

RFP Questions and Clarifications Memorandum

To: Vendors Responding to RFP Number for the Mississippi Department of Corrections (MDOC)

From: Audrey McAfee

Date: December 22, 2023

Subject: Responses to Questions Submitted and Clarifications to Specifications

Contact Name: Solicitations Team

Contact E-mail Address: RFP@its.ms.gov

RFP Number is hereby amended as follows:

- Section VII Technical Specifications, Item 3 Project Schedule is amended as follows:**

Task	Date
Deadline for Questions Answered and Posted to ITS Web Site	12/22/2023
Open Proposals	1/19/2024
Evaluation of Proposals	02/29/2024, on or before
Contract Negotiation	March – April 2024
ITS Board Presentation	04/18/2024
Proposed Project Implementation Start-up	04/18/2024
Project Go-Live Deadline	04/30/2024, on or before

- Section VIII: Cost Information Submission is being replaced with the attached Revised Cost Information Submission form.**
- Attachment A, Item Number 11 is being modified to read:**
The selected Vendor will be tasked with implementing a solution that meets MDOC's specific needs and standards, as outlined in ~~the Scope of Work (SOW)~~ this Attachment A document. This includes the provision of Radio Frequency (RF) and Global Positioning System (GPS) monitoring, the establishment of primary and secondary Monitoring Centers, and the provision of locally based staff for participant services.
- Attachment A, Item Number 13 is being modified to read:**
The procurement process for the Electronic Monitoring Services project is designed to align with the Mississippi Department of Corrections' (MDOC) strategic priorities and operational needs. The primary goal is to identify a qualified Vendor capable of providing innovative, reliable, and cost-effective electronic monitoring solutions. This includes the

provision of equipment, central monitoring services, account management, training, and participant services as detailed in ~~the Scope of Work (SOW)~~ this Attachment A document.

5. Attachment A, Item Number 14 is being modified to read:

Transparency, quality, and collaboration are key objectives throughout the procurement process. We aim to foster an open and competitive environment that encourages participation from a diverse pool of ~~s-vendors~~. Quality and innovation are paramount, and we seek proposals that demonstrate a commitment to best practices, technological advancements, and continuous improvement. Cost-effectiveness without compromising on functionality and compliance with requirements is also a critical consideration.

6. Attachment A, Item Number 86 is being modified to read:

~~At least seven (7) days prior to battery failure device must provide a signal to indicate that battery power is low, and that the device should be recharged.~~ Vendor must provide a description of their battery and provide information related to the battery life.

7. Attachment A, Item Number 127 is being modified to read:

The RF Transmitter battery must have a minimum of two (2) year active life and a three (3) year shelf life.

8. Attachment A, Item Number 153 is being modified to read:

The Vendor must provide locally based staff to implement participant-based services. Services may be negotiated based on ~~each user~~ MDOC's needs shall include the following:

- a. Participant Enrollment
- b. Participant Initial Contact
- c. Activate and install devices on participants
- d. Monitoring of Participant with Initial Investigation of Alerts with Notification to Officer on Verified Violations
- e. Field Service Calls/Maintenance of Equipment
- f. Participant orientation
- g. Case Management Services
- h. Work/school verification
- i. Schedule entry/maintenance
- j. Collateral office visits to review compliance, adjust schedules.
- k. Mobile spot check of Participant

Vendors must include in their proposal a response to each amended requirement as listed above. Vendor must respond using the same terminology as provided in the original requirements.

The following questions were submitted to ITS and are being presented as they were submitted, except to remove any reference to a specific vendor. This information should assist you in formulating your response.

Question 1: May we please have a listing of the company names who participated in the Mandatory Vendor Web Conference included with the answers to questions?

Response: **The Mandatory Vendor Conference Attendee list has been posted to the ITS website.**

Question 2:

We have questions regarding the Procurement Schedule:

- a) RFP 4539, **SECTION VII TECHNICAL SPECIFICATIONS, 1. Procurement Project Schedule** calls out “*Open Proposals 01/19/2024*”
 - i. Is the opening of proposals open/available for attendance by both remote/virtual attendance as well as in-person/on-site attendance and, if so, will you please include remote/virtual access credentials to the proposal opening with the answers to questions?
 - ii. Specifically what will be read aloud at the proposal opening? (Proposer Company Names only?, Proposer Company Names + RFP 4539, **SECTION VIII COST INFORMATION SUBMISSION, GRAND TOTAL** values? Other?)
 - iii. In lieu of attending the proposal opening virtually or in person, is a tabulation listing of proposing company names available via the MDITS website or via phone or in response to an email request?
 - iv. RFP page 2 **PROPOSER RESPONSE INFORMATION** calls out “*5...negotiations.*”
 - v. Are negotiations anticipated to occur as part of this RFP?
 - vi. If so, will negotiations occur with: All Proposers? A group of Proposer finalists? Only with the proposed awardee?
 - vii. Approximately what date(s) are negotiations anticipated to occur?
 - viii. Will MDITS engage in negotiations with multiple Proposers concurrently or only sequentially?
 - ix. Specifically how will *negotiations* factor into determining *the lowest and best proposal*?

Response:

Vendors do not attend the RFP proposal opening. A Register of Proposals will be posted to the ITS website. Contract negotiations will occur with the awarded Vendor at the State's sole discretion. The project schedule is included in the RFP. Any changes to the project schedule will be posted to the website. The lowest and best proposal will be determined based on a thorough evaluation process.

- b) RFP 4539, **SECTION II PROPOSAL SUBMISSION REQUIREMENTS, 14. Communications with State** calls out “*14.2...scheduled oral presentations and demonstrations excluding site visits.*”
Additionally, RFP 4539 **SECTION VII TECHNICAL SPECIFICATIONS, 6. Scoring Methodology** calls out “*6.2.4.1 Demonstrations and Interviews*” and “*6.2.5 Site Visits*”
 - i. Will MDITS conduct *oral presentations* as part of this RFP?:
 - ii. If so, approximately what date(s) are *oral presentations* anticipated to occur for this RFP?
 - iii. Will *oral presentations* occur in-person or virtually/remote?
 - iv. Specifically how will oral presentations factor into determining the *lowest and best proposal*?
 - v. Will MDITS conduct *demonstrations and interviews* as part of this RFP?:
 - vi. If so, approximately what date(s) are *demonstrations and interviews* anticipated to occur for this RFP?
 - vii. Will *demonstrations and interviews* occur in-person or virtually/remote?
 - viii. Specifically how will *demonstrations and interviews* factor into determining the *lowest and best proposal*?

- ix. Will MDITS conduct *site visits* as part of this RFP?:
- x. If so, approximately what date(s) are site visits anticipated to occur for this RFP?
- xi. Specifically how will site visits factor into determining the *lowest and best* proposal?

Response: Oral presentations, demonstrations, and interviews are at the State's discretion and the need will be determined during evaluations. The lowest and best proposal will be determined based on a thorough evaluation process.

- c) RFP 4539, **SECTION III VENDOR INFORMATION**, calls out "16, **Best and Final Offer**"
 - i. Are Best and Final Offers (BAFOs) anticipated to occur as part of this RFP?
 - ii. If so, will Best and Final Offers (BAFOs) occur with: All Proposers? A group of Proposer finalists? Only with the proposed awardee?
 - iii. Will the MDITS engage in Best and Final Offers (BAFOs) with multiple Proposers concurrently or only sequentially?

Response: Please refer to RFP Section III, Item 16.

- d) RFP 4539, **SECTION VII TECHNICAL SPECIFICATIONS, 1. Procurement Project Schedule** calls out "*Evaluation and Contingent Award 02/29/2024, on or before*" We have questions regarding the award:
- e) Approximately what date is the notice of intent to award/award anticipated to occur?

Response: The project schedule is included in the RFP. Any changes to the project schedule will be posted to the website.

- f) Will the MDITS notify all Proposers of an intent to award/award and, if so, what method will MDITS use to notify Proposers (Email? MDITS website? Other?)

Response: The Notice of Award Memo will be posted to the website.

- g) Specifically when do proposals become public record?

Response: All bids will become property of the State upon receipt and may be requested per a Public Records Request.

Question 3: RFP 4539, **SECTION III VENDOR INFORMATION** calls out "7. **Evaluation Criteria** The State's intent in issuing this RFP is to award a contract to the lowest and best responsive Vendor who meets specifications, considering price and other factors" and **SECTION VII TECHNICAL SPECIFICATIONS, 6. Scoring Methodology** calls out "6.1.3. For the evaluation of this RFP, the Evaluation Team will use the following categories and possible points: **Cost Categories:** Lifecycle Costs 35, **Total Cost Points 35**"

- a) Will MDITS use the total value of all four (4) line items under RFP 4539 **SECTION VIII COST INFORMATION SUBMISSION "TOTAL SUMMARY"** to determine the "lowest", "Lifecycle Costs" and "**Total Cost Points**"?

Response: See Amendment 2 above.

b) If NOT, what specific elements of the RFP 4539 **SECTION VIII COST INFORMATION SUBMISSION** will MDITS use to calculate the “lowest”, “Lifecycle Costs” and “**Total Cost Points**”?

Response: See Amendment 2 above.

Question 4: RFP 4539, **SECTION III VENDOR INFORMATION**, calls out “8, **Multiple Awards**”. Does MDITS intend to award a single contractor or multiple contractors in response to this RFP?

Response: The State will negotiate with the awarded Vendor at the State’s sole discretion.

Question 5: RFP 4539, **SECTION IV, LEGAL AND CONTRACTUAL INFORMATION**, calls out “22. **Equipment Condition** *For all RFPs requiring equipment, the Vendor must furnish only new equipment in response to ITS specifications, unless an explicit requirement for used equipment is otherwise specified.*” Additionally, Attachment A, **II. Functional/Technical Requirements, A. Radio Frequency Bracelet** calls out “31. All equipment must be clean in new condition, damage free, and in acceptable operative order.” Additionally, RFP 4539, **PROJECT NUMBER 47571 PROFESSIONAL SERVICES AGREEMENT** calls out “**ARTICLE 2 SCOPE OF SERVICES** *Equipment under this Agreement must be new and unused (or like new with no blemishes or defects), of the latest model or design from the manufacturer and qualify for warranty and maintenance services.*” Newly manufactured equipment is common only if the customer is outright purchasing equipment, not for customers who lease equipment. As presently written, the language in these three requirements is inconsistent and may needlessly increase cost. Will MDITS please either confirm that newly manufactured, unused equipment is NOT required rather, that used/pre-owned equipment (*like new with no blemishes or defects), of the latest model or design from the manufacturer and qualify for warranty and maintenance services of the latest generation technology is acceptable, as is commensurate with electronic monitoring industry standards or amend both 22. **Equipment Condition** and **Radio Frequency Bracelet** 31 from mandatory “must” requirements to non-mandatory/preferred “may” requirements by please amending these two requirements to read, as follows?: “22. **Equipment Condition** For all RFPs requiring equipment, the Vendor ~~must~~may furnish ~~only~~either new equipment (or like new with no blemishes or defects), of the latest model or design from the manufacturer and qualify for warranty and maintenance services in response to ITS specifications, unless an explicit requirement for used equipment is otherwise specified.” and “31. All equipment ~~must~~may be clean in new condition (or like new with no blemishes or defects), of the latest model or design from the manufacturer and qualify for warranty and maintenance services, damage free, and in acceptable operative order.”*

Response: No. The Vendor must furnish only new equipment in response to RFP specifications.

Question 6: RFP 4539, **SECTION VII TECHNICAL SPECIFICATIONS, 2. Mandatory Provisions or No Mandatory Provisions in Technical Requirements for this RFP** calls out “2.2 Mandatory requirements are those features classified as “M” (Mandatory) in the RFP and Attachment A documents.” As presently written, none of the requirements in RFP 4539 or Attachment A call out “M” or “Mandatory.” Will MDITS please either identify the specific requirements in RFP 4539 and Attachment that are Mandatory or confirm via that all requirements including “shall” or “must” are mandatory versus those including “should” or “may” as non-mandatory/preferred?

