shall be maintained at all times. |  |
| 2.31 | Security | The Vendor shall provide to an Agency upon request a copy of its security policies and procedures for its network security, application security, data transmission security, data storage security, and physical security. |  |
| 2.32 | Security | The Vendor shall provide secure transmission and storage of data and shall ensure that all data, data transmissions and data storage is kept confidential. |  |
| 2.33 | Security | The Vendor’s facility, equipment, data transmissions, and data storage shall be secure. The Vendor’s facility shall be alerted and monitored by a local law enforcement agency or security company. The alert line shall be a tamper-resistant dedicated circuit and shall not be exposed to any person or thing that could alter or damage the line. The Data Center shall be equipped with automated fire detection and suppression equipment. |  |
| 2.34 | Security | The Vendor shall maintain a written Disaster Recovery Plan to cover power failures, telephone system failures, local equipment failures, flood or fire at the Monitoring Center and Data Center continued continuity of operations. |  |

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| **3.0** | **SECTION C Monitoring Center Staff****(60 Evaluation Points Available - Items 3.1 – 3.7)****(Pass/Fail - No Evaluation Points Available – Items 3.8 – 3.9)** |
| **Item** | **Function** | **Description** | **Describe how Vendor passes, meets or exceeds** |
| 3.1 | Monitoring Center Staff | All operators answering calls, monitoring and reporting are required to be certified by Vendor as to full knowledge of systems and ability to operate systems. All Vendors' monitoring staff shall be certified by the Original Equipment Manufacturer and must be well versed in all aspects of the system including but not limited to:  |  |
| 3.2 | Monitoring Center Staff | a. Enrolling participants via the Internet for immediate activation of all monitoring services; |  |
| 3.3 | Monitoring Center Staff | b. Activating/installing both monitoring and tracking equipment on participants; |  |
| 3.4 | Monitoring Center Staff | c. Accessing, reviewing, and changing participant data via the Internet; |  |
| 3.5 | Monitoring Center Staff | d. Troubleshooting equipment / monitoring /tracking problems; |  |
| 3.6 | Monitoring Center Staff | e. Terminating participants via the Internet; and  |  |
| 3.7 | Monitoring Center Staff | f. Operators must respond to equipment & system issues, including installation issues. |  |
| 3.8 | Monitoring Center Staff | The Vendor shall ensure their staff is trained and certified to provide technical assistance to Agency staff and deal effectively with all issues regarding the Radio Frequency Electronic Monitoring. When necessary, the Vendor shall develop written operational procedures specific to the Agency's monitoring requirements for reference by their staff. |  |
| 3.9 | Monitoring Center Staff | Upon Agency request, Vendor shall provide a copy of employee background check procedures. Vendors shall not employ felons in the performance of this contract. |  |
| **4.0** | **SECTION D Monitoring Services****(80 Evaluation Points Available - Items 4.1 – 4.4)****(50 Evaluation Points Available – Items 4.5 – 4.16)** |
| **Item** | **Function** | **Description** | **Describe how Vendor passes, meets or exceeds** |
| 4.1 | Monitoring Services | The Vendor shall provide toll-free telephone and facsimile numbers for the Agency staff to access the operators, technical support and customer service specialists at the Monitoring Center. |  |
| 4.2 | Monitoring Services | The Vendor must provide a staffed communication system utilizing an 800-telephone number an 800- number fax, and email access, available 24-hours per day, 365 days per year at no additional charge to the Agency for technical, analysis, and application assistance. |  |
| 4.3 | Monitoring Services | The Vendor’s Monitoring Center service must be able to tailor the level of alert notification to meet individual Agency needs or protocols. |  |
| 4.4 | Monitoring Services | Describe in detail your ability to provide closed-loop notification (notify with confirmation of Officer call-back verification) and escalating notification (notify, pause for call-back verification, escalate to notify next Officer/contact, pause, continue) and identify any/all system automated capabilities versus manual staff steps required to deliver these types of advanced notification. Describe system reporting and/or web-based capabilities to audit the notification steps taken for each alert. |  |
| 4.5 | Monitoring Services | The system and software must allow for the following actions over a secure (password-provided by the Vendor) and protected internet or remote access. The Officer shall be able to complete a new participant enrollment including all relevant personal information for each participant, including: |  |
| 4.6 | Monitoring Services | a. Name, address, telephone number, equipment number, officer name, curfew information temporary and permanent schedule; |  |
| 4.7 | Monitoring Services | b. Data/Curfew changes; |  |
| 4.8 | Monitoring Services | c. Caseload Review, a listing of all active participant names, associated transmitter/receiver serial numbers, the current real-time status of the participant including the single most recent event that was reported on this participant; |  |
| 4.9 | Monitoring Services | d. Report Analysis (e.g. Officers shall be able to generate and review monitoring/tracking reports on screen and print hard copies where necessary; |  |
| 4.10 | Monitoring Services | e. Terminate Participants (e.g. Officers shall be able to terminate monitoring/tracking on any participant on their caseload.) |  |
| 4.11 | Monitoring Services | The Vendor’s Monitoring Center service shall maintain accurate and concise historical logs of all telephone, text message, emails and fax calls attempted and completed, including date, time, and the associated incident. The Vendor shall make these logs available to the Agency upon request. History shall be maintained for six (6) years after termination or expiration of the Agency’s contract with the Vendor. |  |
| 4.12 | Monitoring Services | All curfew and equipment status alerts shall be reported to Agency Staff immediately or upon expired Grace Period. Alerts shall be reported by web-based system and/or email. Additionally, alert reports may be provided by fax and/or telephone on an optional basis. Vendor must have the capability of reporting alerts after applying a defined Agency grace period for reporting designated events. |  |
| 4.13 | Monitoring Services | The Vendor shall be capable of immediately notifying the designated Agency Program Manager verbally of any interruption in service or processing delay to the Monitoring Center or telecommunications systems lasting longer than sixty (60) minutes. Such verbal notification shall be provided by the Vendor 24/7/365 and may be provided for an additional service fee. |  |
| 4.14 | Monitoring Services | The Vendor shall maintain 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. |  |
| 4.15 | Monitoring Services | The Vendor shall perform complete support of all interface hardware and software equipment (within the Monitoring Center) necessary to ensure provision of the service for the duration of the contract. |  |
| 4.16 | Monitoring Services | The Vendor shall provide the Agency a contact number, accessible twenty (24) hours a day, seven (7) days a week for the purpose of reporting problems that might be experienced. |  |
| **5.0** | **SECTION E Alert Notifications****(100 Evaluation Points Available)** |
| **Item** | **Function** | **Description** | **Describe how Vendor passes, meets or exceeds** |
| 5.1 | Alert Notifications | The Radio Frequency electronic monitoring system shall be capable of providing real-time and batch notification(s) to the Officer on the following violations/alerts: |  |
| 5.2 | Alert Notifications | a. Non-compliance with pre-determined curfews; |  |
| 5.3 | Alert Notifications | b. Participant entry and exit at unauthorized times; |  |
| 5.4 | Alert Notifications | c. Tampering with the transmitter or any of its components; |  |
| 5.5 | Alert Notifications | d. Tampering with the Receiver or any of its components; |  |
| 5.6 | Alert Notifications | e. Failure of the Receiver to report at pre-determined times; |  |
| 5.7 | Alert Notifications | f. Loss and/or restoration of telecommunications; |  |
| 5.8 | Alert Notifications | g. Loss and/or restoration of alternating current (AC) power; |  |
| 5.9 | Alert Notifications | h. Detection of low power or battery malfunctions in the transmitter or Receiver; |  |
| 5.10 | Alert Notifications | i. Movement of the Receiver to an unauthorized telephone line; |  |
| 5.11 | Alert Notifications | j. Detection of operating malfunctions in the Receiver or transmitter. |  |
| 5.12 | Alert Notifications | Vendor shall have a notification policy for participant violations that allows the Agency to establish distinct levels of security on a participant by participant basis. |  |
| **6.0** | **SECTION F Reports****(80 Evaluation Points Available)** |
| **Item** | **Function** | **Description** | **Describe how Vendor passes, meets or exceeds** |
| 6.1 | Reports | Please provide a list of typical detailed reports the Vendor provides to current or previous customers.  |  |
| 6.2 | Reports | Describe how the Vendor plans to provide the following reports should they be requested by Agency.  |  |
| 6.3 | Reports | a. Daily Utilization by Agency offices ; |  |
| 6.4 | Reports | b. On-demand report containing the serial numbers of each Transmitter and Receiver in use, the participant's name and other Agency defined data. |  |
| 6.5 | Reports | c. On-demand report containing the serial numbers of each Transmitter and Receiver not in In-Service Status |  |
| 6.6 | Reports | d. On-demand (user defined date range) report containing the serial numbers of each Transmitter, Receiver and Mobile Receiver (Drive-By) returned to the Vendor from each office during the report week; |  |
| 6.7 | Reports | e. On-demand (user defined date range) report containing the serial numbers of each Transmitter, Receiver and Mobile Receiver (Drive By) reported lost, absconded, stolen or not recovered from each parole office during the report week; |  |
| 6.8 | Reports | f. On-demand (user defined date range) report containing the serial number of each Drive-By Receiver in the Department's possession during the report month, sorted by Region and office; |  |
| 6.9 | Reports | g. Daily active Participant Roster Report. |  |
| 6.10 | Reports | On-demand reports with user defined fields as requested by Agency. |  |

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| **7.0** | **SECTION G Account Management and Training****(Pass/Fail - No Evaluation Points Available)** |
| **Item** | **Function** | **Description** | **Describe how Vendor passes, meets or exceeds** |
| 7.1 | Account Management | The Vendor shall assign staff to provide adequate training and explanation to Agency staff regarding the maintenance, use, and care of the radio-frequency EM monitoring system equipment. |  |
| 7.2 | Account Management | The Vendor shall provide an Inventory Control Plan / Reports subject to Agency approval to maintain accurate inventory of both active and spare equipment. Submit a copy of your typical Inventory Control Plan / Reports with your Proposal.  |  |
| 7.3 | Account Management | Vendor shall provide a liaison to the Agency that will serve as the central point of contact to ensure Contract services are provided at a satisfactory level. Such services would include: on-site on-going training to current Agency and new employees; technical assistance as requested; and, resolve issues and ensure customer satisfaction. Customer support may include site visits and assistance with implementation of new phases of electronic monitoring program. |  |
| 7.4 | Training | Vendor shall provide initial on-site training by experienced staff within 30 days of start of Agency’s contract, unless an alternate training schedule has been agreed to. |  |
| 7.5 | Training | Vendor will provide training and/or user manuals in soft format (such as PDF) and shall authorize Agency to duplicate these materials as necessary to facilitate Agency training needs. |  |
| 7.6 | Training | Describe optional materials available for on-going training and continuing education for Agency Staff. |  |
| 7.7 | Training | Describe your company's capability to provide training both on-line and via Webinar. |  |

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| **8.0** | **SECTION H General Equipment, Transmitter and Receiver Specifications****(100 Evaluation Points Available)** |
| **Item** | **Function** | **Description** | **Describe how Vendor passes, meets or exceeds** |
| 8.1 | Equipment | Vendor is bidding the following device as a part of its Radio Frequency (RF) Continuous Signaling Electronic Monitoring Service and has identified this same device in the Price Worksheets. The responses to these specifications are for this equipment.**Body-attached Transmitter:**Mfg.: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Brand/Model: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**Receiver (Home Unit) – with Landline Connection:**Mfg.: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Brand/Model: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**Receiver (Home Unit) – with Cellular Communication:**Mfg.: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Brand/Model: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |
| 8.2 | Equipment | The equipment manufacturer shall have an ISO 9001 certification.  |  |
| 8.3 | Equipment | The Vendor shall provide radio-frequency electronic monitoring equipment which shall be the most current and updated version of the Vendor’s equipment. In addition, the Vendor must originally have purchased this equipment from the manufacturer. The Vendor's clients may have used the equipment as long as the Vendor was the original purchaser. All equipment must be clean and "like new" condition, damage free, and in acceptable operative order. Vendor shall identify any and all anticipated products/technologies/services scheduled for discontinuation and/or scheduled end-of-life that are anticipated during the initial term of the Contract. |  |
| 8.4 | Equipment | Equipment must be specifically designed as a Radio Frequency (RF) system equipment and shall not be derivative components from another tracking system.  |  |
| 8.5 | Equipment | System must use a body-attached bracelet (transmitter) and a stationary home-based unit (receiver) to monitor the presence/absence of the transmitter within a specified range of the receiver and report changes in status and tampering to the Monitoring Center through standard telephone lines or by cellular telephone service. |  |
| 8.6 | Equipment | Transmitters and Receivers shall be field replaceable and interchangeable without the need to return them to the Vendor. |  |
| 8.7 | Equipment | Installation process must be simple enough to be performed in the field by fully trained officers in less than 5 minutes. Describe such features to simplify Officer installation. |  |
| 8.8 | Equipment | System must be designed with heightened emphasis on accuracy of RF signaling & speed of reporting. Describe unique design features that ensure accuracy and/or speed of reporting (Example: Use of 2-way radio transceivers instead of simple 1-way transmitter/receiver signaling). |  |
| 8.9 | Equipment | The Vendor shall replace the radio-frequency electronic monitoring system with any future updated and improved version of Vendor's or manufacturer's radio-frequency electronic monitoring system on the request of the Agency and after successful field testing of the updated system. |  |
| 8.10 | Transmitter | Device must not pose a safety hazard or unduly restrict the activities of the participant. Must be light weight, small and water-resistant. |  |
| 8.11 | Transmitter | The transmitter shall be encased in a water-resistant case that is corrosion resistant and impervious to chemical solvents and detergents. |  |
| 8.12 | Transmitter | The transmitter shall be designed to prevent tracing or duplication of its signal. |  |
| 8.13 | Transmitter | The transmitter shall have FCC approval for home use. Proposals should include the FCC approval number. |  |
| 8.14 | Transmitter | The Vendor shall provide either multi-length or sizeable transmitter straps with replacements provided at no additional cost to the Agency. (May be required to supply up to 4 disposable type straps per unit per year).  |  |
| 8.15 | Transmitter | The transmitter shall be easily installed on the Participant with minimal training and experience. Vendor shall specify the tools required and procedures to install the transmitter. The Vendor shall supply the tools and equipment necessary to install the transmitters and replace the transmitter straps, at no additional cost. |  |
| 8.16 | Transmitter | Neither the transmitter, receiver, straps, fasteners nor clips, etc. used to install the transmitter shall be available to the general public. |  |
| 8.17 | Transmitter | At least seven (7) days prior to battery failure, the transmitter shall emit a low battery message to the Receiver and to the Monitoring Center, and shall be handled as a notifiable event. |  |
| 8.18 | Transmitter | The transmitter battery shall have a minimum of two (2) year active life and a three (3) year shelf life. |  |
| 8.19 | Transmitter | The transmitter shall feature multiple levels of tamper detection capable of detecting disassembly of the transmitter case and/or cutting or circumventing of the transmitter strap. |  |
| 8.20 | Transmitter | The transmitter shall be capable of storing and/or recording a tamper event that occurs out-of- range of the Receiver or Mobile Receiver Unit when the transmitter returns within range of either. The tamper attempt shall be communicated along with a time/date stamp. |  |
| 8.21 | Receiver | Receiver must be easily attached to participant’s telephone and telephone outlet. If participant does not have a phone line, list your available options to provide cellular reporting. The total cost for RF service via landline and via cellular is to be listed on Price Sheets. Vendor shall provide toll free telephone lines for reporting purposes. |  |
| 8.22 | Receiver | Each receiver shall be capable of simultaneously monitoring multiple transmitters, each with its own unique curfew schedule. Describe this capability including the number of transmitters each receiver can monitor. Also describe the specific steps necessary for an Officer to assign each transmitter to the receiver. |  |
| 8.23 | Receiver | The Receiver shall have FCC approval for home use. Proposals must include the FCC approval number. |  |
| 8.24 | Receiver | In the event of power disconnect or commercial outage the receiver shall have a minimum of 48 hours internal, auto-recharging back-up battery to support complete continued functionality, including but not limited to detecting and reporting information. |  |
| 8.25 | Receiver | System must offer a secure means for the Officer to simply and rapidly perform a range test to confirm signal coverage between the transmitter and receiver in the participant’s home. Describe the steps involved for an Officer to conduct a range test, including but not limited to steps involved, whether or not there is a need for monitoring center involvement, indications of signal reception and time required. |  |
| 8.26 | Receiver | The Receiver shall record and report a tamper signal if the case is opened. |  |
| 8.27 | Receiver | System must be capable of varying the signal range between transmitter and receiver for each device to best match the risk of each participant and the signaling coverage in each participant’s home. Identify the number of settings and general distances of the available range settings of your proposed RF system. |  |
| 8.28 | Receiver | The Receiver shall perform internal diagnostics to determine if it is operating properly. These diagnostics shall be reported by the Receiver to the Monitoring Center computer and displayed in the event history. |  |
| 8.29 | Receiver | The Receiver shall continually attempt to dial into the Monitoring Center until it makes contact and downloads data or until power is disconnected or battery depleted.  |  |
| 8.30 | Receiver | A Leave Window count-down timer exists within all RF Receivers as a means of preventing false “Leave” events during short term signal loss while the transmitter is still in range. This Leave Window must be adjustable at the Agency’s direction on a per unit/participant basis. |  |
| 8.31 | Receiver | A Reporting Window count-down timer exists within all RF systems as a means of regularly confirming that the Receiver is connected to the phone line and capable of reporting events (not disconnected from the phone line and unable to report, such as disconnected by a participant before leaving range). This Reporting Window must be adjustable at the Agency’s direction on a per unit/participant basis. |  |
| 8.32 | Receiver | The Receiver shall detect and report events related to disconnect and reconnect of the electrical power and telephone line. |  |
| 8.33 | Receiver | The Receiver should detect and report movement and be able to differentiate momentary (such as cleaning around the Receiver) versus perpetual movement (such as relocation). |  |
| 8.34 | Receiver | The Receiver should incorporate at least a 1000 event non-volatile memory to store events (with date and time of occurrence) at times when the phone line is not available and continually attempt to report them until reporting has been successful. |  |
| 8.35 | Receiver | The Receiver must allow use with any brand or make of telephone line including touch tone, broadband, and DSL and VoIP. |  |
| 8.36 | Receiver | The Receiver shall be able to receive and record any Participant status change, such as when the Participant entered or left the residence, as well as the working condition and tamper status of the Receiver and the transmitter. The Receiver shall have the ability to record the actual time of occurrence. |  |
| 8.37 | Receiver | The Receiver shall communicate the Participant's status to the Monitoring Center Computer immediately (within one minute) in the event of curfew violations (at expiration of leave window) (including the transmitter returning within range) or transmitter tampers. |  |
| 8.38 | Receiver | The Receiver shall notify the Monitoring Center within one (1) minute of any tamper attempts to the Receiver itself as well as AC power source problems or disconnects. In the event of a telephone line disconnect, the Receiver shall notify the Monitoring Center of stored messages within one (1) minute of restoration of telephone service. All messages shall be time and date stamped with actual time of occurrence. |  |
| **9.0** | **SECTION I Equipment****(Pass/Fail - No Evaluation Points Available)** |
| **Item** | **Function** | **Description** | **Describe how Vendor passes, meets or exceeds** |
| 9.1 | Equipment Inventory/Supplies | At no additional cost to the Agency the Vendor shall supply replacements for lost, stolen and damaged equipment equal to five (5%) percent of the Agency’s active units for adult offenders on an annualized basis. Detail cost to agency of each piece of equipment should payment be required. |  |
| 9.2 | Equipment Inventory/Supplies | At no additional cost to the Agency the Vendor shall supply replacements for lost, stolen and damaged equipment equal to ten (10%) percent of the Agency’s active units for juvenile offenders on an annualized basis. Detail cost to agency of each piece of equipment should payment be required. |  |
| 9.3 | Equipment Inventory/Supplies | The Vendor shall provide and maintain a backup/replacement inventory of monitoring units up to fifteen (15%) of the actual number of units in use with Agency under this contract. The Agency shall not pay the Vendor an inventory fee, storage fee, installation equipment fee or another fee related to inventory units and equipment. The Agency shall only be obligated to pay the per-day activated unit rate as set forth in the Contract. |  |
| 9.4 | Equipment Inventory/Supplies | The Vendor shall ship equipment within three (3) business days or, if spare inventory has been depleted, within 24 hours of receipt of order. In the event any equipment becomes inoperative due to a malfunction or through normal use, the Vendor shall incur all replacement costs and repairs. The Vendor shall provide the Agency with replacement equipment within five (5) business days or, if spare inventory has been depleted, within 24 hours of receipt of order. The Vendor shall pay all costs associated with shipping (both delivery and return) of all equipment and supplies. |  |
| **10.0** | **CATEGORY 1 – RADIO FREQUENCY (RF) RANDOM/SCHEDULED TRACKING SERVICE****(Preferred optional service - 10 Evaluation Points Available)** |
| **Item** | **Function** | **Description** | **Describe how Vendor passes, meets or exceeds** |
| 10.1 | Random Tracking | The tracking system should provide random location verification of the participant in multiple locations such as home, work, school, and treatment by a telephone or alert device. |  |
| 10.2 | Random Tracking | The tracking systems, at a minimum should track the participant randomly and on a scheduled basis while at home and away. It should be capable of: |  |
| 10.3 | Random Tracking | a. Accurately verifying the presence of the participant/unit. |  |
| 10.4 | Random Tracking | b. Confirming the location/phone number of the participant/unit. |  |
| 10.5 | Random Tracking | c. Verifying the time of the random/schedule event. |  |
| 10.6 | Random Tracking | d. Performing both random and scheduled contacts at predetermined locations and times. |  |
| 10.7 | Random Tracking | It is anticipated that the average number of tracking contacts (for both Random and Scheduled) may be up to five (5) contacts per participant per day. The actual number will vary per participant depending on the level of supervision required. The unit/day pricing for tracking shall be inclusive of, but not limited to: all participant enrollment, tracking contacts, data changes, and participant termination. One (1) completed contact shall collectively include all of the following: |  |
| 10.8 | Random Tracking | a. Any Vendor activity required generating a participant alarm soliciting the participant to report. |  |
| 10.9 | Random Tracking | b. Participant's response to the alarm to confirm compliance. |  |
| 10.10 | Random Tracking | c. The exchange of tracking information (including enrollment, data changes, monitoring/tracking reports and terminations) between the Officers and the Vendors Monitoring Center shall occur via secure, real-time access by using Agency's existing computer/internet access. |  |
| 10.11 | Random Tracking | The system should have the ability to randomly contact/alert the participant through a reliable form of notification and must continue to alert the participant until they respond. Conventional pager coverage throughout some areas is inconsistent and unreliable. Therefore, pagers alone are not acceptable for alerting participants. Vendors are to describe in detail their method of contracting/alerting participants. |  |
| 10.12 | Random Tracking | The tracking system should enable the Officer to set an optional quiet period when no alarms occur. The system should automatically randomize the number of alarms and the times alarms occur from day to day and not require regular Officer grooming of calling schedules.  |  |
| 10.13 | Random Tracking | The participant should be required to respond to the alert by answering the call from or, calling the toll free number of the Vendor's Monitoring Center. During the participants call, unit/participant identity shall be positively identified to the Monitoring Center by a highly accurate method of positive communication. Vendors are to describe in detail their method of verifying unit/ participant identity. |  |
| 10.14 | Random Tracking | The verification process should also confirm the participant's location via the use of Caller ID/Automatic telephone Number Identification whereby, the computer will compare each telephone number the participant calls from against a listing of approved telephone numbers provided by the Officer at enrollment.  |  |
| 10.15 | Random Tracking | For participants where Caller ID/Automatic telephone number identifications does not operate, the tracking system should automatically request the telephone number from the participant, hang up, and then call the participant back at that number for verification. Vendors are to describe in detail how their system accomplishes this function. |  |
| 10.16 | Random Tracking | The system should be able to identify and differentiate between compliant responses, missed responses, late responses, system tampering/fraud, and unauthorized locations. The system must provide all unauthorized telephone numbers for Officer investigation.  |  |
| 10.17 | Random Tracking | Describe ability to initiate contacts at both random and scheduled intervals (up to 5 contacts per day). |  |
| 10.18 | Random Tracking | Describe ability for agency initiated calls (up to 5 contacts per day). |  |
| 10.19 | Random Tracking | Describe ability for offender to initiate contact at both random and scheduled intervals (up to 5 contacts per day.) |  |
| **11.0** | **CATEGORY 1 – RADIO FREQUENCY (RF) MOBILE (DRIVE BY) RECEIVER SPECIFICATIONS****(Preferred optional service - 10 Evaluation Points Available)** |
| **Item** | **Function** | **Description** | **Describe how Vendor passes, meets or exceeds** |
| 11.1 | Mobile Receiver | The Mobile Receiver should provide the means for providing visual or audible prompts to the participant as an indication to remedy electrical power disconnect or to relinquish use of the phone line. |  |
| 11.2 | Mobile Receiver | The Mobile Receiver should detect and reports events related to disconnect and reconnect of the electrical power and telephone line. Describe your Mobile Receiver's capability to produce these events. |  |
| 11.3 | Mobile Receiver | The Mobile Receiver should contain a multi-directional antenna with connector or an internal antenna, as well as a multi-directional antenna with a magnetic roof mount. |  |
| 11.4 | Mobile Receiver | The Mobile Receiver should operate from an internal rechargeable battery for a minimum of 10 hours on a single charge and also be powered from both a vehicles cigarette lighter and 110 VAC |  |
| 11.5 | Mobile Receiver | The Mobile Receiver should receive transmitter events indicating the date, time, Participant's presence, tamper status and low battery. |  |
| 11.6 | Mobile Receiver | The Mobile Receiver should provide prompts to the officer on transmitter ID number & tamper status. Vendor's proposal is to include a detailed listing of each prompt, its related cause, and describe how each is delivered to the Officer. |  |
| 11.7 | Mobile Receiver | The Mobile Receiver should be equipped with a 500 event non-volatile memory that will time and date stamp the last 500 transmission signals. The information should also be downloadable to other computers. Describe your download capabilities. |  |
| 11.8 | Mobile Receiver | The Mobile Receiver should have a charge indicator. |  |
| 11.9 | Mobile Receiver | The Mobile Receiver should have a battery level charge indicator. |  |
| 11.10 | Mobile Receiver | The Mobile Receiver should have a power on/off switch. |  |
| **12.0** | **CATEGORY 1 – RADIO FREQUENCY (RF) ELECTRONIC MONITORING SERVICE –** **OPTIONAL VENDOR PROVIDED OFFENDER SERVICES****(Preferred optional service - 10 Evaluation Points Available)** |
| **Item** | **Description** | **Describe how Vendor passes, meets or exceeds** |
| 12.1 | Vendor may offer and provide the following optional services/program for juvenile and adult Participants. Vendor should be experienced in and capable of delivering these services on a local, state, regional, and/or nationwide basis. Vendor shall be capable of providing staff to implement this program and may recoup the costs for their services directly from the Agency and/or Participant.Services and charges for those monitoring services may be negotiated based on each Agency's needs and may include any/all of the following services. Describe your company's experience, capabilities and resources to deploy each of these services.  |  |
| 12.2 | Vendor should provide an Offender Funded Program for its Radio Frequency (RF) electronic monitoring equipment and services (including any optional Vendor provided offender services). The Vendor should assess the specified fee(s) to the offender and shall collect such fee(s) directly from the offender. Vendor should describe its program of fee assessment and collection and identify its charges for this program on the price sheet.  |  |
| 12.3 | Agency will maintain its own computers, software, and internet service for exchanging information. |  |
| 12.4 | The Agency will maintain complete responsibility for program management services not specifically listed. |  |
| 12.5 | The Agency will be responsible for all referrals of all new offenders to the program. |  |
| 12.6 | Prior to any referral the Agency will ensure that the offender has a home phone or identifies the need of a cellular service monitoring unit. |  |
| 12.7 | Offenders must have an ability to pay for enrollment and services provided by the Vendor. |  |
| 12.8 | Vendor will make arrangements to create a fee payment assessment whereby the cost of the program to offenders will be set on a mutually agreed upon schedule based on monthly earnings of an offender. |  |
| 12.9 | Offenders will be responsible for the cost of lost, damaged, or stolen equipment. |  |
| 12.10 | **The Vendor should provide limited case management services to include:** |  |
| 12.11 | a. Work/school verification |  |
| 12.12 | b. Schedule entry/management |  |
| 12.13 | c. Collateral office visits to review compliance, adjust schedules, collect fee(s). |  |
| 12.14 | d. Participant initial contact |  |
| 12.15 | e. Participant orientation |  |
| 12.16 | f. Activate and install devices on offenders/participants. |  |
| 12.17 | g. Monitoring of Participant with notification to Officer of violation by automated and non-automated methods. |  |
| 12.18 | h. Field Service Calls/ Maintenance of equipment |  |
| 12.19 | i. Optional mobile spot check of Participant |  |

**SPECIFICATIONS**

(These specifications are the minimum. It is the vendor/proposer’s responsibility to list, clearly demonstrate, and present any features that add value, savings and/or reliability to the proposed offer. Provide your responses by name, number, and order as presented in this specification.)