Response: **The Vendor Web Conference was Mandatory.**

Question 7: RFP 4539, **SECTION VIII COST INFORMATION SUBMISSION.** To ensure consistency and continuity of Cost Submission calculations by all Proposers, will MDITS please consider the following proposed amendments to this section?

- a) For both “**Radio Frequency (RF) Electronic Monitoring Costs**” and “**Global Positioning System (GPS) Electronic Monitoring Costs**” please add a column for “# of Days 1095” (see highlighted examples below)
- b) For both “**Radio Frequency (RF) Electronic Monitoring Costs**” and “**Global Positioning System (GPS) Electronic Monitoring Costs**” please amend “Unit Rate” to read “Daily Unit Rate” (see highlighted examples below)
- c) For “**TOTAL SUMMARY**” please add a line for “**GRAND TOTAL**” (see highlighted example below)

Radio Frequency (RF) Electronic Monitoring Costs				
Equipment with Standard Monitoring Services/Unit Add additional lines as needed	# of Days	Number of Devices	Daily Unit Price	Extended Cost
Electronic Monitoring (Receiver – Landline)	1095	50		\$
Electronic Monitoring (Receiver – Cellular)	1095	50		\$
Outbound calls to offenders		1,200		\$
Miscellaneous Costs (must specify):				
RF Electronic Monitoring Total:				\$

Global Positioning System (GPS) Electronic Monitoring Costs				
Satellite Monitoring and Remote Tracking Service Add additional lines as needed	# of Days	Number of Devices	Daily Unit Price	Extended Cost
Monitoring Service for Required Hybrid Mode/Unit (when in use)	1095	1,800		\$
Outbound calls to offenders per year		15,000		\$
Miscellaneous Costs (must specify):				
GPS Electronic Monitoring Total:				\$

TOTAL SUMMARY

Description	Amount
Electronic Monitoring Total Cost	
Lost/Damaged/Stolen Electronic Monitoring Equipment Total Cost	
GPS Electronic Monitoring Total Cost	
GPS Lost/Damaged/Stolen Equipment Total Cost	
GRAND TOTAL:	

Response: See Amendment 2 above.

Question 8: RFP 4539, **SECTION IX REFERENCES, 1. References** calls out “1.1 ...All references must be of like scale of this RFP.” and additionally “1.2 Any of the following may subject the Vendor’s proposal to being rated unfavorably relative to these criteria or removed from further consideration, at the State’s sole discretion:...1.2.2 Inability of the State to substantiate minimum experience or other requirements from the references provided;” and additionally, “1.3 References should be based on the following profiles and be able to substantiate the following information from both management and technical viewpoints:...1.3.1 The reference installation must be for a project similar in scope and size to the project for which this RFP is issued;”

- a) Will you please define in detail, if justified, specifically how would MDITS accomplish “...Vendor’s proposal to being rated unfavorably relative to these criteria or removed from further consideration ...”?
- b) To enable MDITS/MDOC to “1.2.2 ...substantiate minimum experience or other requirements from the references provided;” will MDITS please amend 1.3.1 to read, as follows? 1.3.1 The reference installation must be for a project similar in scope and size to the project for which this RFP is issued whereby, each of the three (3) references must be a minimum of 500 offenders in use; and also amend RFP 4539, **VENDOR REFERENCE FORM** under **Complete Reference Forms** to read, as follows? “Description of product/services/project, including start and end dates and must include the volume of offenders in-use.”

Response: a) **The State shall review information gathered from Vendor references to substantiate minimum experience or other requirements listed in RFP 4539.**

b) **The language in RFP 4539 for item 1.3.1 shall remain as published.**

Question 9: Attachment A, I. **General, B. General Overview and Background** calls out (underlines added for emphasis) “11. The selected Vendor will be tasked with implementing a solution that meets MDOC’s specific needs and standards, as”

outlined in the Scope of Work (SOW). This includes the provision of Radio Frequency (RF) and Global Positioning System (GPS) monitoring, the establishment of primary and secondary Monitoring Centers, and the provision of locally based staff for participant services.” Additionally, Attachment A, I. **General, C. Procurement Goals and Objectives** calls out (underline added for emphasis) “13. The procurement process for the Electronic Monitoring Services project is designed to align with the Mississippi Department of Corrections’ (MDOC) strategic priorities and operational needs. The primary goal is to identify a qualified Vendor capable of providing innovative, reliable, and cost-effective electronic monitoring solutions. This includes the provision of equipment, central monitoring services, account management, training, and participant services as detailed in the Scope of Work (SOW).”

- a) Will MDITS please clarify what specific document and section of these documents is being referred to as “Scope of Work (SOW)”?
- b) Will MDITS please clarify what specific document and section of these documents is being referred to as “provision of locally based staff for participant services” and “participant services”?

Response: In regard to questions a. and b., see Amendment 3 above.

Question 10: Attachment A, I. **General, D. Vendor Qualifications** calls out “18. Vendor must be capable of performing expert On-Site Service and be capable of dispatching expert technicians to the field in the event that problems are encountered requiring diagnosis and potential replacement of hardware components.” To our knowledge under the incumbent agreement the Contractor provides expert remote telephone diagnostic support to MDOC ISP officers who perform on-site field replacement of hardware/equipment. Is this to remain the same on this new agreement? If not, will you please define in detail the specific requirements for the Contractor *must be capable of performing expert On-Site Service and be capable of dispatching expert technicians to the field in the event that problems are encountered requiring diagnosis and potential replacement of hardware components*”?

Response: It is anticipated that technical issues can be resolved remotely or by replacing a unit with another device. In the event technical issues cannot be resolved in this manner, the Vendor shall dispatch an expert technician to the field to address pervasive issues.

Question 11: Attachment A, I. **General, D. Vendor Qualifications** calls out “19. The proposed monitoring device must have been installed and in use on no less than 1,000 participants through one or more contracts with State, Federal or local government agencies.” Upon the basis that Attachment A, I. **General, B. General Overview and Background** calls out “10. MDOC currently supervises, on average, 1,500 participants...” to assure continuity of same size and scope experience, should Attachment A, I. **General, D. Vendor Qualifications** be amended to read, as follows? “19. The proposed monitoring device must have been installed and in use on no less than ~~1,000~~ 1,500 participants through one or more contracts with State, Federal or local government agencies.”

Response: No. Attachment A, Item 19 will remain as written. Vendors may indicate such, and/or Vendors may take exception and include the exception in the Proposal Exceptions Summary Form. Refer to RFP 4539, Section II: Proposal Submission Requirements, Item 9.6 states, "If the Vendor does not agree with any item in any section, then the Vendor must list the item on the Proposal Exception Summary Form". Please refer to Section V, Proposal Exceptions in the RFP. The Vendor may offer an alternative response that meets or exceeds the requirement. Costs for the alternative should be included in the Cost Information Submission Form.

Question 12: Attachment A, **II. Functional/Technical Requirements, A. Radio Frequency Bracelet**. The 2019 MDITS solicitation 44842 for these same MDOC services included Radio Frequency Bracelet requirements "*The Vendor's proposed RF bracelet must be waterproof*" and "*The RF bracelet must be small, lightweight, and not unduly restrict the activities of the offenders. The Vendor must provide a description and photograph of the proposed RF bracelet*" that are NOT included in RFP 4539. Are these requirements important to MDITS/MDOC and, if so, will MDITS please add them via amendment to Attachment A, **II. Functional/Technical Requirements, A. Radio Frequency Bracelet**?

Response: Descriptions and photos may be provided in responses to Attachment A, Items 20, 22, 23, 30, and 60. The Vendor is expected to provide adequate details of proposed equipment.

Question 13: Attachment A, **II. Functional/Technical Requirements, A. Radio Frequency Bracelet** calls out "42. *The tracking system must provide random location verification of the participant in multiple locations such as home, work, school, and treatment by a telephone or alert device. 43. 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:*

- a) *Accurately verifying the presence of the participant/unit.*
- b) *Confirming the location/phone number of the participant/unit.*
- c) *Verifying the time of the random/schedule event.*
- d) *Performing both random and scheduled contacts at predetermined locations and times."*

These mandatory "must" "tracking system" requirements are NOT capabilities available in any leading manufacturer's "**Radio Frequency Bracelet**". To enable compliant proposals, please either eliminate both these "tracking system" requirements in their entirety or change them both from mandatory "*must*" requirements to preferred "*may*" requirements.

Response: Vendors who do not provide this service may indicate such, and/or Vendors may take exception and include the exception in the Proposal Exceptions Summary Form. Refer to RFP 4539, Section II: Proposal Submission Requirements, Item 9.6 states, "If the Vendor does not agree with any item in any section, then the Vendor must list the item on the Proposal Exception Summary Form". Please refer to Section V, Proposal Exceptions in the RFP. The Vendor may offer an alternative response that meets or exceeds the requirement. Costs for the alternative should be included in the Cost Information Submission Form.

Question 14: Attachment A, **II. Functional/Technical Requirements, C. Global Positioning Satellite Tracking (GPS)** calls out “86. *At least seven (7) days prior to battery failure device must provide a signal to indicate that battery power is low, and that the device should be recharged. Vendor must provide a description of their battery and provide information related to the battery life.*” These requirements are NOT applicable to leading manufacturer’s GPS rather, they belong to Radio Frequency Bracelet. To enable compliant proposals, will MDITS please either delete these requirements in their entirety or relocate these requirements to Attachment A, **II. Functional/Technical Requirements, A. Radio Frequency Bracelet?**

Response: See Amendment 6 above.

Question 15: Attachment A, **II. Functional/Technical Requirements, C. Global Positioning Satellite Tracking (GPS)** calls out “96. *Passive GPS must be at 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.*” and “98. *The GPS device must also have the ability to download location and alert information via landline in areas without adequate cellular coverage.*” Upon the basis of the telecommunication industry’s near obsolescence of landline services, while leading GPS manufacturers latest technologies support multiple cellular providers however, do NOT support communications via landline. As such, To enable compliant proposals, will MDITS please delete all GPS references to “landline”, to read, as follows: “96. *Passive GPS must be at 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.*” and “98. ~~The GPS device must also have the ability to download location and alert information via landline in areas without adequate cellular coverage.~~”

Response: No. Attachment A, Item 96 will remain as written. Vendors may indicate such, and/or Vendors may take exception and include the exception in the Proposal Exceptions Summary Form. Refer to RFP 4539, Section II: Proposal Submission Requirements, Item 9.6 states, "If the Vendor does not agree with any item in any section, then the Vendor must list the item on the Proposal Exception Summary Form". Please refer to Section V, Proposal Exceptions in the RFP. The Vendor may offer an alternative response that meets or exceeds the requirement. Costs for the alternative should be included in the Cost Information Submission Form.

Question 16: Attachment A, **II. Functional/Technical Requirements, E. Equipment (Spares & Replacements)** calls out “124. *The Vendor must maintain a minimum of twenty percent (20%) spares, based on the number of participants on supervision per county, in good operating condition, and arrange for prompt repair or replacement...*” The current/incumbent MDITS/MDOC contract provides for 30% spares – Will MDITS/MDOC please confirm that only 20% spares are required on RFP 4539 or, if 30% is still necessary, will MDITS please amend Attachment A, **II. Functional/Technical Requirements, E. Equipment (Spares & Replacements)** item 124 accordingly?

Response: No. Attachment A, Item 124 will remain as written. Vendors may propose a higher rate and/or Vendors may take exception and include the exception in the Proposal Exceptions Summary Form. Refer to RFP 4539, Section II: Proposal Submission Requirements, Item 9.6 states, "If the Vendor does not agree with any item in any section, then the Vendor must list the item on the Proposal Exception Summary Form". Please refer to Section V, Proposal Exceptions in the RFP. The Vendor may offer an alternative response that meets or exceeds the requirement. Costs for the alternative should be included in the Cost Information Submission Form.