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| **CATEGORY 2 – ALCOHOL MONITORING EQUIPMENT AND SERVICE****AND/OR ALCOHOL MONITORING TRANSDERMAL EQUIPMENT AND SERVICE** |
| **(Responses below apply to only home based devise. \_\_\_ Yes, \_\_\_ No.)** |
| **(Responses below apply to only single body-attached transdermal devise with or without home receiver unit. \_\_\_ Yes, \_\_\_ No.)** |
| **(Responses below apply to both home based devise and single body-attached transdermal****devise with or without home based receiver unit. \_\_\_ Yes, \_\_\_ No.)** |
| **1.0** | **SECTION A General Experience Requirements****(Pass/Fail - No Evaluation Points Available)** |
| **Item** | **Function** | **Description** | **Describe how Vendor meets or exceeds specifications** |
| 1.1 | General Experience | The proposed device must have been in use and installed on offenders through one or more contracts with County, State or Federal Government agencies. This experience must have been within the past six (6) consecutive months prior to the proposal submittal date. Anytime Beta testing does not count toward the required experience. |  |
| 1.2 | General Experience | The proposed device must have been installed and in use on at least an aggregate of 500 offenders through one or more contracts with County, State or Federal Governmental agencies. This experience must include at least six (6) months of active monitoring for the model offered in response to this RFP. The Vendor's experience shall not have been acquired through a subcontractor who actually provided the service. Identify these agencies, volumes and devices in your proposal response. |  |
| 1.3 | General Experience | The proposed software must have been in use at least six (6) consecutive months through one or more contracts with County, State and Federal Government agencies. Anytime Beta testing does not count toward the required experience. |  |
| 1.4 | General Experience | The Vendor shall provide a secure confidential monitoring service center and help-desk facility. The Monitoring Center Facility and Services must have been in use for at least six (6) consecutive months through one or more contracts with State Government agencies at the time of proposal submittal. This experience shall be with the same government agencies listed in Item 1.2. The Vendor’s experience shall not have been acquired through sub-contracting for any services performed by the monitoring service center or help-desk facility. |  |
| 1.5 | General Experience | The Manufacturer shall have an ISO 9001 certification. |  |
| 1.6 | General Experience | All devices shall be currently registered and approved by the Federal Communications Commission (FCC). |  |
| **2.0** | **SECTION B Monitoring Center Facility and Monitoring Center Interactive Services****(50 Evaluation Points Available)** |
| **Item** | **Function** | **Description** | **Describe how Vendor meets or exceeds specifications** |
| 2.1 | Services | The Monitoring Center Facility and Services must have been in use for at least six (6) consecutive months through one or more contracts with State Government agencies at the time of proposal submittal. This experience shall be with the same government agencies listed in Item 1.2. The Vendor shall not sub-contract for any services performed by the monitoring service center or help-desk facility. |  |
| 2.2 | Facility | The Vendor’s Monitoring Center should have a permanently installed and functioning emergency backup power source, independent of its main power source, capable of maintaining continuous operations, for a minimum of forty-eight (48) hours, in the event of failures of normal utility power. If power is not restored, a back-up monitoring center service is activated within 60 minutes. |  |
| 2.3 | Facility | The Vendor’s Monitoring Center should have ventilation and temperature controls adequate to ensure proper functions of the monitoring center hardware. |  |
| 2.4 | Facility | The Vendor’s Monitoring Center’s physical security features at a minimum should include closed circuit camera system and limited access doorways. Describe other features to ensure physical security. |  |
| 2.5 | Facility | The Vendor shall have a secondary (backup) Monitoring Center capable of providing full operational functions in the event the primary monitoring center is disabled. The secondary Monitoring Center shall be located sufficiently distant from the primary center, such that it is unlikely to be adversely affected by a manmade or natural event or loss of electrical or communications services that would disable the primary Monitoring Center. |  |
| 2.6 | Facility | The Vendor shall maintain 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. |  |
| 2.7 | Facility | The Vendor shall perform complete support of all interface hardware and software equipment (within the monitoring center) necessary to ensure provision of the service for the duration of the contract. |  |
| 2.8 | Facility | The Vendor shall provide the Agency a contact number, accessible twenty (24) hours a day, seven (7) days a week for the purpose of reporting problems that might be experienced. |  |
| 2.9 | Facility | In the event any component of the Vendor’s Monitoring Center service becomes inoperable, the Vendor shall immediately notify the Agency Program Manager or designee by telephone or alternate acceptable communication method, but no later than thirty (30) minutes after service failure. |  |
| 2.10 | Services | The Vendor’s back up Monitoring Center must be activated within 60 minutes of initial system failure or disaster. |  |
| 2.11 | Services | The Vendor’s primary Monitoring Center shall be fully operational and staffed adequately to support the operations of this Contract, twenty four (24) hours a day, 7 days a week, 365 days per year with highly skilled technicians that have completed an initial course of training. |  |
| 2.12 | Services | The Vendor must provide a staffed communication system utilizing an 800-telephone number an 800- number fax, and email access, available 24-hours per day, 7 days per week, 365 days per year at no additional charge to the Agency for technical, analysis, and application assistance. |  |
| 2.13 | Services | The Vendor’s Monitoring Center must be able to support interactive queries from authorized Officer’s and/or authorized law enforcement agencies, (including an offender’s location by date range and/or time range when requested), within 5 minutes. |  |
| 2.14 | Services | The Vendor’s Monitoring Center Service must be able to provide for offender enrollments and scheduling to be performed via direct telephone request (password accessible) when Agency staff (officer) does not have immediate access to an internet connection. |  |
| 2.15 | Services | The Vendor’s Monitoring Center Service must be able to activate or deactivate Alcohol Monitoring services for an offender within 30 minutes after receipt of request by fax, telephone or e-mail notification from an the Officer. |  |
| 2.16 | Services | The Vendor’s Monitoring Center service must maintain accurate and concise historical logs of all telephone, text message, emails and fax calls attempted and completed, including date, time, and the associated incident. The Vendor shall make these logs available to the Agency upon request. |  |
| 2.17 | Services | The Vendor’s Monitoring Center service must provide immediate notification via, text message or email 24 hours a day, seven days a week to designated Agency staff when an alert notification is generated. The Vendor’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 alert notifications, at an additional fee. |  |
| 2.18 | Services | The Vendor’s Monitoring Center service must triage alerts, including triaging and responding to alerts with direct contact to both Agency staff and offenders for resolution as defined by the Agency. The Monitoring Center service must have the ability to escalate an alert notification if the officer does not acknowledge the notification within an Agency-specified time to the next Agency designated contact. In the event an alert notification is unresolved, the Vendor’s Monitoring Center service shall be responsible for contacting the Agency’s designated officer via, text message, fax, email or phone. The means or mode of contact shall be at the Agency’s discretion. These services shall be provided twenty-four (24) hours 7 days a week. |  |
| 2.19 | Services | The Vendor’s Monitoring Center service must 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, and the result of the call. This information shall be made available to the Agency Program Manager at the Agency’s request. |  |
| 2.20 | Services | The Vendor’s Monitoring Center must provide an initial response to pre-determined alert notifications to troubleshoot and resolve the notifications per established protocols as agreed to by both the Agency and the Vendor and optional price plan. |  |
| 2.21 | Services | The Vendor’s Monitoring Center service must be able to tailor the level of alert notification to the Agency or individual needs or protocols. |  |
| 2.22 | Services | The Vendor’s Monitoring Center must be responsible to maintain a call tree to be utilized when contacting Agency staff to report alert notifications pursuant to established protocols and optional price plan. |  |
| 2.23 | Services | In the event of an alert violation, the Monitoring Center service must provide to the Officer, at a minimum the Offender’s name, type of violation, time of violation, and the time and location of the Offender’s last known location. |  |
| 2.24 | Services | The Vendor’s Monitoring Center service must be able to tailor the level of alert notification to the Agency or individual needs or protocols at an optional price plan. |  |
|  | **SECTION C Data Center, Data Storage, and Data Access****(50 Evaluation Points Available)** |
| **Item** | **Function** | **Description** | **Describe how Vendor meets or exceeds specifications** |
| 3.1 | Data Center | The facility housing the Data Center(s) must have multiple physical security features. Describe the physical security features that protect the Data Center and agency data. |  |
| 3.2 | Data Center | The Vendor’s Data Centers should have ventilation and temperature control adequate to ensure proper functions of the Monitoring Center hardware. |  |
| 3.3 | Data Center | The Vendor’s Data Centers must have back-up emergency power generators. |  |
| 3.4 | Data Center | The Vendor must have redundant Data Centers located sufficiently distant from the primary center, such that it is unlikely to be adversely affected by a manmade or natural event or loss of electrical or communications services that would disable the primary Data Center. |  |
| 3.5 | Data Center | All back-up systems in the Data Centers must be tested regularly. |  |
| 3.6 | Data Center | The Vendor’s system should provide for 100% redundancy to avoid unnecessarily excessive downtime due to hardware or software issues. In the event of data disruption, the secondary Data Center must be activated within 60 minutes of initial system failure. |  |
| 3.7 | Data Storage | The Vendor must ensure that all records (automated or hard copy files) remain the property of the Agency and shall be returned within 30 days, in the event the contract is canceled or terminated. |  |
| 3.8 | Data Storage | The Vendor’s system must ensure that all data be recorded with a historical transaction record and stored/archived for retrieval/backup in a database when requested by Agency personnel in accordance with the following: |  |
| 3.9 | Data Storage | a. All historical data must be centrally stored and accessible for reporting purposes; |  |
| 3.10 | Data Storage | b. This information must be available for reporting in a standard transaction file format; and |  |
| 3.11 | Data Storage | c. All current and historical data files must be retained for a minimum period of seven (7) years and this information shall be available at no charge to the Agency. |  |
| 3.12 | Data Storage | The Vendor’s Data Centers must have duplicate computers with the ability to, at a minimum, permit restoration of data collection and user monitoring services within ten (10) minutes after computer failure. The Monitoring Center should have duplicate data storage devices with automated fail-over and automatic re-establishment of the duplicate databases upon replacement of the failed storage device. |  |
| 3.13 | Data Storage | Upon request from the Agency, the Vendor must provide the most up-to-date complete copy of the System database, including historical data, the data dictionary, file layouts, code tables, code values, data relationships, keys, and indices, etc., in a format to be determined by the Agency. |  |
| 3.14 | Data Access | The Vendor shall not release or reveal any data, program information, operation protocols, implementation plans, training material, report(s), publication(s), updates, and/or statistical data related to the Program to any entity, to include non-Agency personnel, without prior written approval from the Agency Program Manager. |  |
| 3.15 | Data Access | The Vendor must maintain unaltered recorded data of offender violations, to be accessible in original form and substance for utilization as physical evidence for prosecution. |  |
| 3.16 | Security | The Vendor shall have documented policies and procedures for network security, application security, data transmission and data security, as well as Monitoring Center physical security. |  |
| 3.17 | Security | The system shall provide security features, which prevent unauthorized individuals from accessing any information held by the Vendor. Secure access to the system shall be maintained at all times. |  |
| 3.18 | Security | Upon request from the Agency, the Vendor must provide a copy of its security policies and procedures for its network security, application security, data transmission security, data storage security, and physical security. |  |
| 3.19 | Security | The Vendor shall provide secure transmission and storage of data and must ensure that all data, data transmissions and data storage is kept confidential. |  |
| 3.20 | Security | The Vendor’s facility, equipment, data transmissions, and data storage shall be secure. The Vendor’s facility shall be alerted and monitored by a local law enforcement Agency or security company. The alert line shall be a tamper-resistant dedicated circuit and shall not be exposed to any person or thing that could alter or damage the line. The Monitoring Center shall be equipped with automated fire detection and suppression equipment. |  |
| 3.21 | Security | The Vendor shall maintain a written Disaster Recovery Plan to cover power failures, telephone system failures, local equipment failures, flood or fire at the Monitoring Center and Data Center continued continuity of operations. |  |

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| **4a.0** | **SECTION D ALCOHOL MONITORING EQUIPMENT AND SERVICE****Equipment Requirements – for single body-attached devise with home based receiver****(200 Evaluation Points Available)** |
| **Item** | **Function** | **Description** | **Describe how Vendor meets or exceeds specifications** |
| 4a.1 | Equipment | Vendor is bidding the following alcohol monitoring device and the accessories identified in the Price Worksheets. The responses to these specifications are for this equipment.**Alcohol Monitoring Equipment** (Receiver (Home Unit) - Landline)For Product Bid:Mfg.: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Brand/Model: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**And****Alcohol Monitoring Equipment** (Receiver (Home Unit) - Cellular)For Product Bid:Mfg.: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Brand/Model: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |
| 4a.2 | Equipment | The Vendor shall provide, at their own expense, all systems and equipment (software and hardware) required for the service delivery, regardless of the actual number of units including but not limited to: |  |
| 4a.3 | Equipment | a. A system with a database to monitor offender testing and communication of data to the Vendor’s system; |  |
| 4a.4 | Equipment | b. All software and hardware required to access the Internet, with the exception of Agency personal computers; and |  |
| 4a.5 | Equipment | c. All labor, materials, equipment, cellular wireless service costs and consumables necessary to perform Alcohol Testing services on an as-needed basis. |  |
| 4a.6 | Equipment | All equipment and systems furnished shall be standard products of the Vendor, shall be in proper working order, clean and free from defects of features affecting appearance, serviceability, or the safety of the offender in normal intended use. |  |
| 4a.7 | Equipment | The Vendor shall provide equipment that meets market safety standards and presents no health or safety hazards to staff and/or offenders. |  |
| 4a.8 | Equipment | The device must be able to either verify the identity of the participant by utilizing a voice or digital imaging recognition system or transmit such data to a monitoring center for participant identification. |  |
| 4a.9 | Equipment | Instrument must be capable of taking a deep lung sample from the participant’s breath and compare it to a calibrated breath alcohol standard which is stored in the system’s memory or video imaging solutions. |  |
| 4a.10 | Equipment | The system shall utilize fuel cell or comparable technology, which is specific to alcohol, and shall measure the Breath Alcohol Content (BAC) from the person being tested. |  |
| 4a.11 | Equipment | The system must not respond to natural gas or acetone. |  |
| 4a.12 | Equipment | The system shall provide for testing to be conducted at random or fixed intervals that can be set by the Officer on a per participant basis based on the risk of the participant. Describe the number of settings, duration of each interval, the steps involved for an Officer to vary the testing intervals, including but not limited to the steps involved, any time delay or conditions for changes in testing interval to become effective, and whether or not there is a need for monitoring center involvement in varying the testing interval. |  |
| 4a.13 | Equipment | The system must also be capable of testing the client upon entry when it is combined with a Radio Frequency Unit. |  |
| 4a.14 | Equipment | The system must have the ability to test the client even in the event of an AC power outage and telephone line outage. The unit must test and store these results, and once the telephone line is restored, the system will report the BAC level of all stored tests. |  |
| 4a.15 | Equipment | Tamper detection features on the unit shall exist to ensure the monitoring center receives accurate information on Case alerts and power alerts, and phone alerts. |  |
| 4a.16 | Equipment | The system must be able to connect to a standard phone line jack and have the ability to also use standard cell phone technology to communicate with the monitoring center and download data. |  |
| 4a.17 | Equipment | The system shall have the ability to be attached to a radio frequency unit or to be used as a standalone system. Describe how your system is compatible with RF electronic monitoring. |  |
| 4a.18 | Equipment | The device shall be simple to install and have easy to understand instructions. |  |
| 4a.19 | Equipment | The device 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. |  |
| 4a.20 | Equipment | The device and all additional equipment shall not be available as an open market item if this could compromise the security of the system. |  |
| 4a.21 | Equipment | The device shall incorporate non-volatile memory capable of storing at least five days worth of events (with date and time of occurrence) at times when the telephone service and electrical power may become unavailable and continually attempt to report these events until reporting has been successful. In particular, non-volatile memory will retain unreported events and report them once power / telephone services have been restored, including date & time of occurrence. |  |
| **4b.0** | **SECTION D ALCOHOL MONITORING TRANSDERMAL EQUIPMENT AND SERVICE****Equipment Requirements - for single body-attached devise with home based receiver****(200 Evaluation Points Available)** |
| **Item** | **Function** | **Description** | **Describe how Vendor meets or exceeds specifications** |
| 4b.1 | Equipment | Vendor is offering the following Transdermal alcohol monitoring a single body-attached device and as identified in the Price Worksheets. The responses to the following specifications are for this equipment.**Alcohol Monitoring Transdermal Equipment**Single Body-attached Device: Product Bid:Mfg.: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Brand/Model: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**Alcohol Monitoring Transdermal Equipment** (Receiver (Home Unit) - Landline)For Product Bid:Mfg.: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Brand/Model: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**And****Alcohol Monitoring Transdermal Equipment** (Receiver (Home Unit) - Cellular)For Product Bid:Mfg.: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Brand/Model: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |
| 4b.2 | Equipment | The device and all additional equipment shall not be available as an open market item if this could compromise the security of the system. |  |
| 4b.3 | Equipment | The device shall be currently registered and approved by the Federal Communications Commission (FCC). |  |
| 4b.4 | Equipment | The strap and circuitry shall enable the device to immediately notify the monitoring center of any tamper attempt or removal from the offenders’ ankle. |  |
| 4b.5 | Equipment | The body-attached ankle bracelet unit must offer a rechargeable or field replaceable battery. If rechargeable, device shall function for approximately twenty-four (24) hours on a 2-hour charge. If replaceable batteries, describe the in-use live duration of your proposed battery and the basis for replacement of batteries and/or body-attached ankle bracelet unit including details of the number of small parts (screws, clips, rails, etc) that Officers must replace. |  |
| 4b.6 | Equipment | Describe all maintenance and/or calibration intervals including steps involved and regularity they must be performed (Example: Replace water vessel inside body-attached ankle bracelet unit, once every 90 days.) |  |
| 4b.7 | Equipment | The device shall be able to re-charge the battery to maximum capacity (100% charge) in 2 hours or less. |  |
| 4b.8 | Equipment | The device must be shock resistant, water resistant, and must function under normal atmosphere and environmental conditions. |  |
| 4b.9 | Equipment | The device shall be capable of sending a signal indicating a low battery condition prior to battery depletion. |  |
| 4b.10 | Equipment | All communications to and from the device shall be encrypted. |  |
| 4b.11 | Equipment | Can your device provide two-way communications with the participant as a means of rapid Officer response to positive alcohol test results and the basis for Officer contact/intervention? If so, describe specifically how your device communicates and how it is tracked in your proposed system. |  |
| 4b.12 | Equipment | The device shall be able to detect and record an alert feature with immediate tamper notification including strap tampers, activation and deactivation tampers, and removal tamper notifications. Describe your specific method(s) of tamper detection (Examples: Temperature, Infra-red, etc.) and tamper evident capabilities. |  |
| 4b.13 | Equipment | The device shall be able to detect and record an alert feature with immediate alert notification for a low battery. |  |
| 4b.14 | Equipment | The device shall incorporate non-volatile memory capable of storing at least five days worth of events (with date and time of occurrence) at times when the cellular service and electrical power may become unavailable and continually attempt to report these events until reporting has been successful. In particular, non-volatile memory will retain unreported events and report them once power/cellular services have been restored, including date & time of occurrence. |  |
| 4b.15 | Equipment | 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 alert is generated. |  |
| 4b.16 | Equipment | 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 should be immediately available in one-half inch increments or less. |  |
| 4b.17 | Equipment | System shall measure the ethanol concentration in a discrete sample of the ethanol vapor as insensitive perspiration or the unnoticed perspiration that occurs continuously and shall be obtained via body-attached device without the need for active participation by the participant. The device must be able to distinguish between environmental factors and actual consumption. |  |
| 4b.18 | Equipment | The device shall provide for testing to be automatically conducted at fixed intervals that can be set by the Officer on a per participant basis based on the risk of the participant, as frequently as once every 15 minutes. Describe the number of settings, duration of each interval, the steps involved for an Officer to vary the testing intervals, including but not limited to the steps involved, any time delay or conditions for changes in testing interval to become effective, and whether or not there is a need for monitoring center involvement to vary testing intervals. |  |
| 4b.19 | Equipment | The results of each test shall be reported to the monitoring center and notifiable to Officers. Describe if your device has a cellular reporting connection capable of immediate reporting or, if the test results must be stored in the body-attached ankle bracelet unit and capable of reporting only when the body-attached ankle bracelet returns in range of a second component attached to the participant’s home phone landline or cellular line. Describe the number of reporting settings, duration of each reporting interval, the steps involved for an Officer to vary the reporting interval, including but not limited to any time delay or conditions for changes in reporting interval to become effective, and whether or not there is a need for monitoring center involvement to vary the reporting interval. |  |

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| **5.0** | **SECTION E System Reports****(115 Evaluation Points Available)** |
| **Item** | **Function** | **Description** | **Describe how Vendor meets or exceeds specifications** |
| 5.1 | Equipment Inventory Reports | A system that allows the Agency to generate the following “canned” reports directly from the Vendor’s 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 the Agency’s personnel. All reports shall have the capability of being queried, sorted or filtered by any field contained in the report or by data parameters as applicable and reports shall be readable on screen, printable and shall be downloadable into an excel format. |  |
| 5.2 | Equipment Inventory Reports | The system must be able to provide real time reports of all assigned equipment. Report shall include description/type of equipment, serial number, assigned Offender, and assigned Officer. |  |
| 5.3 | Notification Report | The Vendor’s system shall provide the Agency the ability to generate a report by date parameters, sorted by location site, identifying the number and type of notifications during specified time parameters, such as:* + Monday-Friday, 8:00 am-5:00 pm
	+ After hours
	+ Weekends