Question 17: Attachment A, II. **Functional/Technical Requirements, E. Equipment (Spares & Replacements)** calls out "126. Offeror shall include no charge replacements for lost, damaged, stolen equipment up to ten percent (10%) per annum as a percentage of the average number of units in use on participants. Within the price responses, Offeror shall provide the per component replacement price for every component of equipment proposed. These prices shall be charged only for excess losses, in the event that the included annual ten percent (10%) allowance is exceeded..."

- a) RFP 4539, **SECTION VIII COST INFORMATION SUBMISSION** lists **Lost/Damaged/Stolen Equipment** in volumes that are 10% of the "**# of Devices**" – Are these 10% **Lost/Damaged/Stolen Equipment** that MDOC anticipates in excess of the included 10%? If NOT, will you please clarify/define in detail?
- b) Will MDITS please confirm that Proposers may list "Within the price responses, Offeror shall provide the per component replacement price for every component of equipment proposed" on a separate page "Within the price responses" but outside of RFP 4539, **SECTION VIII COST INFORMATION SUBMISSION**? If NOT, will you please define in detail specifically where the Offeror shall *provide the per component replacement price for every component of equipment proposed*?

Response: The values in the Cost Information Submission table for **Lost/Damaged/Stolen** refer to the number to be included in the allowance. **Lost, damaged, or stolen equipment above the thresholds in the tables are billable at the Vendor's proposed cost.**

Question 18: Attachment A, II. **Functional/Technical Requirements, E. Equipment (Spares & Replacements)** calls out "127. The Transmitter battery must have a minimum of two (2) year active life and a three (3) year shelf life." These requirements are NOT applicable to leading manufacturer's GPS **Equipment (Spares & Replacements)** rather, they are only applicable to Radio Frequency Bracelet. To enable compliant proposals, will MDITS please either delete these requirements in their entirety or relocate them to Attachment A, II. **Functional/Technical Requirements, A. Radio Frequency Bracelet**?

Response: See Amendment 7 above.

Question 19: Attachment A, II. **Functional/Technical Requirements, F. Central Monitoring Center** calls out "128. Vendor must own and operate both primary and secondary Monitoring Centers that must both be staffed with trained personnel."

To ensure quality of monitoring center staffing, associated language capabilities and security, leading solicitations additionally mandate that both the primary and secondary monitoring centers and all data centers must be located within the United States. As such, will MDITS please amend these requirements to read, as follows?: "128. Vendor must own and operate both primary and secondary Monitoring Centers that must both be staffed with trained personnel and both Monitoring Centers and all Data Centers must be located within the United States."

Response: **No. Attachment A, Item 128 will remain as written. Vendors may propose a higher rate and/or Vendors may take exception and include the exception in the Proposal Exceptions Summary Form. Refer to RFP 4539, Section II: Proposal Submission Requirements, Item 9.6 states, "If the Vendor does not agree with any item in any section, then the Vendor must list the item on the Proposal Exception Summary Form". Please refer to Section V, Proposal Exceptions in the RFP. The Vendor may offer an alternative response that meets or exceeds the requirement. Costs for the alternative should be included in the Cost Information Submission Form.**

Question 20: Attachment A, **II. Functional/Technical Requirements, G. Reports and Data Management**, calls out "149. *The Vendor must describe the method of providing the following reports should they be requested by MDOC: ...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;*" The availability of GPS has resulted in the obsolescence of Drive-by Receivers by all leading manufacturer's. Additionally, MDOC does NOT utilize Drive by Receivers. To enable compliant proposals, will MDITS please delete these requirements in their entirety?

Response: **No. Attachment A, Item 149 will remain as written. Vendors may propose a higher rate and/or Vendors may take exception and include the exception in the Proposal Exceptions Summary Form. Refer to RFP 4539, Section II: Proposal Submission Requirements, Item 9.6 states, "If the Vendor does not agree with any item in any section, then the Vendor must list the item on the Proposal Exception Summary Form". Please refer to Section V, Proposal Exceptions in the RFP. The Vendor may offer an alternative response that meets or exceeds the requirement. Costs for the alternative should be included in the Cost Information Submission Form.**

Question 21: Attachment A, **II. Functional/Technical Requirements, H. Vendor Provided Participant Services** calls out:

153. The Vendor must provide locally based staff to implement participant-based services. Services may be negotiated based on each user MDOC's needs shall include the following:

- a. Participant Enrollment*
- b. Participant Initial Contact*
- c. Activate and install devices on participants*
- d. Monitoring of Participant with Initial Investigation of Alerts with Notification to Officer on Verified Violations*

- e. *Field Service Calls/Maintenance of Equipment*
- f. *Participant orientation*
- g. *Case Management Services*
- h. *Work/school verification*
- i. *Schedule entry/maintenance*
- j. *Collateral office visits to review compliance, adjust schedules.*
- k. *Mobile spot check of Participant*

154. *The Vendor must describe each service and the associated cost for each service in the cost matrix.*

155. *The Customer does not guarantee usage of participant services included in the Vendor's proposal."*

Additionally, RFP 4539, **SECTION VII COST INFORMATION SUBMISSION** calls out (underlines added for emphasis) "**OPTIONAL ITEMS: Provide Optional pricing in the table below... Electronic Monitoring Optional Services** 1. *Vendor Provided Offender Services* (must specify)". To our knowledge MDOC does NOT currently contract for these services rather, MDOC staff perform these services.

- a) What annual dollar amount does MDOC have budgeted specifically for "*Vendor Provided Participant Services*"? = \$____/year
- b) Specifically which of these "*Vendor Provided Participant Services*" does MDOC anticipate contracting for?
- c) When does MDOC anticipate commencement of these "*Vendor Provided Participant Services*" contracted services?
- d) At what specific locations statewide does MDOC anticipate deploying these specific "*Vendor Provided Participant Services*" contracted services?
- e) Do "*Vendor Provided Participant Services*" factor into the Non-Cost Categories of the evaluation criteria and, if so, specifically how many Non-Cost Categories Points are attributed to "*Vendor Provided Participant Services*"?
- f) Do "*Vendor Provided Participant Services*" factor into the Cost Categories of the evaluation criteria and, if so, specifically how many Total Cost Points are attributed to "*Vendor Provided Participant Services*"?
- g) Upon the basis that the RFP refers to *Vendor Provided Offender Services* as "Optional", specifically how will MDITS/MDOC treat proposals that do not respond to these requirements for *Vendor Provided Offender Services* or price them? (Examples: Reject the proposal as nonresponsive, Evaluate the proposal equally, Score the proposal down in the evaluation criteria? Other?)

- Response:**
- a) **A budget has not been established for this project. However, all State Agency budgets are considered public record and may be viewed at www.transparency.ms.gov.**
 - b) **The minimum requested Vendor services are listed in Attachment A, Items 153a through 153k.**
 - c) **MDOC anticipates commencement of contracted services at the execution of the agreement.**

- d) Areas to be determined. Probable sites will include counties with significant concentration of participants. Candidate sites are: Harrison, Hancock, Jackson, Forrest, Hinds, Lee, and Desoto counties.
- e) The Vendor's offering of participant services to include a description of the service and other pertinent information is listed as optional. Optional items are not used in the scoring of a Vendor's proposal.
- f) The Vendor's offering of participant services to include a description of the service and other pertinent information is listed as optional. Optional items are not used in the scoring of a Vendor's proposal.
- g) Optional items are not used in the scoring of a Vendor's proposal.

Question 22: Attachment A, IV. Implementation and Training Requirements, A. Account Manager calls out "177. Vendor must provide a dedicated Account Manager to coordinate project management with MDOC's Director of Electronic Monitoring as described in its proposal." Upon the basis of the word "dedicated", will MDITS please clarify, must the Account Manager serve MDOC exclusively or can the Account Manager serve other additional accounts as well as MDOC?

Response: The account manager assigned to the MDOC may service other customer accounts.

Question 23: What annual dollar amount does MDOC have budgeted for this new contract? = \$____/year

Response: A budget has not been established for this project. However, all State Agency budgets are considered public record and may be viewed at www.transparency.ms.gov.

Question 24: Are there any pending initiatives that may significantly increase or decrease MDOC's use of electronic monitoring and, if so, will you please indicate each with an anticipated impact timeline and associated percentage of increase/decrease by technology type?

Response: There are no known initiatives that would significantly increase or decrease the use of electronic monitoring.

Question 25: Is MDOC using the equipment make and models listed on the NASPO price sheets or something different? Specific NASPO pricing/Equipment Categories and how they relate to this RFP for the incumbent in which we are referring to and asking questions about are listed below.

- a. Category 3 - One-Piece GPS – More specifically, is MDOC using the OM200-210, OM400 or the OM500?
- b. Category 1 - RF Continuous Signaling Electronic Monitoring – Landline communication – RF Patrol?
- c. Category 1 - RF Continuous Signaling Electronic Monitoring – Cellular communication – RF Patrol – Cellular?
- d. Any other technologies used that are not described in this RFP?

Response: The State is soliciting proposals from qualified Vendors and are not relating procurements to equipment and services available through NASPO.

- a. MDOC uses OM500
- b. MDOC is not currently using RF
- c. MDOC is not currently using RF
- d. No

Question 26: Are the contracted prices identical to the pricing provided for Mississippi's NASPO contract – Appendix E?

- a. Category 3 - One-Piece GPS - \$3.36 - \$3.48/day? If other, please provide the contracted amount for this category.
- b. Category 1 - RF Continuous Signaling Electronic Monitoring – Landline communication - \$1.69 - \$1.74/day. If other, please provide the contracted amount for this category.
- c. Category 1 - RF Continuous Signaling Electronic Monitoring – Cellular communication \$2.69 - \$2.74/day? If other, please provide the contracted amount for this category.
- d. Are there any other technologies used that are not described in this RFP?

Response:

- a. \$2.62 per unit per day
- b. 1.28 per unit per day
- c. 1.76 per unit per day
- d. No

Question 27: RFP4539, Page 7, Section 9.11 - If the respondent is describing differences in the product requirements between what is described and how it meets or exceeds the requirement (as stated), who decides if the respondent's requirement meets or exceeds the requirement?

Response: The lowest and best proposal will be determined based on the State's thorough evaluation process.

Question 28: RFP 4539, Page 27, RFP Questionnaire – Item 1.1 - Do all vendors proposing need to get a MAGIC vendor code or only if you are a vendor for Mississippi now?

Response: RFP Questionnaire Item 1.1 requires all vendors to furnish ITS with their 10-digit MAGIC Vendor code (begins with the number 3).

Question 29: RFP 4539, Page 27, RFP Questionnaire – Item 2 – Certification of Authority to Sell - What specific certification or authorization does a proposer/respondent need to secure besides to be registered with the Secretary of State of Mississippi and be in good standing?

Response: Vendors must provide proof, in its response to this procurement, from the Mississippi Secretary of State demonstrating that Vendor is in good standing to do business in Mississippi.

Question 30: RFP Questionnaire – Item 2 – Certification of Authority to Sell – Does the respondent need to be registered to do business with the State of Mississippi to submit a response to this RFP? Or can this be done at the time of the award?

Response: **Vendors must certify they are a seller in good standing, authorized to sell and able to deliver all items and related services proposed in the State of Mississippi in the time frame specified at the time of proposal submission.**

Question 31: RFP 4539, Page 29, Certification of Liability Insurance – Does the County have any specific requirements on Commercial General Liability, Professional Liability, Auto, or workers Compensation?