And indicating summary totals for:* + Total number of alerts per location site, percent of total per type of alert and average number of alert notifications per month, per offender within each location site.
 |  |
| 5.4 | Offender Alert Report | The Vendor’s system shall provide the Agency the ability to generate alert reports, queried by individual assigned offender and date parameters that identifies the type of alert, time of alert, method of alert (fax, e-mail or phone call) and recipient of alert. |  |
| 5.5 | Customized Reports | The Agency can request custom reports the cost of which (if any) shall be established between the Vendor and the Agency Program Manager. |  |
| 5.6 | Offender Report | The Vendor’s system shall provide the Agency the ability to generate a summary report of all offenders and/or assigned officer that identifies offender name, Agency number, address, and officer assigned. |  |
| 5.7 | Current Usage Report | The Vendor’s system shall be able to provide the Agency the ability to generate a current usage report indicating the actual number of daily service units used to date (real time) for the monthly period. This report should be detailed to reflect offender name, Agency number, service type (active) and number of days utilized to date. |  |
| 5.8 | Daily Alert Summary Report | The Vendor shall submit a daily report (between the hours of midnight and 6:00 a.m. for the previous day) that identifies each alert, type of alert, time and duration of alert, assigned officer, assigned offender, and totals. This report shall be sorted by location sites region/unit/officer and shall be e-mailed to all designated officers within the location sites. |  |
| **6.0** | **SECTION F Equipment Testing, Replacements, Lost/Damaged/Stolen Requirements****(25 Evaluation Points Available)** |
| **Item** | **Function** | **Description** | **Describe how Vendor meets or exceeds specifications** |
| 6.1 | Equipment Accessories | The Vendor shall provide all necessary supplies and replacement supplies and instruction/training materials at no additional costs to the Agency. |  |
| 6.2 | Equipment Spare Inventory | The Vendor shall provide and maintain a backup/replacement inventory of monitoring units equal to ten (10%) of the actual number of units currently in use in each the Agency’s Location sites/Office locations. The Agency shall not pay the Vendor an inventory fee, storage fee, installation equipment fee or any other fee related to these inventory units and equipment. |  |
| 6.3 | ReplacementEquipment | The Vendor shall assure that all equipment delivered to the Agency has been tested to ensure it is operable, free from any defects or damage and is fully operational. The Agency reserves the right to reject any and all equipment not determined to be operational and in acceptable operative order and condition. In the event any equipment becomes inoperative due to a malfunction or through normal use, the Vendor shall incur all replacement costs and repairs. The Vendor shall provide the Agency with replacement equipment within 24 hours of request at no charge to the Agency, including shipping and handling costs for both delivery and return. |  |
| 6.4 | Lost/Damaged/Stolen | At no additional cost, the Vendor shall supply replacements for lost, stolen and damaged equipment up to five percent (5%) per year of the Agency’s active units. The Vendor shall have three (3) working days to replenish requested stock. All units shall be maintained at the Agency’s office for use as immediate replacements, when needed. Vendor must detail within their Price Sheet the per component replacement cost for each component of every proposed equipment model. This replacement cost shall be applied for any excess losses above the allowed annual 5% lost, stolen and/or damaged equipment replacements. |  |
| **7.0** | **SECTION G Training Requirements****(25 Evaluation Points Available)** |
| **Item** | **Function** | **Description** | **Describe how Vendor meets or exceeds specifications** |
| 7.1 | Training | The Vendor shall provide all training relating to the use of equipment, software, trouble shooting, report analysis or any time equipment hardware and software enhancements or modifications are released. |  |
| 7.2 | On-Site Initial Training | The Vendor shall develop and provide on-site training for Agency staff on the operational use of the system and the use of all associated equipment and services. Additional on-site training of Agency staff shall occur within 1 week of the request. |  |
| 7.3 | Onsite Ongoing Training | The Vendor shall be prepared to provide initial orientation training and ongoing monthly training as needed. In addition, after implementation training, the Vendor shall provide additional training by the Vendors’ staff at a minimum of one time per year for Agency staff or training shall be performed on a mutually agreed upon schedule at Agencies designated locations with final approval by the Agency’ Program Manager or designee. |  |
| 7.4 | Manuals/ Installation Guides | The Vendor shall provide training and/or user manuals upon each Officer’s initial orientation training in hardcopy, Soft file format such as PDF may be provided at the request of the Agency. All training and all associated training manuals shall be provided at no cost to the Agency. |  |
| 7.5 | Training Materials | The Vendor shall provide all materials and equipment necessary to perform the training and shall utilize actual equipment currently being utilized. All training manuals must be hardcopies, user friendly, and kept up to date with the most current training protocols. Training manuals shall be provided for each Agency staff member trained and upon the request of the Agency Program Manager. The training curriculum and evaluation forms that will be utilized for all training purposed must be submitted by Vendor. |  |
| 7.6 | Webinar and Online Training | The Vendor shall make available to officers remote webinar and online training sessions which demonstrate device applications after initial orientation per officer. The Vendor shall provide Webinar online and online. Training for system, software and hardware updates. |  |
| **8.0** | **SECTION H Additional Requirements****(25 Evaluation Points Available)****(Pass/Fail - No Evaluation Points Available – Items 8.6 – 8.7)** |
| **Item** | **Function** | **Description** | **Describe how Vendor meets or exceeds specifications** |
| 8.1 | Vendor Staff | The Vendor shall provide an adequate level of staffing for provision of the services outlined herein and shall ensure that staff providing services are highly trained and qualified. |  |
| 8.2 | On-Site Service | The Vendor 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. In the event of technical problems that are not resolved from a remote location, the Agency Program Manager, upon request, may require the Vendor to provide on-site, technical assistance within 24 hours. |  |
| 8.3 | Litigation-Related Testimony | The Vendor shall make available qualified personnel to provide testimony as requested or subpoenaed. Affidavit, expert witness testimony, violation hearing testimony, or any other expert testimony/certification shall be provided at no additional cost to the Agency. The Vendor shall immediately notify the Agency Program manager or designee upon receipt of any subpoena involving or affecting the Agency. |  |
| 8.4 | Quality Assurance Program | The Vendor shall have a formal quality assurance/quality control program in place that demonstrates that routine evaluations of the quality of the system, equipment and service are performed to ensure compliance with the terms and conditions of the Contract. |  |
| 8.5 | Monitoring and Evaluation Requirements | The Agency Program Manager or designated staff may perform Agreement compliance reviews during the term of the Agreement. The Agency Program Manager may include periodic review of compliance with contract service delivery.The Agency Program Manager will provide written compliance reports to the Contractor. When issues of non-compliance are identified, a written Corrective Action Plan (CAP) will be required of the Vendor. The CAP is to be submitted to the Agency Program Manager within ten (10) days of receipt of the Agreement compliance review report. Failure to correct deficiencies after thirty (30) days from the date of receipt of the written Agreement compliance review report notating the deficiencies may result in determination of breach of contract and termination of services. |  |
| 8.6 | Background Checks | The Vendor shall conduct Criminal background checks for security purposes on all of its employees. The results of the background checks shall be available for review by the Agency. The MCC Contract Administrator on behalf of the Agency has full discretion to require the Vendor to disqualify, prevent, or remove any of its staff from any work being performed under the Contract. |  |
| 8.7 | Background Checks | The Vendor shall not offer employment to any individual or assign any individual to work under this Contract, who has not had a background check, conducted and the findings of the background check have been determined to be satisfactory. |  |
| **9.0** | **SECTION I Additional Vendor’s Equipment and Services****(No Evaluation Points Applicable)** |
| **Item** | **Function** | **Description** | **Describe how Vendor meets or exceeds specifications** |
| 9.1 |  | The Vendor may offer additional Equipment and Services. The Vendor should provide list and include a summary of each additional piece of equipment, to include: one device, description, training manuals, functionality, service, and optional pricing. Services may be negotiated based on each user Agency’s needs. |  |
| **10a.0** | **SECTION J ALCOHOL MONITORING EQUIPMENT AND SERVICE****Vendor Provided Offender Services - for single body-attached devise with home based receiver****(Preferred optional service - 10 Evaluation Points Available)** |
| **Item** | **Description** | **Describe how Vendor meets or exceeds specifications** |
| 10a.1 | The government entity may choose to provide the contractor with reasonable office space onsite within the government agencies office locations. |  |
| 10a.2 | Each entity will maintain its own computers, software, and internet service for exchanging information. |  |
| 10a.3 | The government entity will maintain complete responsibility for program management services not specifically listed |  |
| 10a.4 | The government agency will be responsible for all referrals of all new offenders to the program |  |
| 10a.5 | Prior to any referral the government entity will ensure that the subject has a home phone or identifies the need of a cellular service monitoring unit. |  |
| 10a.6 | Offenders must have an ability to pay for enrollment and services provided by the contractor. |  |
| 10a.7 | Contractor will make arrangements to create a fee payment assessment whereby the cost of the program to offenders will be set on a mutually agreed upon schedule based on monthly earnings of an offender. |  |
| 10a.8 | The contractor will activate and install equipment on offenders and orientate offenders on home equipment placement or transdermal unit connection and care. |  |
| 10a.9 | Offenders will be responsible for the cost of lost, damaged, or stolen equipment. |  |
| 10a.10 | **The contractor should provide limited case management to include:** |  |
| 10a.11 | a. Contractor will coordinate offender (in person) reporting on a schedule agreed upon by both parties |  |
| 10a.12 | b. The contractor will confirm the employment status of the offender and financial status. |  |
| 10a.13 | c. The contractor will collect fees from the offender and will provide notices to the government agency on delinquent payments |  |
| 10a.14 | d. The contractor will review offender curfew activity from the time since the offender last reported. |  |
| 10a.15 | e. The contractor will review monitoring /tracking activity with the offender and provide the government agency with exception reports for program violations. |  |
| 10a.16 | f. The contractor’s case management activities shall be documented in the contractor’s caseload management software and accessible to the government entity 24/7. |  |
| **10b.0** | **SECTION J ALCOHOL MONITORING TRANSDERMAL EQUIPMENT AND SERVICE****Vendor Provided Offender Services for Alcohol Monitoring Transdermal Equipment and Service****(Preferred optional service - 10 Evaluation Points Available)** |
| **Item** | **Description** | **Describe how Vendor meets or exceeds specifications** |
| 10b.1 | The government entity may choose to provide the contractor with reasonable office space onsite within the government agencies office locations. |  |
| 10b.2 | Each entity will maintain its own computers, software, and internet service for exchanging information. |  |
| 10b.3 | The government entity will maintain complete responsibility for program management services not specifically listed |  |
| 10b.4 | The government agency will be responsible for all referrals of all new offenders to the program |  |
| 10b.5 | Prior to any referral the government entity will ensure that the subject has a home phone or identifies the need of a cellular service monitoring unit. |  |
| 10b.6 | Offenders must have an ability to pay for enrollment and services provided by the contractor. |  |
| 10b.7 | Contractor will make arrangements to create a fee payment assessment whereby the cost of the program to offenders will be set on a mutually agreed upon schedule based on monthly earnings of an offender. |  |
| 10b.8 | The contractor will activate and install equipment on offenders and orientate offenders on home equipment placement or transdermal unit connection and care. |  |
| 10b.9 | Offenders will be responsible for the cost of lost, damaged, or stolen equipment. |  |
| 10b.10 | **The contractor should provide limited case management to include:** |  |
| 10b.11 | a. Contractor will coordinate offender (in person) reporting on a schedule agreed upon by both parties |  |
| 10b.12 | b. The contractor will confirm the employment status of the offender and financial status. |  |
| 10b.13 | c. The contractor will collect fees from the offender and will provide notices to the government agency on delinquent payments |  |
| 10b.14 | d. The contractor will review offender curfew activity from the time since the offender last reported. |  |
| 10b.15 | e. The contractor will review monitoring /tracking activity with the offender and provide the government agency with exception reports for program violations. |  |
| 10b.16 | f. The contractor’s case management activities shall be documented in the contractor’s caseload management software and accessible to the government entity 24/7. |  |

**SPECIFICATIONS**

(These specifications are the minimum. It is the vendor/proposer’s responsibility to list, clearly demonstrate, and present any features that add value, savings and/or reliability to the proposed offer. Provide your responses by name, number, and order as presented in this specification.)

Although not currently required by the following specifications, it is intended that equipment available through this contract will meet or exceed the most recent version of the standard for offender tracking systems (OTSs) published by the U.S. Department of Justice, Office of Justice Programs, National Institute of Justice. A draft standard was recently published for public comment dated June 2012. It was titled: **Criminal Justice Offender Tracking System Standard - NIJ Standard-1004.00.**

The following was excerpted from the NIJ Draft. - Two configurations of Offender Tracking System (OTS) models: one-piece configuration and multi-piece configuration. “In the one-piece configuration, the body-attached device contains the location methodology apparatus, communication device, battery, attaching straps and clips, indicators to the participant, and the casing. In the multi-piece configuration, there are two separate units. One unit is body-attached, and the other unit is body-worn. The components of the body-worn unit typically include the location methodology apparatus, communication device, battery, indicators to participant, and the casing. The components of the body-attached device typically include the transmitter/receiver, battery, attaching straps and clips, and the casing.”

Definitions: “Body-attached: The quality of being physically secured to a participant’s body.” “Body-worn: The quality of being fastened, typically, to an article of the participant’s clothing.”

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| **CATEGORY 3 – SATELLITE MONITORING AND REMOTE TRACKING SERVICE (GLOBAL POSITIONING SYSTEM (GPS)** |
| **(Responses below apply to only one-piece body-attached devise. \_\_\_ Yes, \_\_\_ No.)** |
| **(Responses below apply to only multi-piece tracking system. \_\_\_ Yes, \_\_\_ No.)** |
| **(Responses below apply to both one-piece body-attached device and multi-piece tracking system. \_\_\_ Yes, \_\_\_ No.)** |
| **1.0** | **SECTION A General Experience Requirements****(Pass/Fail No Evaluation Points Available)** |
| **Item** | **Function** | **Description** | **Describe how Vendor meets or exceeds specifications** |
| 1.1 | General Experience | The Vendor shall have been in business for a minimum of three (3) consecutive years prior to proposal submittal. |  |
| 1.2 | General Experience | The proposed device(s) must have been in use and installed on offenders through one or more contracts with County, State, or Federal Government agencies. This experience must have been within the past 12 consecutive months prior to the proposal submittal date. Anytime Beta testing does not count toward the required experience. The Vendor’s experience shall not be acquired through sub-contracting of the GPS device. Include these agencies in the response to Item 1.3 below. |  |
| 1.3 | General Experience | The proposed device(s) must have been installed and in use on at least an aggregate of 500 offenders through one or more contracts with County, State or Federal Governmental agencies. This experience must include at least six (6) months of active monitoring for the model offered in response to this RFP. The Vendor's experience shall not have been acquired through a subcontractor who actually provided the service. Identify these agencies, volumes and devices in your proposal response. |  |
| 1.4 | General Experience | The proposed software must include the ability to compare the offender track points to crime locations from law enforcement Record Management Systems. This functionality must have been in use within the past 12 consecutive months, prior to proposal submittal date. This experience shall be with the same Government agencies listed in Item 1.3 above. The Vendor’s experience shall not have been acquired through sub-contracting of the GPS software or equipment. Anytime Beta testing does not count toward the required experience. |  |
| 1.5 | General Experience | The Vendor shall provide a secure confidential monitoring service center and help-desk facility. The Monitoring Center Facility and Services must have been in use for at least 12 consecutive months through one or more contracts with County, State or Federal Governmental agencies at the time of proposal submittal. This experience shall be with the same government agencies listed in Item 1.3. The Vendor’s experience shall not have been acquired through sub-contracting for any services performed by the monitoring service center or help-desk facility.  |  |
| 1.6 | General Experience | The Manufacturer shall have an ISO 9001 certification. |  |
| 1.7 | General Experience | The device and accessory items shall be currently registered and approved by the Federal Communications Commission (FCC). |  |
| **2.0** | **SECTION B Monitoring Center Facility and Monitoring Center Interactive Services****(Pass/Fail No Evaluation Points Available - Items 2.1 – 2.9)****(60 Evaluation Points Available - Items 2.10 – 2.23)** |
| **Item** | **Function** | **Description** | **Describe how Vendor meets or exceeds specifications** |
| 2.1 | Facility | The Vendor shall not sub-contract any services performed by the monitoring service center or help-desk facility. |  |
| 2.2 | Facility | The Vendor’s monitoring center shall have a permanently installed and functioning emergency backup power source, independent of its main power source, capable of maintaining continuous operations, for a minimum of forty-eight (48) hours, in the event of failures of normal utility power. If power is not restored, a back-up monitoring center service is activated within 60 minutes. |  |
| 2.3 | Facility | The Vendor’s Monitoring Center shall have ventilation and temperature controls adequate to ensure proper functions of the monitoring center hardware. |  |
| 2.4 | Facility | The Vendor’s Monitoring Center’s physical security features at a minimum shall include closed circuit camera system and limited access doorways. Describe other features to ensure physical security. |  |
| 2.5 | Facility | The Vendor shall have a secondary (backup) Monitoring Center capable of providing full operational functions in the event the primary monitoring center is disabled. The secondary monitoring center shall be located sufficiently distant from the primary center, such that it is unlikely to be adversely affected by a manmade or natural event or loss of electrical or communications services that would disable the primary Monitoring Center. |  |
| 2.6 | Facility | The Vendor shall maintain 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. |  |
| 2.7 | Facility | The Vendor shall perform complete support of all interface hardware and software equipment (within the monitoring center) necessary to ensure provision of the service for the duration of the contract. |  |
| 2.8 | Facility | The Vendor shall provide the Agency a contact number, accessible twenty (24) hours a day, seven (7) days a week for the purpose of reporting problems that might be experienced. |  |
| 2.9 | Facility | In the event any component of the Vendor’s monitoring center service becomes inoperable, the Vendor shall immediately notify the Agency Program Manager or designee by telephone, but no later than thirty (30) minutes after service failure. |  |
| 2.10 | Services | The Vendor’s back up Monitoring Center must be activated within 60 minutes of initial system failure or disaster. |  |
| 2.11 | Services | The Vendor’s primary Monitoring Center shall be fully operational and staffed adequately to support the operations of this Contract, twenty four (24) hours a day, 365 days per year, with highly skilled technicians that have completed a minimum of 40 hours initial training and ongoing annual training. Staffing levels must meet the device ratio for the Agency activated equipment. |  |
| 2.12 | Services | The Vendor must provide a staffed communication system utilizing an 800-telephone number an 800- number fax, and email access, available 24-hours per day, 365 days per year at no additional charge to the Agency for technical, analysis, and application assistance. |  |
| 2.13 | Services | The Vendor’s Monitoring Center must be able to support interactive queries from authorized Officer’s and/or authorized law enforcement agencies, (including an offender’s location by date range and/or time range when requested), within 5 minutes. |  |
| 2.14 | Services | The Vendor’s Monitoring Center Service must be able to provide for offender enrollments and scheduling to be performed via direct telephone request (password accessible) when Agency staff (officer) does not have immediate access to an internet connection. |  |
| 2.15 | Services | The Vendor’s Monitoring Center Service should be able to enroll or deactivate GPS tracking services for an offender within 30 minutes after receipt of request by fax, telephone or e-mail notification from an the Officer. |  |
| 2.16 | Services | The Vendor’s Monitoring Center Service must maintain accurate and concise historical logs of all telephone, text message, emails and fax calls attempted and completed, including date, time, and the associated incident. The Vendor shall make these logs available to the Agency upon request. |  |
| 2.17 | Services | The Vendor’s Monitoring Center Service must provide immediate notification via, text message or email 24 hours a day, seven days a week to designated Agency staff when an alert notification is generated. The Vendor’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 alert notifications, at an additional fee. |  |
| 2.18 | Services | The Vendor’s Monitoring Center service must triage alerts, including triaging and responding to alerts with direct contact to both Agency staff and offenders for resolution as defined by the Agency. The Monitoring Center service must have the ability to escalate an alert notification if the officer does not acknowledge the notification within an Agency-specified time to the next Agency designated contact. In the event an alert notification is unresolved, the Vendor’s Monitoring Center service shall be responsible for contacting the Agency’s designated officer via, text message, fax, email or phone. The means or mode of contact shall be at the Agency’s discretion. These services shall be provided twenty-four (24) hours 7 days a week. The Vendor’s Monitoring Center Alerts will be triaged and responded to for up to three (3) alert notifications, (i.e. bracelet strap, low battery, zone violations), additional alerts will be priced on an optional price plan. |  |
| 2.19 | Services | The Vendor’s Monitoring Center Service must 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, and the result of the call. This information shall be made available to the Agency Program Manager at the Agency’s request. |  |
| 2.20 | Services | The Vendor’s Monitoring Center must provide an initial response to pre-determined alert notifications to troubleshoot and resolve the notifications per established protocols as agreed to by both the Agency and the Vendor and optional price plan. |  |
| 2.21 | Services | The Vendor’s Monitoring Center service must be able to tailor the level of alert notification to the Agency or individual needs or protocols. |  |
| 2.22 | Services | The Vendor’s Monitoring Center must be responsible to maintain a call tree to be utilized when contacting Agency staff to report alert notifications pursuant to established protocols and optional price plan. |  |
| 2.23 | Services | In the event of an alert violation, the monitoring center service must provide to the Officer, at a minimum the Offender’s name, type of violation, time of violation, and the time and location of the Offender’s last known location. |  |
| **3.0** | **SECTION C Data Center, Data Storage, and Data Access****(Pass/Fail No Evaluation Points Available - Items 3.1 – 3.6)****(25 Evaluation Points Available - Items 3.7 – 3.12)****(Pass/Fail No Evaluation Points Available - Items 3.13 – 3.20)** |
| **Item** | **Function** | **Description** | **Describe how Vendor meets or exceeds specifications** |
| 3.1 | Data Center | The facility housing the Data Center(s) must have multiple physical security features. Describe the physical security features that protect the Data Center and agency data. |  |
| 3.2 | Data Center | The Vendor’s Data Centers must have ventilation and temperature control adequate to ensure proper functions of the Monitoring Center hardware. |  |
| 3.3 | Data Center | The Vendor’s Data Centers must have multiple redundant back-up generators. |  |
| 3.4 | Data Center | The Vendor must have redundant Data Centers located a sufficient distance apart in the event of a disaster of the local area. |  |
| 3.5 | Data Center | All back-up systems in the Data Centers must be tested regularly. |  |
| 3.6 | Data Center | The Vendor’s system must provide for 100% redundancy to avoid unnecessarily excessive downtime due to hardware or software issues. In the event of data disruption, the secondary Data Center must be activated within 10 minutes of initial system failure. |  |
| 3.7 | Data Storage | The Vendor must ensure that all records (automated or hard copy files) remain the property of the Agency and upon request shall be returned within 30 days, in the event the contract is canceled or terminated. |  |
| 3.8 | Data Storage | The Vendor’s system must ensure that all data be recorded with a historical transaction record and stored/archived for retrieval/backup in a database when requested by Agency personnel in accordance with the following: a. All historical data must be centrally stored and accessible for reporting purposes; b. This information must be available for reporting in a standard transaction file format. |  |
| 3.9 | Data Storage | a. All historical data must be centrally stored and accessible for reporting purposes; |  |
| 3.10 | Data Storage | b. This information must be available for reporting in a standard transaction file format; and  |  |
| 3.11 | Data Storage | c. All current and historical data files must be retained for a minimum period of seven (7) years and this information shall be available at no charge to the Agency. |  |
| 3.12 | Data Storage | The Vendor’s Data Centers must have duplicate computers with the ability to, at a minimum, permit restoration of data collection and user monitoring services within ten (10) minutes after computer failure. The Monitoring Center must have duplicate data storage devices with automated fail-over and automatic re­establishment of the duplicate databases upon replacement of the failed storage device. |  |
| 3.13 | Data Storage | Upon request from the Agency, the Vendor must provide the most up-to-date complete copy of the System database, including historical data, the data dictionary, file layouts, code tables, code values, data relationships, keys, and indices, etc., in a format to be determined by the Agency. |  |
| 3.14 | Data Access | The Vendor shall not release or reveal any GPS data, program information, operation protocols, implementation plans, training material, report(s), publication(s), updates, and/or statistical data related to the GPS Program to any entity, to include non-GPS Agency personnel, without prior written approval from the Agency Program Manager. |  |
| 3.15 | Data Access | The Vendor must maintain unaltered recorded data of offender violations, to be accessible in original form and substance for utilization as physical evidence for prosecution. |  |
| 3.16 | Security | The Vendor’s Data Centers must have on-site in-person security 24 hours a day, 7 days per week. The system shall provide security features, which prevent unauthorized individuals from accessing any information held by the Vendor. Secure access to the system shall be maintained at all times. |  |
| 3.17 | Security | Upon request from the Agency, the Vendor must provide a copy of its security policies and procedures for its network security, application security, data transmission security, data storage security, and physical security. |  |
| 3.18 | Security | The Vendor shall provide secure transmission and storage of GPS data and must ensure that all data, data transmissions and data storage is kept confidential. |  |
| 3.19 | Security | The Vendor’s facility, equipment, data transmissions, and data storage shall be secure. At a minimum, the Vendor’s facility shall be alerted and monitored by a local law enforcement Agency or security company. The alert line shall be a tamper-resistant dedicated circuit and shall not be exposed to any person or thing that could alter or damage the line. The Monitoring Center shall be equipped with automated fire detection and suppression equipment. |  |
| 3.20 | Security | The Vendor shall maintain a written Disaster Recovery Plan to cover power failures, telephone system failures, local equipment failures, flood or fire at the Monitoring Center and Data Center continued continuity of operations. |  |
| **4a.0** | **SECTION D Equipment Requirements – single body-worn device****(220 Evaluation Points Available)** |
| **Item** | **Function** | **Description** | **Describe how Vendor meets or exceeds specifications** |
| 4a.1 | Equipment | Vendor is bidding the following one-piece body-attached device and the accessories identified in the Price Worksheets. The responses to these specifications are for this equipment.**One-piece Body-attached Device:**Mfg.: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Brand/Model: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |
| 4a.2 | Equipment | The Vendor shall provide, at their own expense, all systems and equipment (software and hardware) required for the service delivery, regardless of the actual number of units including but not limited to: |  |
| 4a.3 | Equipment | a. A system with a database to monitor offender activity; |  |
| 4a.4 | Equipment | b. All monitoring units (transmitter, receiver/dialer and other related equipment) to communicate location data to the Vendor’s system; |  |
| 4a.5 | Equipment | c. All software and hardware required to access the Internet, with the exception of Agency personal computers; and |  |
| 4a.6 | Equipment | d. All labor, materials, equipment, cellular wireless service costs and consumables necessary to perform GPS tracking services on an as-needed basis. |  |
| 4a.7 | Equipment | All equipment and systems furnished shall be standard products supplied by the Vendor, shall be in proper working order, clean and free from defects of features affecting appearance, serviceability, or the safety of the offender in normal intended use. |  |
| 4a.8 | Equipment | The Vendor 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. |  |
| 4a.9 | Equipment | The device shall be a one-piece body-attached device. Performance information and product literature may be included in Vendor’s proposal response. |  |
| 4a.10 | Equipment | The Vendor shall provide equipment that meets market safety standards and presents no health or safety hazards to staff and/or offenders. |  |
| 4a.11 | Equipment | The device identified by the Vendor above shall be the latest proven reliable technology and meet the requirements specified in Items 1.2 and 1.3 above. |  |
| 4a.12 | Equipment | The device shall not have any sharp edges and shall be designed so not to cause excessive chafing or bruising. |  |
| 4a.13 | Equipment | The device shall use Global Position Satellites and the cellular telephone network to track and report the location(s) of offenders both at home and in the community, regardless of location. Both Passive and Active devices must be the same one-piece body-attached device securely attached to the ankle. |  |
| 4a.14 | Equipment | Active GPS shall be a service level that must collect a tracking point at least once every minute, and must report information via the cellular network at least once every fifteen (15) minutes and must report tampering and zone violations immediately. Devices proposed for Active GPS that utilize less frequent intervals shall be rejected and not evaluated. |  |
| 4a.15 | Equipment | Passive GPS shall be a service level that collects a tracking point at least once every one minute, and must report information via a cellular or landline telephone at least once every twelve (12) hours. |  |
| 4a.16 | Equipment | If the Vendor offers a hybrid service (an alternate type of passive GPS service) it may be offered and described as an “optional” service and separate pricing should be quoted. |  |
| 4a.17 | Equipment | Active GPS includes the ability of the device to be remotely contacted to force the device to instantly locate and call back with its data immediately. Vendor shall include unlimited instant cellular locates at no additional costs. |  |
| 4a.18 | Equipment | All devices must be capable of utilizing unlimited alternative location tracking using the cellular network in the absence of GPS at no additional costs. |  |
| 4a.19 | Equipment | Describe how the web based system reflects the alternative tracking verses GPS tracking and how the location indicators on the map differentiate between the two. |  |
| 4a.20 | Equipment | The system shall have the capacity to convert a device between active and passive mode without removal from the Offender or requiring a change of equipment. |  |
| 4a.21 | Equipment | The device shall be small, light, and not restrictive and can be attached to the offender in a manner that will not impede normal activities or work. It shall attach securely around the ankle of the offender. |  |
| 4a.22 | Equipment | The device shall not pose a safety hazard nor unduly restrict offenders’ activities. |  |
| 4a.23 | Equipment | All equipment assigned to the offender shall be manufactured to allow for repeated proper sanitization. The Vendor shall provide instructions to sanitize the equipment, including recommended cleaning agents and methods. |  |
| 4a.24 | Equipment | The device components are quickly removable by a trained officer and are not easily removable except by an officer with the correct equipment. |  |
| 4a.25 | Equipment | All communications to and from the device shall be encrypted. |  |
| 4a.26 | Equipment | The device shall be supplied with an installation kit containing all necessary equipment to install, activate or deactivate the device. |  |
| 4a.27 | Equipment | The device shall be simple to install and have easy to understand instructions. |  |
| 4a.28 | Equipment | The device shall be permanently marked with the model/serial identification numbers and will withstand exposure to common cleaning products. The vendor will replace any device without charge within 3 days if the tracking number is not legible. |  |
| 4a.29 | Equipment | The device shall be capable of tracking an offender twenty-four (24) hours a day, 7 days a week and shall be able to confirm the date, time and location of the tracking event. |  |
| 4a.30 | Equipment | The device and all additional equipment shall not be available as an open market item if this could compromise the security of the system. |  |
| 4a.31 | Equipment | The strap and circuitry shall enable the device to immediately notify the Monitoring Center of any tamper attempt or removal from the offenders’ ankle. |  |
| 4a.32 | Equipment | The device shall acquire GPS within 5 minutes when placed in an outdoor environment. |  |
| 4a.33 | Equipment | The battery for the device shall hold a single charge for a minimum period of sixteen (16) hours while performing one minute GPS acquisition and downloading data to the Database System at least once every 15 minutes. |  |
| 4a.34 | Equipment | The device shall be shock-resistant. |  |
| 4a.35 | Equipment | The device’s battery shall be able to re-charge the battery from a dead battery status to a maximum capacity (100% charge) in two (2) hours or less. |  |
| 4a.36 | Equipment | The battery powering the transmitter shall have a guaranteed life cycle of not less than twelve (12) months. Each device shall be replaced at specific intervals to avoid device failures due to loss of battery power. |  |
| 4a.37 | Equipment | The device shall be supplied with an electronic charger unit that uses a wall outlet power (alternating current) with a charging cord of a minimum of 6 feet long. An optional automobile outlet (direct current) source to recharge battery should be available at no additional charge if requested by the agency. |  |
| 4a.38 | Equipment | The device shall have internal diagnostics that can determine if it is operating properly and the ability to relay the information to the Vendor’s Monitoring Center. |  |
| 4a.39 | Equipment | The device shall be designed to prevent tracing or duplication of the signal by other electronic devices or equipment. |  |
| 4a.40 | Equipment | The device and software system should be capable of storing up to 99 zones so that zone violations can be immediately reported regardless of the call in frequency. |  |
| 4a.41 | Equipment | The device shall communicate to the Vendor’s Software System by common cellular carrier, with the option of a secondary cellular carrier (list cellular networks proposed). |  |
| 4a.42 | Equipment | The device shall be waterproof, and has been independently tested against the effects of continuous immersion in water. |  |
| 4a.43 | Equipment | The device shall be able to detect and record an alert feature to signal the offender by audible tone and/or vibration of the device. |  |
| 4a.44 | Equipment | The device shall be able to detect and record an alert feature with immediate tamper notification. |  |
| 4a.45 | Equipment | The device shall be able to detect and record an alert feature with immediate alert notification for inclusion and/or exclusion zone violations. |  |
| 4a.46 | Equipment | The device shall be able to detect and report and alert feature with immediate alert notification for loss of communication violations. |  |
| 4a.47 | Equipment | The device shall be able to detect and record an alert feature with immediate alert notification for a low battery. |  |
| 4a.48 | Equipment | The device shall be able to detect and record an alert feature withalert notification to detect potential masking of the device’s ability to receive GPS signals. |  |
| 4a.49 | Equipment | As an optional feature, identify and describe any offender acknowledgement feature located on the device. |  |
| 4a.50 | Equipment | The device shall incorporate non-volatile memory capable of storing at least 48 hours worth of events (with date and time of occurrence) at times when the cellular service and electrical power may become unavailable and continually attempt to report these events until reporting has been successful. In particular, non-volatile memory will retain unreported events and report them once power/cellular services have been restored, including date & time of occurrence. |  |
| 4a.51 | Equipment | 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 alert is generated. |  |
| 4a.52 | Equipment | 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. |  |
| 4a.53 | Equipment | GPS devices shall be able to utilize additional accessories (such as beacons or similar RF monitoring devises) for enhanced location verification in defined impaired environments while at home. |  |
| 4a.54 | Equipment | The GPS device should also have the ability to download location and alert information via landline in areas without adequate cellular coverage. |  |