Response: **Vendor represents that it will maintain workers' compensation insurance as prescribed by law which shall inure to the benefit of Vendor's personnel, as well as comprehensive general liability and employee fidelity bond insurance. Vendor will, upon request, furnish Customer with a certificate of conformity providing the aforesaid coverage.**

Question 32: RFP 4539, Attachment A, Page 4, Item 42 – At the mandatory pre-bid meeting the State indicated that there were zero RF devices in use today with the existing contract. Can respondents assume there are also zero random location verification instances in use today with the existing contract? Additionally, should this program be used on a smart phone, should the respondent be responsible for providing a smart phone for the purposes of utilizing this application?

Response: **Yes, there are zero random location verification instances in use today with the existing contract.**

Smart phones will be provided by the MDOC.

Question 33: RFP 4539, Attachment A, Page 4, Item 44 – We would like clarification on how the closed loop notification system works. What happens when an officer that receives an alert via SMS does not acknowledge the alert? Does the alert go to a supervisor for acknowledgement? What happens if that supervisor does not acknowledge the alert? Where does the loop stop if the alert is not acknowledged?

Response: **Closed-loop notification means notifying, with confirmation of officer call-back verification, and escalating notification (notify, pause for call-back verification, escalate to notify next officer/contact, pause, continue) up to six (6) escalation points until the alert or notification is resolved.**

Question 34: RFP 4549, Attachment A, Page 5, Item 46 – In item 33 the State requires that the RF receiver communicate through standard telephone lines OR cellular telephone service. In this requirement (item 46) the state has required that the vendor provide a landline option AND a cellular communication option for the RF receiver. In item 30, the State has also required that the “Vendor provide the most current and updated version of the equipment.” And in Item 31, the State mandates that “All equipment must be clean in new condition, damage free, and in acceptable operative order.”

These requirements are contradictory to each other. First and foremost, the state allows vendors to provide cellular OR landline and then later states that both are required. Additionally, it is not possible to manufacture NEW and the MOST CURRENT and UPDATED VERSION of equipment as the pieces of equipment needed to utilize landline technology (PSTN - RJ 21 modules) are no longer available to purchase.

This requirement, as it is written, is unnecessarily restrictive, and is not truly possible to respond to truthfully. Should the respondent be able to offer communication methods via multiple major cellular service providers, satellite cellular communication, and the ability to utilize in home wi-fi to communicate with the server in EVERY RF receiver, would the State accept this offering as fully responsive without the provision of a landline option?

Additionally, during the mandatory pre-bid conference, the State indicated that there were ZERO RF EHM units in the field today with the current contract. Why is the requirement for a landline RF Receiver a mandatory requirement of this RFP for no reason other than to limit the competitive field of those companies that can provide this equipment?

We are asking the State to stop from limiting the competitive nature of this RFP and allow newer and more advanced technologies that truthfully complies with the requirements stated in this RFP, and listed above, by eliminating the mandatory requirement of a landline RF Receiver.

Response: This requirement is not listed as a mandatory requirement. The State requests pricing for both model options, landline and cellular model (if available). Vendor should identify the most recent version of either or both models. If unavailable, state that the equipment is not available to purchase.

Vendors may take exception and include the exception in the Proposal Exceptions Summary Form. Refer to RFP 4539, Section II: Proposal Submission Requirements, Item 9.6 states, "If the Vendor does not agree with any item in any section, then the Vendor must list the item on the Proposal Exception Summary Form". Please refer to Section V, Proposal Exceptions in the RFP. The Vendor may offer an alternative response that meets or exceeds the requirement. Costs for the alternative should be included in the Cost Information Submission Form.

Question 35: RFP 4539, Attachment A, Page 5, Item 48 – Please see the explanation and request in question 11 above regarding the Phone line requirement in this item.

Response: This requirement is not listed as a mandatory requirement. The State requests pricing for both model options, landline and cellular model (if available). Vendor should identify the most recent version of either or both models. If unavailable, state that the equipment is not available to purchase.

Vendors may take exception and include the exception in the Proposal Exceptions Summary Form. Refer to RFP 4539, Section II: Proposal Submission Requirements, Item 9.6 states, "If the Vendor does not agree with any item in any section, then the Vendor must list the item on the Proposal Exception Summary Form". Please refer to Section V, Proposal

Exceptions in the RFP. The Vendor may offer an alternative response that meets or exceeds the requirement. Costs for the alternative should be included in the Cost Information Submission Form.

Question 36: RFP 4539, Attachment A, Page 5, Item 49 – Where our RF receiver has the capability of monitoring multiple bracelets, it is for our cellular device where this requirement is for landline (phone line). Please see the explanation and request in question 11 above regarding the Phone Line requirement in this item.

Response: This requirement is not listed as a mandatory requirement. The State requests pricing for both model options, landline and cellular model (if available). Vendor should identify the most recent version of either or both models. If unavailable, state that the equipment is not available to purchase.

Vendors may take exception and include the exception in the Proposal Exceptions Summary Form. Refer to RFP 4539, Section II: Proposal Submission Requirements, Item 9.6 states, "If the Vendor does not agree with any item in any section, then the Vendor must list the item on the Proposal Exception Summary Form". Please refer to Section V, Proposal Exceptions in the RFP. The Vendor may offer an alternative response that meets or exceeds the requirement. Costs for the alternative should be included in the Cost Information Submission Form.

Question 37: RFP 4539, Attachment A, Page 5, Item 54 – Please see the explanation and request in question 11 above regarding the Phone Line requirement in this item.

Response: This requirement is not listed as a mandatory requirement. The State requests pricing for both model options, landline and cellular model (if available). Vendor should identify the most recent version of either or both models. If unavailable, state that the equipment is not available to purchase.

Vendors may take exception and include the exception in the Proposal Exceptions Summary Form. Refer to RFP 4539, Section II: Proposal Submission Requirements, Item 9.6 states, "If the Vendor does not agree with any item in any section, then the Vendor must list the item on the Proposal Exception Summary Form". Please refer to Section V, Proposal Exceptions in the RFP. The Vendor may offer an alternative response that meets or exceeds the requirement. Costs for the alternative should be included in the Cost Information Submission Form.

Question 38: RFP 4539, Attachment A, Page 5, Item 57 – Please see the explanation and request in question 11 above regarding the Phone Line requirement in this item (phone line disconnect).

Response: This requirement is not listed as a mandatory requirement. The State requests pricing for both model options, landline and cellular model (if available). Vendor should identify the most recent version of either or both models. If unavailable, state that the equipment is not available to purchase.

Vendors may take exception and include the exception in the Proposal Exceptions Summary Form. Refer to RFP 4539, Section II: Proposal Submission Requirements, Item 9.6 states, "If the Vendor does not agree with any item in any section, then the Vendor must list the item on the Proposal Exception Summary Form". Please refer to Section V, Proposal Exceptions in the RFP. The Vendor may offer an alternative response that meets or exceeds the requirement. Costs for the alternative should be included in the Cost Information Submission Form.

Question 39: RFP 4539, Attachment A, Page 6, Item 62 – Would the State consider providing some quantitative scoring for what is to be considered small in this requirement. Our device is truly the smallest GPS device on the market and roughly 1/3 the size and weight of the device you are using today. Our device is considered small, the device you are using today could be considered medium to large.

Response: **Vendors may provide a description and photos of their proposed equipment. The lowest and best proposal will be determined based on a thorough evaluation process.**

Question 40: RFP 4539, Attachment A, Item 63 – Would the state consider a product that charges using a wireless charger rather than using a 6' long cord that tethers individuals to an outlet for multiple hours a day?

Response: **Vendors may take exception and include the exception in the Proposal Exceptions Summary Form. Refer to RFP 4539, Section II: Proposal Submission Requirements, Item 9.6 states, "If the Vendor does not agree with any item in any section, then the Vendor must list the item on the Proposal Exception Summary Form". Please refer to Section V, Proposal Exceptions in the RFP. The Vendor may offer an alternative response that meets or exceeds the requirement. Costs for the alternative should be included in the Cost Information Submission Form.**

Question 41: RFP 4539, Attachment A, Page 7, Item 85 - Would the state consider a product that charges using a wireless charger rather than using a 6' long cord that tethers individuals to an outlet for multiple hours a day?

Response: **Vendors may take exception and include the exception in the Proposal Exceptions Summary Form. Refer to RFP 4539, Section II: Proposal Submission Requirements, Item 9.6 states, "If the Vendor does not agree with any item in any section, then the Vendor must list the item on the Proposal Exception Summary Form". Please refer to Section V, Proposal Exceptions in the RFP. The Vendor may offer an alternative response that meets or exceeds the requirement. Costs for the alternative should be included in the Revised Cost Information Submission Form.**

Question 42: RFP 4539, Attachment A, Page 7, Item 86 – This requirement seems to have been erroneously included in section C of this RFP. This seems to refer to the RF transmitter as it is requiring a low battery alert with 7 days of battery life remaining on the device. Typically, battery life alerts are reported in several

hours remaining rather than several days remaining. Can the State clarify if this is a requirement or if this was erroneously included in this section?

Response: See Amendment 6 above.

Question 43: RFP 4539, Attachment A, Page 8, Item 87 – In previous requirements within this RFP the State has required that vendors provide corded chargers with a length no less than 6’ and that each device have non-removable battery power supplies. We have a couple of questions about this requirement.

- a. MDOC refers to power sources in this requirement. Is MDOC referring to extra batteries or extra chargers?
- b. For those OEM’s that provide a unit where the battery is not removable in the field and done at the manufacturing/service facility, can vendors provide shelf inventory of extra tags for these instances?

Response: a) Chargers.
b) Yes.

Question 44: RFP 4539, Attachment A, Page 8, Item 90 – Can the State please indicate whether the incumbent provider is able to provide this ability to compare locations with crime locations within the mobile application. We are unaware of any of the large electronic monitoring companies who have this ability built into a mobile application. This requirement would have the unfortunate consequence of limiting the competitive nature of this RFP dramatically if it were not amended.

This process for 1,500 devices throughout the state of Mississippi is very data intensive and laborious for software to complete. It is not likely that the officer’s phones would have the ability to process this task within a mobile application. To ensure competitiveness and to allow respondents with more advanced technologies to be considered, would the state consider amending this requirement to allow respondents to provide crime scene correlation within the web-based software and then transmit those results to officers via email attachments?

Response: On average, agents manage a caseload of 35 to 50 electronic monitoring participants. Vendors may take exception and include the exception in the Proposal Exceptions Summary Form. Refer to RFP 4539, Section II: Proposal Submission Requirements, Item 9.6 states, "If the Vendor does not agree with any item in any section, then the Vendor must list the item on the Proposal Exception Summary Form". Please refer to Section V, Proposal Exceptions in the RFP. The Vendor may offer an alternative response that meets or exceeds the requirement. Costs for the alternative should be included in the Revised Cost Information Submission Form.

Question 45: RFP 4539, Attachment A, Page 8, Item 108 and 109 - We would like clarification on how the closed loop notification system works. What happens when an officer that receives an alert via SMS does not acknowledge the alert? Does the alert go to a supervisor for acknowledgement? What happens if that supervisor does not acknowledge the alert? Where does the loop stop if the alert is not acknowledged?

Response: Closed-loop notification means notifying, with confirmation of officer call-back verification, and escalating notification (notify, pause for call-back verification, escalate to notify next officer/contact, pause, continue) up to six (6) escalation points until the alert or notification is resolved.

Question 46: RFP 4539, Attachment A, Page 11, Item 124 – Does the state have county offices or regional offices that are responsible for their own inventory? What is to happen if a county has 3 units on and 1 in stock. That exceeds the 20% contracted rate.

Response: The MDOC manages inventory at the county level. The Vendor must maintain a minimum of twenty percent (20%) spares, based on the number of participants on supervision per county.

Question 47: RFP 4539, Attachment A, Page 11, Would the State please provide the number of lost equipment, by type or category, for the last 2 years of the contract?

Response: Available information for calendar year 2020 indicates: Billable GPS lost/damaged/stolen - 7; Billable RF lost/damaged/stolen - 6.