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| **4b.0** | **SECTION D Equipment Requirements – multi-piece tracking system****(220 Evaluation Points Available)** |
| **Item** | **Function** | **Description** | **Describe how Vendor meets or exceeds specifications** |
| 4b.1 | Equipment | Vendor is bidding the following multi-piece GPS tracking system and the accessories identified in the Price Worksheets. In the multi-piece configuration, there are two separate units. One unit is body-attached and the other unit is body-worn. The responses to these specifications are for this equipment.**Device attached to the body:**Mfg.: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Brand/Model: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**Device worn on the body:**Mfg.: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Brand/Model: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |
| 4b.2 | Equipment | The Vendor shall provide, at their own expense, all systems and equipment (software and hardware) required for the service delivery, regardless of the actual number of systems including but not limited to: |  |
| 4b.3 | Equipment | a. A system with a database to monitor offender activity; |  |
| 4b.4 | Equipment | b. All monitoring units (transmitter, receiver/dialer and other related equipment) to communicate location data to the Vendor’s system; |  |
| 4b.5 | Equipment | c. All software and hardware required to access the Internet, with the exception of Agency personal computers; and |  |
| 4b.6 | Equipment | d. All labor, materials, equipment, cellular wireless service costs and consumables necessary to perform GPS tracking services on an as-needed basis. |  |
| 4b.7 | Equipment | All equipment and systems furnished shall be standard products supplied bythe Vendor, shall be in proper working order, clean and free from defects of features affecting appearance, serviceability, or the safety of the offender in normal intended use. |  |
| 4b.8 | Equipment | The Vendor 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. |  |
| 4b.9 | Equipment | The tracking system shall include one-piece body-attached device and a body-worn cellular communication device. Performance information and product literature may be included in Vendor’s proposal response. |  |
| 4b.10 | Equipment | The Vendor shall provide equipment that meets market safety standards and presents no health or safety hazards to staff and/or offenders. |  |
| 4b.11 | Equipment | The device identified by the Vendor above shall be the latest proven reliable technology and meet the requirements specified in Items 1.2 and 1.3 above. |  |
| 4b.12 | Equipment | The one-piece body-attached device shall not have any sharp edges and shall be designed so not to cause excessive chafing or bruising. |  |
| 4b.13 | Equipment | The body-worn device shall use Global Position Satellites and the cellular telephone network to track and report the location(s) of offenders both at home and in the community, regardless of location. Both Passive and Active tracking shall be provided by the GPS tracking system. |  |
| 4b.14 | Equipment | Active GPS shall be a service level that must collect a tracking point at least once every minute, and must report information via the cellular network at least once every fifteen (15) minutes and must report tampering and zone violations immediately. Devices proposed for Active GPS that utilize less frequent intervals shall be rejected and not evaluated. |  |
| 4b.15 | Equipment | Passive GPS shall be a service level that collects a tracking point at least once every one minute, and must report information via a cellular or landline telephone at least once every twelve (12) hours. |  |
| 4b.16 | Equipment | If the Vendor offers a hybrid service (an alternate type of passive GPS service) it may be offered and described as an “optional” service and separate pricing should be quoted. |  |
| 4b.17 | Equipment | Active GPS includes the ability of the body-worn device to be remotely contacted to force the device to instantly locate and call back with its data immediately. Vendor shall include unlimited instant cellular locates at no additional costs. |  |
| 4b.18 | Equipment | The system must be capable of utilizing unlimited alternative location tracking using the cellular network in the absence of GPS at no additional costs. |  |
| 4b.19 | Equipment | Describe how the web based system reflects the alternative tracking verses GPS tracking and how the location indicators on the map differentiate between the two. |  |
| 4b.20 | Equipment | The system shall have the capacity to convert a body-worn device between active and passive mode without removal from the Offender or requiring a change of equipment. |  |
| 4b.21 | Equipment | Both the body-attached and the body-worn devices shall be small, light, and not restrictive and the body-attached device can be attached to the offender in a manner that will not impede normal activities or work. It shall attach securely around the ankle of the offender. |  |
| 4b.22 | Equipment | The equipment used shall not pose a safety hazard nor unduly restrict offenders’ activities. |  |
| 4b.23 | Equipment | All equipment assigned to the offender shall be manufactured to allow for repeated proper sanitization. The Vendor shall provide instructions to sanitize the equipment, including recommended cleaning agents and methods. |  |
| 4b.24 | Equipment | The body-attached device components are quickly removable by a trained officer and are not easily removable except by an officer with the correct equipment. |  |
| 4b.25 | Equipment | All communications to and from the system’s devices shall be encrypted. |  |
| 4b.26 | Equipment | The body-attached device shall be supplied with an installation kit containing all necessary equipment to install, activate or deactivate the device. |  |
| 4b.27 | Equipment | The body-worn device shall be simple to use and have easy to understand instructions. |  |
| 4b.28 | Equipment | Both devices shall be permanently marked with the model/serial identification numbers and will withstand exposure to common cleaning products. The Vendor will replace either device without charge within 3 days if the tracking number is not legible. |  |
| 4b.29 | Equipment | The system shall be capable of tracking an offender twenty-four (24) hours a day, 7 days a week and shall be able to confirm the date, time and location of the tracking event. |  |
| 4b.30 | Equipment | System devices and all additional equipment shall not be available as an open market item if this could compromise the security of the system. |  |
| 4b.31 | Equipment | The strap and circuitry shall enable the system to immediately notify the Monitoring Center of any tamper attempt or removal of the body-attached device from the offenders’ ankle. |  |
| 4b.32 | Equipment | The system shall acquire GPS within 5 minutes when placed in an outdoor environment. |  |
| 4b.33 | Equipment | The battery for both the body-attached device and the body-worn device shall each hold a single charge for a minimum period of sixteen (16) hours while performing one minute GPS acquisition and downloading data to the Database System at least once every 15 minutes. |  |
| 4b.34 | Equipment | The system devices shall be shock-resistant. |  |
| 4b.35 | Equipment | The battery for both devises shall be able to re-charge the battery from a dead battery status to a maximum capacity (100% charge) in two (2) hours or less. |  |
| 4b.36 | Equipment | The battery powering both devices shall have a guaranteed life cycle of not less than twelve (12) months. Each device shall be replaced at specific intervals to avoid device failures due to loss of battery power. |  |
| 4b.37 | Equipment | System devices shall be supplied with an electronic charger unit that uses a wall outlet power (alternating current) with a charging cord of a minimum of 6 feet long and an automobile outlet (direct current) source to recharge battery. However, hand held device may be charged using a unit that doubles as home RF monitoring unit. |  |
| 4b.38 | Equipment | The body-worn device shall have internal diagnostics that can determine if it is operating properly and the ability to relay the information to the Vendor’s Monitoring Center. |  |
| 4b.39 | Equipment | System devices shall be designed to prevent tracing or duplication of the signal by other electronic devices or equipment. |  |
| 4b.40 | Equipment | The body-worn device and software system should be capable of storing up to 99 zones so that zone violations can be immediately reported regardless of the call in frequency. |  |
| 4b.41 | Equipment | The body-worn device shall communicate to the Vendor’s Software System by common cellular carrier, with the option of a secondary cellular carrier (list cellular networks proposed). |  |
| 4b.42 | Equipment | All system devices shall be waterproof, and have been independently tested against the effects of continuous immersion in water. |  |
| 4b.43 | Equipment | The system shall be able to detect and record an alert feature to signal the offender by audible tone. |  |
| 4b.44 | Equipment | The system shall be able to detect and record an alert feature with immediate tamper notification. |  |
| 4b.45 | Equipment | The system shall be able to detect and record an alert feature with immediate alert notification for inclusion and/or exclusion zone violations. |  |
| 4b.46 | Equipment | The system shall be able to detect and report and alert feature with immediate alert notification for loss of communication violations. |  |
| 4b.47 | Equipment | System devices shall be able to detect and record an alert feature with immediate alert notification for a low battery. |  |
| 4b.48 | Equipment | The system shall be able to detect and record an alert feature withalert notification to detect potential masking of the device’s ability to receive GPS signals. |  |
| 4b.49 | Equipment | As an optional feature, identify and describe any offender acknowledgement feature located on any system device. |  |
| 4b.50 | Equipment | The body-worn device shall incorporate non-volatile memory capable of storing at least 48 hours worth of events (with date and time of occurrence) at times when the cellular service and electrical power may become unavailable and continually attempt to report these events until reporting has been successful. In particular, non-volatile memory will retain unreported events and report them once power/cellular services have been restored, including date & time of occurrence. |  |
| 4b.51 | Equipment | 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 alert is generated. |  |
| 4b.52 | Equipment | 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. |  |
| 4b.53 | Equipment | The GPS system shall be able to utilize additional accessories (such as beacons or similar RF monitoring devises) for enhanced location verification in defined impaired environments while at home. |  |
| 4b.54 | Equipment | The GPS system device should also have the ability to download location and alert information via landline in areas without adequate cellular coverage. |  |