Question 48: RFP 4539, Attachment A, Page 14, Section H. Vendor Provided Participant Services

- A. Does the state currently have a Budget in place for these services? It was apparent at the pre-bid meeting that these services are not in place today from the incumbent provider.
- B. Will the state provide office space for these individuals?
- C. How many locations does the State intend to have these locally based vendor employees located at?
- D. Can the State please define what Case Management Services will entail? Item 153. Part g.
- E. Should the State choose to utilize these services, will they be incorporated statewide or on a case-by-case basis?

Response:

- A. A budget has not been established for this project. However, all State Agency budgets are considered public record and may be viewed at www.transparency.ms.gov.
- B. Yes, if/as needed.
- C. To be determined based on cost effectiveness of implementing the services.
- D. Case management may include Vendor-provided services where Vendor staff track offender compliance with the terms of his and/or her sentence, including electronic supervision, payment of fees, fines, and restitution, and counseling or treatment.
- E. Areas to be determined. Probable sites will include counties with significant concentration of participants.

Question 49: RFP 4539, Attachment A, Page 19, Item 187 – Can the State please provide a time estimation in which the contract be completely implemented from start to finish. This will provide the vendor with some semblance of ability to develop a

close to accurate implementation plan based on resources needed and events that must be completed in order to satisfy the completed implementation date. This would be a length of time from the award to contract signing to full implementation of the contract with ALL equipment completely swapped out.

Response: **The project schedule is included in the RFP. Any changes to the project schedule will be posted to the website. Implementation must be in place by not later than April 30, 2024.**

Question 50: RFP 4539, Attachment A, Page 19, Item 188 – Would the State please share with the vendor how many times the incumbent has testified for the State in each of the last 2 years of the contract?

Response: **None.**

Question 51: RFP 4539, Attachment A, Page 24, If vendors take exceptions and the state rejects the exception, will that affect the evaluation by the vendor?

Response: **Refer to RFP 4539 Section V Proposal Exceptions, specifically, Item 2 for exceptions taken in the vendor's response.**

Question 52: Can we mark this section confidential in case there is a FOIA request from another vendor so this information can be redacted in the future?

Response: **Refer to RFP Article 25 for information regarding Confidentiality.**

Question 53: RFP 4539, Attachment A, Page 55, Standard Contract – Article 39 – Liquidated Damages – We have read this section and are interested in determining how this might be applied to the delivery of electronic monitoring services for MDOC? To be more specific, in what instances would the \$500.00/day be levied against the Contractor? There are not many Service Level Agreements that were required from the MDOC except for 99% uptime on the web-based software. If that were to fall below 99% availability, then would that be what could trigger \$500.00/day damages against vendor?

Response: **Events that trigger liquidated damages may include disruption in monitoring services resulting in excessive downtime due to hardware or software issues.**

Question 54: Attachment A to RFP No. 4539, I. General, B. General Overview and Background, #10 Will the State confirm how many RF devices are currently in use? If it is indeed zero, when was the last time an RF device was used by the MDOC?

Response: **Zero; RF devices were phased out on/about September 2021.**

Question 55: Attachment A to RFP No. 4539, II, Functional/Technical Requirements, B. Electronic Receiver/Monitor, #49: Also related to Question 1 above. If there are zero RF devices currently in use then why is the specification “Receiver/Monitor must be capable of monitoring multiple bracelets simultaneously on one

Receiver/Monitor/phone line, each with an independent curfew schedule” required? Will the State consider removing this requirement?

Response: **No. Attachment A, Item 49 will remain as written. Vendors may indicate such, and/or Vendors may take exception and include the exception in the Proposal Exceptions Summary Form. Refer to RFP 4539, Section II: Proposal Submission Requirements, Item 9.6 states, "If the Vendor does not agree with any item in any section, then the Vendor must list the item on the Proposal Exception Summary Form". Please refer to Section V, Proposal Exceptions in the RFP. The Vendor may offer an alternative response that meets or exceeds the requirement. Costs for the alternative should be included in the Cost Information Submission Form.**

Question 56: Attachment A to RFP No 4539, II, Functional/Technical Requirements, G. Reports and Data Management, #150: Will the State clarify if this information is required to be provided in the proposal response, or is providing upon request satisfactory? Please note it is proprietary information and cannot be disclosed to the public.

Response: **The information for Item 150 may be provided upon request and need not be included with the proposal response.**

Question 57: Attachment A to RFP No 4539, I. General, B. General Overview and Background, #11: Will the State please provide current pricing for active GPS, RF, and daily monitoring center fees with escalations?

Response: **Active GPS: \$2.62 per unit per day
RF Landline: \$1.28 per unit per day
RF Cellular: \$1.76 per unit per day**

Question 58: Exhibit A, Standard Contract, Article 39, Liquidated Damages: “It is agreed by the parties hereto that time is of the essence, and that in the event of a delay in the satisfactory completion and acceptance of the services provided for herein, damage shall be sustained by Customer. In the event of a delay as described herein, Contractor shall pay Customer, within five (5) calendar days from the date of receipt of notice, fixed and liquidated damages of \$500.00 per day for each calendar day of delay caused by Contractor. Customer may offset amounts due it as liquidated damages against any monies due Contractor under this Agreement. Customer will notify Contractor in writing of any claim for liquidated damages pursuant hereto on or before the date Customer deducts such sums from money payable to Contractor. Any liquidated damages assessed are in addition to and not in limitation of any other rights or remedies of Customer.”55 of RFP document Will the State confirm if the \$500.00 per day liquidated damages fine for delays applies to an electronic monitoring contract?

Response: **Article 39 is enforceable under an executed agreement.**

Question 59: Section VIII, Cost Information Submission Radio Frequency (RF) Electronic Monitoring Costs and Global Positioning System (GPS) Electronic Monitoring Costs, RFP, page 35, Will you please confirm that the Extended Cost is designed to reflect a Daily Cost (total of the number of devices times the Unit Price) rather

than multiplying this total by 365 days in order to insert an annual cost? If not, will you please provide further clarification on how the Extended Cost is to be entered?

Response: **Extended cost is defined as the unit price multiplied by the number of requested devices multiplied by 365. Items that are listed in the cost summary for completion but have zero dollar cost may be marked as "Included" in the extended cost column.**

Question 60: Section VIII, Cost Information Submission TOTAL SUMMARY, RFP Page 38, Will you please confirm whether the Electronic Monitoring Total Cost and the GPS Electronic Monitoring Total Cost are to be copied from the tables above, meaning the DAILY extended cost will be entered for these items rather than an annual or 3-year total cost? If not, please provide further clarification on the amounts to be entered in this table. Daily, Yearly, 3-Year?

Response: **See Amendment 2 above.**

Question 61: Attachment A, Section I, C., 14, third line. Attachment A, page 2, There appears to be a word missing in the third line of this item. "We aim to foster an open and competitive environment that encourages participation from a diverse pool of s." Will you please clarify whether the word is vendors or another word?

Response: **See Amendment 5 above.**

Question 62: Attachment A, Section II, A., 42, Attachment A, page 4, This requirement relates to Drive-By Units, which are now outdated technology. Your incumbent vendor is the only vendor who may still provide these RF devices. This makes the specification unique to one vendor and restricts competitive bidding. Since the State is not currently using RF technology, will you please amend the solicitation to remove the requirement for drive-by units?

Response: **Vendors may take exception and include the exception in the Proposal Exceptions Summary Form. Refer to RFP 4539, Section II: Proposal Submission Requirements, Item 9.6 states, "If the Vendor does not agree with any item in any section, then the Vendor must list the item on the Proposal Exception Summary Form". Please refer to Section V, Proposal Exceptions in the RFP. The Vendor may offer an alternative response that meets or exceeds the requirement. Costs for the alternative should be included in the Cost Information Submission Form.**

Question 63: Attachment A, Section II, C., 91, Attachment A, page 8, Since monitoring center staffing factors heavily into vendor costs, we request clarification of the monitoring services required.

- Which alert notifications must be provided via a phone call to the participant?
- Which alert notification must be provided via a phone call to staff member?
- For each of the alerts that require a phone call, approximately how many alarms are generated each month?
- Please provide the current outbound protocols.
- For alerts that require a live agent call to the Officer, would MDOC consider using an automated call instead to deliver the alarm information?

- Response:**
- a. **Low battery/No GPS/No cell**
 - b. **All critical alerts (5) including: Back Plate Tamper, Strap Tamper, Exclusion Zone Alert and Clear, Low Battery, Dead Battery.**
 - c. **Monthly Average: 504 low battery, 13,200 No GPS/No Cell**
 - d. **Protocols will be provided to the awarded Vendor. In general, attempts are made to resolve alerts at the lowest level and escalate to MDOC agents until resolution has been reached. Protocol for alerts is based on the designated severity.**
 - e. **Yes, Vendor may propose automated call as an alternative and describe how the proposed alternative meets the intent of the requirement.**

Question 64: Attachment A, Section III, B., 158, Attachment A, page 15, A Business Continuity/Disaster Recovery Plan is Proprietary information containing Trade Secrets that should not be available via a Public Records Request, especially from participants assigned to electronic monitoring devices. Article 25.2 states the Agreement does not constitute confidential information. If the submitted Business Continuity plan is marked Confidential/Proprietary/Trade Secret, will the State please confirm it will not be released to the public via a public records request?
If not, will the State please consider requiring the Business Continuity/Disaster Recovery Plan after contract award?

Response: **The State will negotiate with the awarded Vendor the acceptable level of content needed to meet the requirement. The State will further work with the awarded Vendor to protect confidential information. Per Attachment A Item 132, the Vendor is not required to submit these documents with proposal.**

Question 65: Attachment A, Section II, H., 153, e., Page 14, On average how many field service calls are received each month?

Is this data available by region?

Response: **An average of 1,000 field service calls are received each month. Yes. The data is available by region.**

Question 66: Attachment A, Section II, H., 153, j., Page 14, Because securing and operating office space independently would drive up the cost of this service to the state, would the state entertain providing office space with DOC facilities?

- a. **If vendor is required to secure office space, how many locations are required throughout the state?**
- b. **Are there any specific requirements related to days and hours of operation?**

Response: **Yes, in the MDOC Community Corrections Offices.**

- a. **To be determined based on cost-effectiveness of implementing the services.**
- b. **Anticipated hours of operation: M-F 8-5.**

Question 67: Attachment A, Section II, H., 154, Page 14, To provide pricing for vendor participant services, should proposers assume services are required for all participants or a subset of the overall offender population?

a. If only a subset of offenders will require these services, can the State please provide an approximate number of offenders for cost proposal purposes.

Response: **Areas to be determined. Probable sites will include counties with a significant concentration of participants.**

a. **Initial implementation may include up to 600 participants supervised in Harrison, Hancock, Jackson, Forrest, Hinds, Lee, and Desoto counties.**

Question 68: Attachment A, Section II, H., 153, d., Page 14, YTD 2023 – Approximately how many alerts required initial investigation each month?

Response: **Initial investigations are processed for Exclusion Zone alerts. The monthly average is 118.**

Question 69: Attachment A, Section II, H., 153, Page 14, Define “locally” regarding staffing.

Response: **Mississippi in/near the county serviced.**

Question 70: Attachment A, Section II, H., 153, Page 14, Each user “MDOC Needs”. Is this an individual officer, MDOC office, or MDOC Region?

Response: **See Amendment 8 above.**

Question 71: Attachment A, Section II, H., 153, Page 14, “Services may be negotiated”. Does this refer to services in general by individual officer, MDOC office, or MDOC Region? Does this include H 153 A - K?

Response: **Services in Attachment II Section H refer to Vendor provided participant services that will be provided to participants included in the area of coverage under Vendor Provided Participant Services. Specific areas and services to be performed in response to Section II H are to be determined. Requested services listed in 153.a through 153.k are of interest to the state.**

Question 72: Attachment A, Section II, H., 153, a., Page 14, Participant enrollment: What is the length of time from notification until participant must be active?

Response: **Within 1 business day of notification.**

Question 73: Attachment A, Section II, H., 153, a., Page 14, Participant Enrollment: What are the anticipated hours/days? Mon-Fri? Weekends? Holidays?

Response: **M-F 8-5; no holidays.**

Question 74: Attachment A, Section II, H., 153, b., Page 14, Participant Initial contact: Will this be activated statewide or by region initially?

Response: **Service will be activated for participants included in the area of coverage under Vendor Provided Participant Services.**

Question 75: Attachment A, Section II, H., 153, b., Page 14, Participant Initial Contact: Will this be limited to MDOC Offices? Will this include facilities, prisons, work camps, court rooms etc.

Response: **MDOC Community Corrections Offices.**

Question 76: Attachment A, Section II, H., 153, c., Page 14, Activate and install devices on participants: to help minimize the cost to the state, would the state give vendors access to state offices for installation of devices?

Response: **Yes.**

Question 77: Attachment A, Section II, H., 153, c., Page 14, Activate and install devices on participants: Does this include removals?

Response: **Yes.**

Question 78: Attachment A, Section II, H., 153, c., Page 14, Activate and install devices on participants: Will MDOC assist in the recovery of lost/damaged devices?

Response: **Yes.**

Question 79: Attachment A, Section II, H., 153, c., Page 14, Activate and install devices on participants: Will MDOC negotiate installation and removal of devices? If yes, can we prepare a separate line item in our Cost Matix?

Response: **Yes.**

Question 80: Attachment A, Section II, H., 153, d., Page 14, Will MDOC supply, at the time of enrollment, a Court Order outlining conditions of supervision?

Response: **Yes.**

Question 81: Attachment A, Section II, H., 153, d., Page 14, Will MDOC provide the specific alerts to apply to each participant?

Response: **Yes.**

Question 82: Attachment A, Section II, H., 153, d., Page 14, Will MDOC provide the desired action to be taken regarding verified alerts?

Response: **Yes.**

Question 83: Attachment A, Section II, H., 153, d., Page 14, Will the desired alerts and actions to be taken be consistent throughout the State or differ by region?

Response: **Consistent Statewide.**

Question 84: Attachment A, Section II, H., 153, e., Page 14, Field Service Calls: Will MDOC representative respond with Vendor?

Response: **Yes.**

Question 85: Attachment A, Section II, H., 153, e., Page 14, Field Service Calls: Who initiates the service call? MDOC or Vendor or either?

Response: **Both.**

Question 86: Attachment A, Section II, H., 153, f., Page 14, Define participant orientation and will an MDOC Officer perform this or the vendor representative?

Response: **MDOC Agent.**

Question 87: Attachment A, Section II, H., 153, g., Page 14, Define Case Management Services.

Response: **Case management may include vendor-provided services where vendor staff track offender compliance with the terms of his and/or her sentence, including electronic supervision, payment of fees, fines, and restitution, and counseling or treatment.**

Question 88: Attachment A, Section II, H., 153, g., Page 14, Does this include Vendor providing software to document contacts with participants?

Response: **Separate software system not required. However, if the vendor has a system to capture details, MDOC IT will work with the vendor to interface and/or synchronize the data with MDOC's system.**

Question 89: Attachment A, Section II, H., 153, h., Page 14, How many work/school verifications per participant per day, week, or month?

Response: **To be determined based on the conditions of supervision and the offender's reporting instructions.**

Question 90: Attachment A, Section II, H., 153, h., Page 14, Will MDOC provide, at enrollment, participants work/school information?

Response: **Yes.**

Question 91: Attachment A, Section II, H., 153, h., Page 14, Does MDOC desire Vendor verify work/school through time allocated at a specific location for either?

Response: **Yes.**

Question 92: Attachment A, Section II, H., 153, i., Page 14, Please clarify Schedule Entry/Maintenance

Response: **Schedule Entry/Maintenance refers to updating the participant's schedule on a regular basis as needed.**

Question 93: Attachment A, Section II, H., 153, i., Page 14, Does this refer to H 153 e.?

Response: **Schedule maintenance refers to maintaining the offender's work/school schedule in the Vendor's monitoring system.**

Question 94: Attachment A, Section II, H., 153, j., Page 14, Will the MDOC Officer notify the Vendor when any office visit is to be scheduled?

Response: **Yes, this should be viewable in vendor's monitoring system.**

Question 95: Attachment A, Section II, H., 153, j., Page 14, Can this task simply be completed by a document or email which notifies the Vendor of any changes?

Response: **Yes.**

Question 96: Attachment A, Section II, H., 153, k., Page 14, Mobile Spot Check: Is MDOC asking the Vendor to provide a physical, in person, spot check of the participant whether at the residence or work etc.? Is this spot check in addition to GPS or in lieu of while on RF Monitoring only?

Response: **The service requires a physical spot check of the participant in addition to GPS or RF monitoring.**

Question 97: Attachment A, Section II, H., 154, Page 14, Does the MDOC anticipate selecting individual services per participant from the vendor supplied cost matrix? Or in whole?

Response: **MDOC may select individual services based on feasibility and practicality.**

Question 98: Attachment a, Section III, C., 176, Page 18, Will the State be open to change the credit monitoring services from 3 years to 2 years?

Response: **The state is not amenable to the requested change. Vendors may take exception and include the exception in the Proposal Exceptions Summary Form. Refer to RFP 4539, Section II: Proposal Submission Requirements, Item 9.6 states, "If the Vendor does not agree with any item in any section, then the Vendor must list the item on the Proposal Exception Summary Form". Please refer to Section V, Proposal Exceptions in the RFP. The Vendor may offer an alternative response that meets or exceeds the requirement. Costs for the alternative should be included in the Cost Information Submission Form.**

Question 99: RFP, Section VII, 1. Procurement Project Schedule, Deadline for Vendor's Written Questions, Page 30, We have found that sometimes, perhaps because proposers do not ask a question clearly enough, the answers are unclear. Upon

release of the initial answers to questions, will proposers be permitted to ask additional clarification questions if they do not fully understand the answers?

Response: **No. A memorandum shall be posted should the State elect to allow for clarification questions.**

Question 100: Will State confirm whether it is a state agency that that makes payments through MAGIC, such that the awarded Bidder must submit electronically all invoices for goods and services through MAGIC?

Response: **MDOC makes payments through MAGIC.**

Question 101: Specification #22: Equipment Condition: Will the State please confirm that the incumbent vendor will also be required to furnish “only new equipment”? Requiring only newly manufactured devices in a formal procurement process is routine in the industry, and in order to ensure a level playing field from a cost and pricing standpoint, the State should clearly indicate that this requirement would also apply to the incumbent to prevent an unfair advantage.

Response: **All Vendors will be required to furnish new equipment.**

Question 102: Upon review of Enterprise Security Policies, will the State please clarify if password complexity requirements under Rule 11.3 apply to the Cloud Based EMS included in this bid?

Response: **Yes. Vendor will adhere to the more restrictive policy when conflicts exist between this policy and the vendor's policies.**

Question 103: Specification #1.2 Vendor Self-Certification Form: Will the State please clarify if a vendor who is not claiming status as a Minority Business Enterprise or a Woman Business Enterprise is required to submit the Vendor Self-Certification Form as part of their proposal submission?

Response: **Vendors who are not claiming status as a Minority Business Enterprise or a Woman Business Enterprise are not required to submit a Vendor Self-Certification form as part of their proposal submission.**

Question 104: Specification 2 Certification of Authority to Sell: Will State confirm that the reference to “good standing” and “Authority to Sell” are with respect to a Bidder’s seller’s tax account with the Mississippi Department of Revenue?

Response: **Vendors must provide proof, in its response to this procurement, from the Office of the Secretary of State of the State of Mississippi demonstrating that Vendor is in good standing to do business in Mississippi. The Vendor is required to respond with a Yes or No answer. Additionally, Vendors must provide proof, in its response to this procurement, from the Office of the Secretary of State of the State of Mississippi demonstrating that Vendor is in good standing to do business in Mississippi.**

Question 105: Specification #1 Procurement Project Schedule. We kindly ask the State to extend the proposal due date by two weeks after the release of all addenda(s).

This will ensure all vendors have appropriate time to thoroughly review all addenda(s) and modify their proposal response accordingly.

Response: The proposal due date remains as published in the RFP Procurement Project schedule, January 19, 2024. See Amendment 1 above.

Question 106: With the understanding the State put the anticipated number of devices to be used on the cost information sheets, will the State please confirm how many devices are currently in use with the following RF and GPS products:

- Electronic Monitoring (Receiver - Landline) =
- Electronic Monitoring (Receiver - Cellular) =
- Body-Attached Ankle Bracelets =
- Monitoring Service for Required Hybrid Mode/Unit =

Response: Approximately 1500 GPS devices; 0 RF devices

- Unclear as to the posed question
- Unclear as to the posed question
- Unclear as to the posed question
- Unclear as to the posed question

Question 107: Exhibit A – last page. Will the State please confirm that the last page to Exhibit A was left blank intentionally? If not, will the State please provide vendors with a copy of the last page to Exhibit A.

Response: RFP 4539, page 57, Exhibit A - was intentionally left blank.

Question 108: Will the State please clarify if the MDOC supervises any domestic violence populations or other populations that involve victims?

Response: Domestic violence populations or other populations that may be considered victim-centric are negligible at less than 4% of the total population assigned to electronic monitoring.

Question 109: 1. Will the State please specify how many of the approx. 1,500 GPS devices in use by MDOC are...

- Active Monitoring =
 - Passive Monitoring =
 - Hybrid Monitoring =
2. Will the State please specify the reporting rate (i.e., 1 min/5 min/4 hours reporting) for the following...
- Active Reporting Rate =
 - Passive Reporting Rate =
 - Hybrid Reporting Rate =

Response: 1. All GPS devices are Active Monitoring. None of the GPS devices are Passive or Hybrid Monitoring.
2. The Active Reporting Rate is 1min/3min.

Question 110: Specification #79: Will the State please specify if the current vendor provides various methods (automated, manual) of alarm notification? If yes, would the State please detail the costs and specific services associated with each alarm notification method/level of monitoring service?

Response: **The current Vendor provides both automated and manual alarm notification. The per diem rate is inclusive of both methods of notification.**

Question 111: Specification #148. Will the State please provide samples of the ad-hoc and standard reports the MDOC currently receives from the current vendor?

Response: **Sample reports attached.**

Question 112: Specification #153.

1. Will the State please provide the number of MDOC locations there are throughout the state of Mississippi?
2. Will the State please specify the number of locally based staff the current vendor provides for participant-based services for each MDOC location?

Response:

1. **There are approximately 40 MDOC locations throughout the State of Mississippi.**
2. **Vendor Provided Participant Services are not included in the current agreement.**

Question 113: Specification #171 Sub-contractor Disclosure: Given that all electronic monitoring companies utilize numerous subcontractors, will the State please provide more clarity on what type of subcontractor should be disclosed? For example, all providers utilize a shipping subcontractor, plastic suppliers, battery suppliers, packaging materials etc. Disclosing ALL subcontractors utilized in the "operations" for a particular manufacturer would be an exhaustive and lengthy list, and likely include proprietary information.

Response: **The State is interested in the list of subcontractors that the Vendor utilizes for direct provision of services in performance of the terms and requirements of RFP 4539.**

Question 114: A. Account Manager Specification #177: This item specifies a "Dedicated Account Manager". Will the State please confirm whether or not the incumbent vendor provides a "dedicated" account manager for the program (one who solely works on the MDOC program), or does this account manager have other duties/accounts for the Company? If this is a truly 'dedicated' role, is the incumbent account manager based in Mississippi?

Response: **The current dedicated account manager is at liberty to support other customer contracts and is not required to live in Mississippi.**

Question 115: Specification #183 Will the State please provide samples of the monthly report provided by the current vendor?