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| **5.0** | **SECTION E System, Software and Mapping Requirements****(110 Evaluation Points Available)** |
| **Item** | **Function** | **Description** | **Describe how Vendor meets or exceeds specifications** |
| 5.1 | System, Software and Mapping | The Vendor shall have a secure web based system and provide the agency with secure access. |  |
| 5.2 | System, Software and Mapping | The Vendor’s web site shall not require any software downloads or remote access to the Agency’s computers to utilize the system. |  |
| 5.3 | System, Software and Mapping | The Vendor 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 Agency personnel, who have appropriate security clearance and have been provided Vendor-supplied security codes. |  |
| 5.4 | System, Software and Mapping | The Vendor’s system shall be supported by a database that allows for multiple data fields, subject to final approval by the Agency. |  |
| 5.5 | System, Software and Mapping | The Vendor’s 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. |  |
| 5.6 | System, Software and Mapping | The Vendor’s web-based application shall be accessible twenty four (24) hours per day, 365 days per year while maintaining acceptable processing performance for offender mapping and tracking data. |  |
| 5.7 | System, Software and Mapping | Any software necessary for Agency interface shall be provided at the expense of the Vendor, with no licensing fee to the Agency. Any and all software shall be subject to pre-approval and testing by the Agency. |  |
| 5.8 | System, Software and Mapping | The Vendor’s 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. |  |
| 5.9 | System, Software and Mapping | The Vendor’s system shall provide the capability for the Agency to download data and reports from the database, through secured internet access. |  |
| 5.10 | System, Software and Mapping | The Vendor’s system shall have the capability to query the database for any/all GPS offenders based on a specified dates times and locations. |  |
| 5.11 | System, Software and Mapping | The Vendor’s system shall provide the capability for the entry of narrative-style notes by Agency personnel and/or the Vendor’s monitoring center staff. These notes will be utilized as documentation of steps taken to resolve offender alerts. |  |
| 5.12 | System, Software and Mapping | The Vendor’s system shall be able to allow configuration of protocols to enable the features that the Agency wants and disable those that it does not want. For example, types of alerts, notifications, zone categories, etc. |  |
| 5.13 | System, Software and Mapping | The Vendor’s system shall show the officer in charge of the offender: name, phone numbers, etc if different from the offender’s assigned officer ('on call' staff). |  |
| 5.14 | System, Software and Mapping | The Vendor’s system shall be able to record the model and serial number. |  |
| 5.15 | System, Software and Mapping | The Vendor’s system shall be able to assign to users role-based security levels. These include, but are not limited to, manager, supervisor, and Officer. |  |
| 5.16 | System, Software and Mapping | The Vendor’s system is able to accept critical event data points and be able to link Offender’s to the event on the map. |  |
| 5.17 | System, Software and Mapping | The Vendor’s system shall provide administrative access to website tracking report showing by user: how many log-ins/minutes logged in by month summary detailed reports with date/duration/time stamp per log on. |  |
| 5.18 | System, Software and Mapping | The Vendor’s system shall enable the Agency 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 15 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: |  |
| 5.19 | System, Software and Mapping | a. establishing configurable inclusion and exclusion zones; |  |
| 5.20 | System, Software and Mapping | b. collecting offender points at a minimum of once every 1-minute  |  |
| 5.21 | System, Software and Mapping | c. communicating (with the offender) |  |
| 5.22 | System, Software and Mapping | d. providing location mapping; |  |
| 5.23 | System, Software and Mapping | e. providing alert notification; and  |  |
| 5.24 | System, Software and Mapping | The Vendor’s system shall have the capability to query GPS location information both automatically and individually, including latitude and longitude, and mapping on all defendants/offenders based on specified distance from a specified location within specified date/time range as means of performing analysis of GPS Offenders at a potential crime scene. |  |
| 5.25 | System, Software and Mapping | The Vendor’s system software shall allow for a non-erasable alpha numeric identification designated by the Agency. A unique identification shall be used for each offender within the Vendor’s system. In addition, the software shall require the following minimum mandatory fields for initial offender enrollment: |  |
| 5.26 | System, Software and Mapping | a. name; |  |
| 5.27 | System, Software and Mapping | b. unique numeric identifier; |  |
| 5.28 | System, Software and Mapping | c. physical address; |  |
| 5.29 | System, Software and Mapping | d. serial number of equipment; |  |
| 5.30 | System, Software and Mapping | e. time zone; |  |
| 5.31 | System, Software and Mapping | f. assigned officer; and |  |
| 5.32 | System, Software and Mapping | g. offender photo. |  |
| 5.33 | System, Software and Mapping | The Vendor’s mapping software utilized shall include but not be limited to the following: |  |
| 5.34 | System, Software and Mapping | a. Allow unlimited automatic access to the most up to-date maps available with state of the art graphics with aerial photography capabilities. |  |
| 5.35 | System, Software and Mapping | b. allow for zooming/scaling from street level to statewide; |  |
| 5.36 | System, Software and Mapping | c. allow for identification/labeling of streets; |  |
| 5.37 | System, Software and Mapping | d. display offender location information in a sequenced event and/or at a specific date and time; and |  |
| 5.38 | System, Software and Mapping | e. display inclusion and exclusionary zones that shall be printable from the screen. |  |
| 5.39 | System, Software and Mapping | The Vendor’s system shall enable the user to define a variety of zone types including but not limited to Inclusion, Exclusion, and Mobile Victim Zones, Zones within a Zone, each with its own governing schedule time/date based schedule. Describe your web based capabilities to meet each of these requirements, provide sample screen shots and describe the specific steps involved in configuring a zone with an accompanying schedule. |  |
| **6.0** | **SECTION F System Reports****(50 Evaluation Points Available)** |
| **Item** | **Function** | **Description** | **Describe how Vendor meets or exceeds specifications** |
| 6.1 | System Reports | System Reports shall allow the Agency to generate the following “canned” reports directly from the Vendor’s database through the secure internet site. |  |
| 6.2 | System Reports | 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 the Agency’s personnel. |  |
| 6.3 | System Reports | All reports shall have the capability of being queried, sorted or filtered by any field contained in the report or by data parameters as applicable and reports shall be readable on screen, printable and shall be downloadable into an excel format. |  |
| 6.4 | Equipment Inventory Reports | The system must be able to provide real time reports of all assigned equipment. Report shall include description/type of equipment, serial number, assigned Offender, and assigned Officer. |  |
| 6.5 | Notification Report | The Vendor’s system shall provide the Agency the ability to generate a report by date parameters, sorted by location site, identifying the number and type of notifications during specified time parameters, such as:* Monday-Friday, 8:00 am-5:00 pm
* After hours
* Weekends

And indicating summary totals for: * total number of alerts per location site,
* percent of total per type of alert and average number of alert notifications per month,
* per offender within each location site.
 |  |
| 6.6 | Offender Alert Report | The Vendor’s system shall provide the Agency the ability to generate alert reports, queried by individual assigned offender and date parameters that identifies the type of alert, time of alert, method of alert (fax, e-mail or phone call) and recipient of alert. |  |
| 6.7 | Customized Reports | The Agency can request custom reports the cost of which (if any) shall be established between the Vendor and the Agency Program Manager. |  |
| 6.8 | Offender Report | The Vendor’s system shall provide the Agency the ability to generate a summary report of all offenders and/or assigned officer that identifies offender name, Agency number, address, and officer assigned. |  |
| 6.9 | Current Usage Report | The Vendor’s system shall be able to provide the Agency the ability to generate a current usage report indicating the actual number of daily service units used to date (real time) for the monthly period. This report should be detailed to reflect offender name, Agency number, service type (active) and number of days utilized to date. |  |
| 6.10 | Daily Alert Summary Report | The Vendor shall submit a daily report (between the hours of midnight and 6:00 a.m. for the previous day) that identifies each alert, type of alert, time and duration of alert, assigned officer, assigned offender, and totals. This report shall be sorted by location sites region/unit/officer and shall be e-mailed to all designated officers within the location sites. |  |
| **7.0** | **SECTION G Equipment Testing, Replacements, Lost/Damaged/Stolen Requirements****(Pass/Fail No Evaluation Points Available)** |
| **Item** | **Function** | **Description** | **Describe how Vendor meets or exceeds specifications** |
| 7.1 | Ongoing Demonstration/Testing Equipment  | The Vendor shall allow the Agency the use of five (5) GPS monitoring units or systems for demonstration and/or testing purposes, not to exceed a ten (10) day period for any single demonstration/test period. These units/systems shall not be part of the backup inventory and shall be provided at no additional cost. Units/systems may be demonstrated/tested at the discretion of the Agency. |  |
| 7.2 | Equipment Accessories | The Vendor shall provide (when necessary or upon request depending on the item) all necessary GPS tracking supplies and replacement supplies, including but not limited to; straps, clips, batteries, installation-removal equipment supplies, beacons or other RF monitoring units, car chargers, charger base or cords and instruction/training materials. |  |
| 7.3 | Equipment Spare Inventory | The Vendor shall provide and maintain a backup/replacement inventory of monitoring units or systems up to fifteen percent (15%) of the actual number of units/systems currently in use in each the Agency’s Location sites/Office locations. The Agency shall not pay the Vendor an inventory fee, storage fee, installation equipment fee or any other fee related to these inventory units and equipment. |  |
| 7.4 | ReplacementEquipment | The Vendor shall assure that all equipment delivered to the Agency has been tested to ensure it is operable, free from any defects or damage and is fully operational. The Agency reserves the right to reject any and all equipment not determined to be operational and in acceptable operative order and condition. In the event any equipment becomes inoperative due to a malfunction or through normal use, the Vendor shall incur all replacement costs and repairs. The Vendor shall provide the Agency with replacement equipment within 24 hours at no charge to the Agency, including shipping and handling costs for both delivery and return. |  |
| 7.5 | Lost/Damaged/Stolen | At no additional cost, the Vendor shall supply replacements for lost, stolen and damaged equipment up to ten 10% per year of the Agency’s active units/systems. The Vendor shall have three (3) working days to replenish requested stock. All units shall be maintained at the Agency’s office for use as immediate replacements, when needed. Vendor must detail within their Price Sheet the per component replacement cost for each component of every proposed equipment model. |  |
| **8.0** | **SECTION H Training Requirements****(15 Evaluation Points Available)** |
| **Item** | **Function** | **Description** | **Describe how Vendor meets or exceeds specifications** |
| 8.1 | On-Site Initial Training | The Vendor shall provide all training relating to the use of equipment, software, trouble shooting, report analysis or any time equipment hardware and software enhancements or modifications are released. |  |
| 8.2 | On-Site Initial Training | The Vendor shall develop and provide on-site training for Agency staff on the operational use of the system and the use of all associated equipment and services. Additional on-site training of Agency staff shall occur within 48 hours of the request unless additional lead time is mutually agreed to. |  |
| 8.3 | Onsite Ongoing Training | The Vendor shall be prepared to provide initial orientation training and ongoing monthly training as needed. In addition, after implementation training, the Vendor shall provide additional training by the Vendor’s staff at a minimum of one time per year for Agency staff or training shall be performed on a mutually agreed upon schedule at Agencies designated locations with final approval by the Agency Program Manager. |  |
| 8.4 | Manuals/ Installation Guides | The Vendor shall provide training and/or user manuals upon each Officer’s initial orientation training in hardcopy, Soft file format such as PDF may be provided at the request of the Agency. All training and all associated training manuals shall be provided at no cost to the Agency. |  |
| 8.5 | Training Materials | The Vendor shall provide all materials and equipment necessary to perform the training and shall utilize actual equipment currently being utilized. All training manuals must be hardcopies, user friendly, and kept up to date with the most current training protocols. Training manuals shall be provided for each Agency staff member trained and upon the request of the Agency Program Manager. The training curriculum and evaluation forms that will be utilized for all training purposed must be submitted by Vendor. |  |
| 8.6 | Webinar and Online Training | The Vendor shall make available to officers remote webinar and online training sessions which demonstrate device applications after initial orientation per officer. The Vendor shall provide Webinar online and online. Training for system, software and hardware updates. |  |

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| **9.0** | **SECTION I Additional Requirements****(10 Evaluation Points Available - Items 9.1 – 9.12)****(Pass/Fail - No Evaluation Points Available – Items 9.13 – 9.14)** |
| **Item** | **Function** | **Description** | **Describe how Vendor meets or exceeds specifications** |
| 9.1 | Vendor Staff | The Vendor shall provide an adequate level of staffing for provision of the services outlined herein and shall ensure that staff providing services are highly trained and qualified. |  |
| 9.2 | On-Site Service | The Vendor 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. In the event of technical problems that are not resolved from a remote location, the Agency Program Manager, upon request, may require the Vendor to provide on-site, technical assistance within 24 hours. |  |
| 9.3 | Litigation-Related Testimony | The Vendor shall make available qualified personnel to provide testimony as requested or subpoenaed. Affidavit, expert witness testimony, violation hearing testimony, or any other GPS expert testimony/certification shall be provided at no additional cost to the Agency. The Vendor shall immediately notify the Agency GPS Program or designee upon receipt of any subpoena involving or affecting the Agency. |  |
| 9.4 | Quality Assurance Program | The Vendor shall have a formal quality assurance/quality control program in place that demonstrates that internal review and quality control processes are in place and routine evaluations of the quality of the system, equipment and service are performed to ensure compliance with the terms and conditions of the Contract. |  |
| 9.5 | Monitoring and Evaluation Requirements | The Agency Program Manager or designated staff may perform Agreement compliance reviews during the term of the Agreement. The Agency Program Manager may include periodic review of compliance with contract service delivery.The Agency Program Manager will provide written compliance reports to the Contractor. When issues of non-compliance are identified, a written Corrective Action Plan (CAP) will be required of the Vendor. The CAP is to be submitted to the Agency Program Manager within ten (10) days of receipt of the Agreement compliance review report. Failure to correct deficiencies after thirty (30) days from the date of receipt of the written Agreement compliance review report notating the deficiencies may result in determination of breach of contract and termination of services. |  |
| 9.6 | Performance Measures Requirements | The Vendor shall ensure that the below stated performance outcomes and level of achievement are met during the term of the Contract: |  |
| 9.7 | Performance Measures Requirements | a. Ninety-five percent (95%) of all required reports shall be timely submitted. |  |
| 9.8 | Performance Measures Requirements | b. Ninety percent (90%) of training evaluation forms completed on the Vendor’s training sessions shall indicate a score of satisfactory or better. |  |
| 9.9 | Performance Measures Requirements | c. Ninety percent (90%) of officer’s, supervisors and Manager evaluation forms completed on the Vendor’s hardware, system software, monitoring center services and overall customer support shall indicate a score of satisfactory or better. |  |
| 9.10 | Performance Measures Requirements | d. One hundred percent (100%) of system failures shall be reported to the Agency within thirty (30) minutes of occurrence. |  |
| 9.11 | Performance Measures Requirements | e. One hundred percent (100%) of monthly usage charges shall be invoiced to the Agency within 15 days after the end of the month service is provided. |  |
| 9.12 | Performance Measures Requirements | The Vendor shall advise the Agency, in writing, of any extenuating circumstances that will prohibit the Vendor from meeting the above-outlined performance measures. The Vendor shall provide quarterly performance plan reports to the Agency Program Manager. |  |
| 9.13 | Background Checks | The Vendor shall conduct Criminal background checks for security purposes on all of its employees designated as GPS tracking and monitoring staff. The results of the background checks shall be available for review by the Agency. The MCC Contract Administrator on behalf of the Agency has full discretion to require the Vendor to disqualify, prevent, or remove any of its staff from any work being performed under the Contract. |  |
| 9.14 | Background Checks | The Vendor shall not offer employment to any individual or assign any individual to work under this Contract, who has not had a background check, conducted and the findings of the background check have been determined to be satisfactory. |  |
| **10.0** | **SECTION J Additional Vendor’s Equipment and Services** **(No Evaluation Points Applicable)** |
| **Item** | **Function** | **Description** | **Describe how Vendor meets or exceeds specifications** |
| 10.1 |  | The Vendor may offer additional Equipment and Services. The Vendor should provide list and include a summary of each additional piece of equipment, to include: one device or system devices, description, training manuals, functionality, service, and optional pricing. Services may be negotiated based on each user Agency’s needs. |  |

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| **11.0** | **SECTION K Vendor Provided Offender Services****(Preferred optional service - 10 Evaluation Points Available)** |
| **Item** | **Description** | **Describe how Vendor meets or exceeds specifications** |
| 11.1 | The Vendor may offer, Offender Funded/Full Service Programs. The Vendor shall provide locally based staff to implement this program and may recoup the costs for their services directly from the offender. Services may be negotiated based on each user Agency’s needs and may include any/all of the following:* Offender Enrollment
* Offender Initial Contact
* Installing of Devices on Offender
* Monitoring of Offender with Initial Investigation of Alerts with Notification to Officer on Verified Violations
* Field Service Calls/Maintenance of Equipment
* Offender orientation, fee assessment and collection of fees from Offender
* Case Management Services
* Work/school verification
* Schedule entry/maintenance
* Collateral office visits to review compliance, adjust schedules.
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