Response: **Sample reports attached.**

- Question 116:** 1. Will the State please provide the number of lost/stolen/damaged devices over the past 12 months on the following:
- GPS Devices =
 - RF Devices =
 - Alcohol Devices =
2. Will the State please specify the number or percentage of lost/stolen/damaged device allowance provided at no cost?
3. Will the State please provide the total dollar amount paid for lost/stolen/damaged devices over the past 12 months?

- Response:**
1. **GPS Devices = 97 to date**
RF Devices = 0
Alcohol Devices = 0
 2. **10 Percent**
 3. **Zero; the number of lost/stolen/damaged devices have not reached the allowable threshold.**

- Question 117:** 1. Will the State please specify the number or percentage of spare inventory allowance at no additional cost?
2. Will the State also please clarify if you are obligated to pay a daily rate on spare inventory above the allotted allowance? If yes, will the State please provide the daily rate?

- Response:**
1. **The current agreement includes 30 percent spares.**
 2. **No, the State pays only for the equipment in use.**

- Question 118:** Current Contract Pricing. Will the State please provide the current contract pricing for the following:
- GPS Monitoring =
 - RF Monitoring via Landline =
 - RF Monitoring via Cellular =
 - Equipment Install/Removal =
 - Equipment Retrieval =
 - Monitoring Center Services =
 - MDOC Training =

- Response:**
- Current Contract Pricing:**
- **GPS Monitoring = \$2.62 per unit per day**
 - **RF Monitoring via Landline = \$1.28 per unit per day**
 - **RF Monitoring via Cellular = \$1.76 per unit per day**
 - **Equipment Install/Removal = N/A**
 - **Equipment Retrieval = N/A**
 - **Monitoring Center Services = included in device per diem rate**
 - **MDOC Training = included in device per diem rate**

Question 119: Will the State please clarify if the MDOC is interested in additional monitoring solutions? i.e., victim monitoring, self-check-in monitoring, etc. If yes, will the State allow vendors to include additional information with their submission?

Response: **Vendors may include additional technology as an optional offering in the Optional Items table on the Revised Information Submission Form. Optional items are not used in the scoring of a Vendor's proposal**

Question 120: Attachment A, Item 89, Notifications rely on the cellular network to transmit data, which can provide near real time notification of alerts, but not immediate. Please confirm that near real time notifications are acceptable.

Response: **The Vendor shall respond to the requirement indicating whether their solution, as accepted and in use in other comparable jurisdictions, meet or exceed the RFP item for immediate notification.**

Question 121: Attachment A, Item 153, Will the State provide space for vendor's locally-based staff to perform installation, de-installation, and related services?

Response: **Yes.**

Question 122: Attachment A, Item 153, For the current contract, how many vendor staff perform installation and/or field services?

Response: **N/A.**

Question 123: Attachment A, Item 153, In the previous 12 months, how many offender installs were completed by the current vendor?

Response: **N/A.**

Question 124: Attachment A, Item 153, In the previous 12 months, what is the average length of stay for an offender being supervised?

Response: **12 months.**

Question 125: Attachment A, Item 153, How many locations are used for installation, deinstallation and related services?

Response: **Approximately 40 sites.**

Question 126: Attachment A, Item 153.g, Please define what services are included in "case management services".

Response: **Case management may include vendor-provided services where vendor staff track offender compliance with the terms of his and/or her sentence, including electronic supervision, payment of fees, fines, and restitution, and counseling or treatment.**

Question 127: Attachment A, Item 153.j, How many offices is vendor staff required to visit?

Response: **Approximately 40 sites.**

Question 128: Attachment A, Item 153.j, In the previous 12 months, how many times has the current vendor performed collateral office visits?

Response: **N/A.**

Question 129: Attachment A, Item 63, For GPS devices that use a cordless charging solution, will the State please remove the requirement for a charging cord that is at least 6 feet in length?

Response: **Vendors may take exception and include the exception in the Proposal Exceptions Summary Form. Refer to RFP 4539, Section II: Proposal Submission Requirements, Item 9.6 states, "If the Vendor does not agree with any item in any section, then the Vendor must list the item on the Proposal Exception Summary Form". Please refer to Section V, Proposal Exceptions in the RFP. The Vendor may offer an alternative response that meets or exceeds the requirement. Costs for the alternative should be included in the Cost Information Submission Form.**

Question 130: Attachment A, Item 85, For GPS devices that use a cordless charging solution, will the State please remove the requirement for a charging cord that is at least 6 feet in length?

Response: **Vendors may take exception and include the exception in the Proposal Exceptions Summary Form. Refer to RFP 4539, Section II: Proposal Submission Requirements, Item 9.6 states, "If the Vendor does not agree with any item in any section, then the Vendor must list the item on the Proposal Exception Summary Form". Please refer to Section V, Proposal Exceptions in the RFP. The Vendor may offer an alternative response that meets or exceeds the requirement. Costs for the alternative should be included in the Cost Information Submission Form.**

Question 131: Attachment A, Item 141, During the life of the current contract, how many ad hoc reports were made for the State by their current vendor?

Response: **Unknown; estimated at 10 or less.**

Question 132: Attachment A, Item 123, Please provide information on what the State considers "stable inventory of equipment".

Response: **The State considers "stable inventory of equipment" as inventory that is sufficient to avoid a disruption in services for participants under electronic monitoring per county/per site.**

Question 133: Attachment A, Item 124, Please confirm the 20% spare equipment allotment is considered part of the "stable inventory of equipment."

Response: **Yes.**

Question 134: RFP Item Cost Information Submission. What is the State's current active daily count for GPS and RF?

Response: **Approximately 1500 GPS; zero RF.**

Question 135: RFP Item Cost Information Submission. Regarding the 15,000 outbound calls to offenders per year, on average per month, how many of those calls were direct client contact?

Response: **Outbound calls to offenders were attempts to make direct client contact.**

Question 136: RFP Item Cost Information Submission. How many attempts are made on average, per alert, to reach the offender when making an outbound call, per month?

Response: **Participants are called on provided numbers (estimate one to two phone numbers) to resolve low battery and No GPS/No Cell alerts.**

Question 137: Attachment A, Item 189. How many locations throughout the three Regions will on-site training be held at?

Response: **Approximately 40 sites.**

Question 138: Attachment A, Item 189. How many MDOC staff require training?

Response: **Approximately 45 Agents.**

Question 139: Attachment A, Item 190. How many sites will the vendor need to travel to?

Response: **Approximately 40 sites.**

Question 140: Attachment A, Item 190. How many MDOC staff will be at each site?

Response: **1 - 6 agents depending on location.**

Question 141: Attachment A, Item 190. Please confirm this travel to assist MDOC staff with installation and enrollment of participants is for contract implementation and not a recurring event.

Response: **Item 190 refers to initial rollout. Item 153 includes a service, that if included in the agreement, would require participant enrollment for sites covered under Vendor Provided Participant Services.**

Question 142: Cost Information Submission. Please confirm that vendors may alter the Cost Submission Form to include "accessory" components that are not subject to score.

Response: **Vendors may include optional items. Optional items are not used in the scoring of a Vendor's proposal.**

Question 143: Attachment A, Item 170. This information regarding vendor data centers and system security is highly proprietary. Will the State accept access to a neutral third party to perform assessments/audits?

Response: **The State may perform this audit or contract with a third party at its discretion at the State's expense.**

Question 144: Attachment A, Item 157.5. System uptime is rarely, if ever achieved at 99.99%. The strictest standards met are typically 99.9%, will the State please revise this requirement to 99.9% system uptime?

Response: **The language in Attachment A Item 157.5 shall remain as published. Vendors may take exception and include the exception on the Proposal Exceptions Summary Form. Refer to RFP 4539, Section II: Proposal Submission Requirements, Item 9.6 states, "If the Vendor does not agree with any item in any section, then the Vendor must list the item on the Proposal Exception Summary Form". Please refer to Section V, Proposal Exceptions in the RFP. The vendor may offer an alternative response that meets or exceeds the requirement. Costs for the alternative should be included in the Cost Information Submission Form.**

Question 145: Attachment A, Item 48. Will the State please revise this requirement to allow for the inclusion of newer technologies that achieve the same purpose? i.e. beacons include advanced features, and tamper detection technologies that make them functionally equal to a traditional electronic monitoring receiver.

Response: **Vendors may take exception and include the exception on the Proposal Exceptions Summary Form. Refer to RFP 4539, Section II: Proposal Submission Requirements, Item 9.6 states, "If the Vendor does not agree with any item in any section, then the Vendor must list the item on the Proposal Exception Summary Form". Please refer to Section V, Proposal Exceptions in the RFP. The vendor may offer an alternative response that meets or exceeds the requirement. Costs for the alternative should be included in the Cost Information Submission Form.**

Question 146: Attachment A, Item 49. This requirement seems to be limited to one vendors capability, and may unduly restrict competition. Will the State please remove this requirement or change to an optional.

Response: **Vendors may take exception and include the exception in the Proposal Exceptions Summary Form. Refer to RFP 4539, Section II: Proposal Submission Requirements, Item 9.6 states, "If the Vendor does not agree with any item in any section, then the Vendor must list the item on the Proposal Exception Summary Form". Please refer to Section V, Proposal Exceptions in the RFP. The Vendor may offer an alternative response that meets or exceeds the requirement. Costs for the alternative should be included in the Cost Information Submission Form.**

Question 147: Attachment A, Item 98. Will the State please revise this requirement to allow for the inclusion of newer technologies that achieve the same purpose? i.e. beacons

include advanced features, and tamper detection technologies that make them functionally equal to a traditional electronic monitoring receiver.

Response: Vendors may take exception and include the exception in the Proposal Exceptions Summary Form. Refer to RFP 4539, Section II: Proposal Submission Requirements, Item 9.6 states, "If the Vendor does not agree with any item in any section, then the Vendor must list the item on the Proposal Exception Summary Form". Please refer to Section V, Proposal Exceptions in the RFP. The Vendor may offer an alternative response that meets or exceeds the requirement. Costs for the alternative should be included in the Cost Information Submission Form.

Question 148: Attachment A, Item 149.d. This requirement seems to be limited to one vendors capability, and may unduly restrict competition. Will the State please remove this requirement or change to optional?

Response: Vendors may take exception and include the exception in the Proposal Exceptions Summary Form. Refer to RFP 4539, Section II: Proposal Submission Requirements, Item 9.6 states, "If the Vendor does not agree with any item in any section, then the Vendor must list the item on the Proposal Exception Summary Form". Please refer to Section V, Proposal Exceptions in the RFP. The Vendor may offer an alternative response that meets or exceeds the requirement. Costs for the alternative should be included in the Cost Information Submission Form.

Question 149: Attachment A, Item 150. This information is highly confidential and proprietary, will the State please allow vendors to submit data that confirms the functional operation of the vendor's system's capability?

Response: Item 150 is related to the State's business need to obtain current and historical data business needs. The State is amenable to working with the awarded vendor to receive requested data in an industry recognized format accompanied by the corresponding data dictionary.

Question 150: RFP Item 6.3.2. Given the complexity of this RFP, within five days after the posting of answers will the State allow an additional round of questions to be submitted should vendors need to clarify State answers?

Response: No. A memorandum shall be posted should the State elect to allow for clarification questions.

Question 151: Attachment A, Item 16. Does the State anticipate using RF curfew monitoring devices during the life of this contract?

Response: Vendor should include RF equipment in their proposal if the equipment is available. The state, at its discretion, may choose to deploy RF equipment.

Question 152: Attachment A, Item 109. Please define what the State wants resolved, or actions taken for "closed-loop" notification.

Response: Closed-loop notification means notifying, with confirmation of officer call-back verification, and escalating notification (notify, pause for call-back verification, escalate to notify next officer/contact, pause, continue) up to six (6) escalation points until the alert or notification is resolved.

Question 153: RFP Item Cost Information Submission. What is the current rate structure for the current contract? i.e. daily rate, price per installation, field services, etc.

Response: Current rate structure includes cost per device per day for devices that are in use, that is, installed on participants.

Question 154: Attachment A, Item 153. Does the State currently use any of the services listed in Item 153?

Response: No.

Question 155: Attachment A, Item 153. These services require a complex, multiple response for pricing, including but not limited to, the question of offices provided throughout the State, services provided in the field, and/or all or just some supervised cases. Further, each of these specific services have different costs associated. Please confirm that vendors do not have to price out any of the services detailed based on the "services may be negotiated" statement.

Response: Vendors must include price information for each proposed service to be considered in the agreement at the time of proposal submission.

Question 156: RFP Item Cost Information Submission. Please define "Fully-loaded Hourly Change Order Rate."

Response: Fully-loaded hourly change order rate is a rate that includes all associated costs built into the rate. Some examples are: travel expenses, per diem, and all other expenses and incidentals that could be incurred by the Vendor.

Question 157: RFP Item Cost Information Submission. Please define "Unit Cost."

Response: Cost per device per day including other associated daily fees such as monitoring fees.

Question 158: RFP Item Cost Information Submission. Please define "Extended Cost" and provide an example.

Response: Extended cost is defined as the unit price multiplied by the number of requested devices multiplied by 365. Items that are listed in the cost summary for completion but have zero dollar cost may be marked as "Included" in the extended cost column.

Question 159: Attachment A, Item 156. Will the State accept alternative, comparable data centers that have even higher security standards such as a FedRAMP Authority-to-Operate (ATO)?

Response: Vendors may propose alternatives with higher standards. Descriptions and other documentation should be included to substantiate the alternative.

Question 160: RFP Item Cost Information Submission. Please confirm vendors may modify or recreate RFP forms.

Response: Yes, however, recreated forms must remain in the same format and include the same column headings as published in the RFP.

Question 161: Attachment A, Item 126. Standard pricing structure for lost, damaged, or stolen equipment is typically charged monthly, will the State please allow vendors to submit this information monthly?

Response: No, lost/damaged/stolen equipment shall be evaluated at the end of an annual period.

Question 162: RFP Item 7. This provision stating the State's intent to award to the lowest and most responsible bidder is in conflict with the scoring methodology section listed on page 36 and section 6.2.3 Cost Evaluation on page 33, which states cost is 35 points and one of several scoring criteria. Please confirm how the State will evaluate this as a low cost bid, or cost subject to overall score.

Response: Refer to RFP 4539 Item 6 for a complete detail of scoring methodology.

Question 163: RFP Item 11. Related to Section 7 and the use of this contract as a piggy-back option, are there any current Agencies know utilizing the existing contract as a piggy-back option?

Response: No.

Question 164: RFP Item 11. If yes, to question above, please list the Agency name(s), unit count, and type of technologies used.

Response: N/A.

Question 165: RFP Item 13.1. Will the State please revise this section to include acceptable methods are ACH, Wire, and Corporate Credit Cards. For Credit Card payments, a surcharge processing fee of up to 3% will be assessed to all transactions according to municipal and state consumer laws.

Response: No, language in RFP 4539 13.1 Requirement for Electronic Payment and Invoicing will remain as published. Vendors may take exception and include the exception on the Proposal Exceptions Summary Form. Refer to RFP 4539, Section II: Proposal Submission Requirements, Item 9.6 states, "If the Vendor does not agree with any item in any section, then the Vendor must list the item on the Proposal Exception Summary Form". Please refer to Section V, Proposal Exceptions in the RFP. The vendor may offer an alternative response that meets or exceeds the requirement. Costs for the alternative should be included in the Cost Information Submission Form.

Question 166: RFP Item 22. Can the State please confirm if the incumbent vendor should be awarded, they too will be required to supply newly manufactured units at the start of the contract.

Response: **All Vendors will be required to furnish new equipment.**

Question 167: RFP Item 22. Please confirm that new and/or refurbished units can be used throughout the life of the contract, after the initial program start.

Response: **The Vendor shall furnish new equipment in fulfillment of the agreement.**

Question 168: RFP Item 22. What is the State's process to validate newly manufactured equipment is being provided?

Response: **The State has the right to inspect and validate compliance with contractual obligations set forth in an executed agreement.**

Question 169: Attachment A, Item 8. This solicitation was issued in 2021 and subsequently canceled after a lengthy period of time, can the State please provide any commentary with reasons for the previous cancellation and re-issuance of the bid at this time?

Response: **The State determined it was in the best interest of the agency to cancel the previous procurement.**

Question 170: RFP Item Cost Information Submission. What is the current total daily rate for Radio Frequency electronic monitoring landline, and please provide the breakdown of that total for rental of equipment and monitoring of equipment?

Response: **The per diem rate is inclusive of equipment fees and monitoring services. Daily rate per unit: RF Landline devices \$1.26; RF Cellular devices \$1.76; GPS \$2.62.**

Question 171: RFP Item Cost Information Submission. What is the current total daily rate for Radio Frequency electronic monitoring cellular, and please provide the breakdown of that total for rental of equipment and monitoring of equipment?

Response: **The per diem rate is inclusive of equipment fees and monitoring services. Daily rate per unit: RF Landline devices \$1.26; RF Cellular devices \$1.76; GPS \$2.62.**

Question 172: RFP Item Cost Information Submission. What is the total daily cost for outbound calls placed per offender?

Response: **Outbound calls are included in the per diem rates.**

Question 173: RFP Item Cost Information Submission. Are there any other daily rates that are currently charged that are associated with RF landline or cellular cases?

Response: **The per diem rate is inclusive of equipment fees and monitoring services. Daily rate per unit: RF Landline devices \$1.26; RF Cellular devices \$1.76.**

Question 174: RFP Item Cost Information Submission. What are the current replacement costs for lost or damaged equipment for body-attached ankle bracelet?

Response: **GPS Body-attached bracelets: \$250; RF Body-attached bracelets: \$100.**

Question 175: RFP Item Cost Information Submission. What are the current replacement costs for lost or damaged equipment for a receiver home unit with landline connection?

Response: **\$180.**

Question 176: RFP Item Cost Information Submission. What are the current replacement costs for lost or damaged equipment for receiver home unit with cellular connection?

Response: **\$250.**

Question 177: RFP Item Cost Information Submission. What are the current replacement costs for lost or damaged equipment for miscellaneous costs?

Response: **N/A.**

Question 178: RFP Item Cost Information Submission. Please define how the State wants unit price to be listed. i.e. is this a total of rental and monitoring costs?

Response: **The costs should be listed as per diem cost per device; Vendor may include the monitoring costs and other daily fees in the per diem rate. At its discretion, Vendors may lists costs separately including the daily rate or per unit cost and the annual extended cost.**

Question 179: RFP Item Cost Information Submission. Please define how the State wants the extended cost to be calculated. i.e. is it the number of devices multiplied by the unit price? Please confirm with an example.

Response: **Extended cost is defined as the unit price multiplied by the number of requested devices multiplied by 365. Items that are listed in the cost summary for completion but have zero dollar cost may be marked as "Included" in the extended cost column.**

Question 180: RFP Item Cost Information Submission. What is the current total daily rate for GPS electronic monitoring landline, and please provide the breakdown of that total for rental of equipment and monitoring of equipment?

Response: **The GPS daily rate is \$2.62 per unit.**

Question 181: RFP Item Cost Information Submission. What is the current replacement costs for lost or damaged equipment for a GPS unit?

Response: **\$250.**

Question 182: RFP Item Cost Information Submission. What is the total daily cost for outbound calls placed per offender?

Response: **Outbound calls are included in the per diem rates.**

Question 183: RFP Item Cost Information Submission. What is the current replacement costs for lost or damaged equipment for an accessory such as a beacon unit?

Response: **The current replacement cost is \$125.**

Question 184: RFP Item Cost Information Submission. Are there any other daily rates that are currently charged that are associated with GPS cases?

Response: **No.**

Question 185: RFP Item Cost Information Submission. The State is requiring 10% lost or damaged devices, at no additional cost. The pricing form lists 180 GPS devices as lost or damaged per year, which represents the 10% at no cost. Will the State please modify the number of devices to one, to reflect the single cost of a replacement unit.

Response: **The 180 units represent the annual number of units that can be counted as lost/damaged/stolen at no cost. Units above 180 are billable at \$250 per GPS unit.**

Question 186: RFP Item Cost Information Submission. The State is requiring 10% lost or damaged devices, at no additional cost. The pricing form lists 10 RF devices as lost or damaged per year, which represents the 10% at no cost. Will the State please modify the number of devices to one, to reflect the single cost of a replacement unit.

Response: **The 10 units represent the annual number of units that can be counted as lost/damaged/stolen at no cost. Units above 10 are billable at \$100 per RF unit.**

Question 187: RFP Item Cost Information Submission. Please define how the State wants unit price to be listed. i.e. is this a total of rental and monitoring costs?

Response: **Per diem cost per device; vendor may include the monitoring costs and other daily fees in the per diem rate. At its discretion, Vendors may list costs separately including the daily rate or per unit cost and the annual extended cost.**

Question 188: RFP Item Cost Information Submission. Please define how the State wants the extended cost to be calculated. i.e. is it the number of devices multiplied by the unit price? Please confirm with an example.

Response: **Extended cost is defined as the unit price multiplied by the number of requested devices multiplied by 365. Items that are listed in the cost summary for completion but have zero dollar cost may be marked as "Included" in the extended cost column.**

Question 189: RFP Item Cost Information Submission. Please define how a vendor is to calculate “Miscellaneous Costs” for lost and damaged equipment. For example, miscellaneous costs can include any or all replacement components for devices, such as straps, clips, batteries, etc. By not defining all needed costs here, it can create inconsistent and unfair comparison of supplies that are subject to scoring.

Response: **Vendors should include accessories or any components that will be billable at the end of each year's agreement. Include the allowable quantity for lost/damaged/stolen, and the per unit rate for accessories and components that will be billed should the threshold be exceeded. Under the current agreement, accessories are not billed.**

Question 190: RFP Item Cost Information Submission. Please advise if RF totals are to be included in the first two lines of the “Total Summary” section?

Response: **Yes. Total Summary is amended to reflect the following on lines 1 and 2 RF Electronic Monitoring Total Cost; RF Lost/Damaged/Stolen Equipment Cost.**

Question 191: RFP Item Cost Information Submission. Please advise if cellular and landline RF totals are to be included in the “Total Summary” section?

Response: **Yes. RF Electronic Monitoring Total Costs should be inclusive of both RF landline and RF cellular.**

Question 192: Attachment A, Item 18. This speaks to a full service monitoring program that requires vendor provided staff for installation and related services. Is the Agency expecting vendors to offer this service as mandatory or an option should they choose, and would be subject to additional cost? The rationale being that we want to clarify if this is a requirement to state vendor experience or is the State requiring these services as part of the RFP?

Response: **Attachment A, Item 18 refers to resolving technical issues that cannot be resolved remotely. It is anticipated that technical issues can be resolved remotely or by replacing a unit with another device. In the event technical issues cannot be resolved in this manner, the Vendor shall dispatch an expert technician to the field to address pervasive issues.**

Question 193: Attachment A, Item 18. Please provide an anticipated volume of activities under this requirement and explain the nature of work to be done on-site.

Response: **In the event technical issues cannot be resolved in this manner, the Vendor shall dispatch an expert technician to the field to address pervasive issues.**

Question 194: Attachment A, Item 91. Please advise what is the monthly average number of calls made to participants and what is the nature of those calls?

Response: **GPS outbound calls to offenders average up to 38 calls per day; RF, when usage was approximately 100 participants, averaged up to 7 calls per day over a 12 month period.**

Question 195: Attachment A, Item 126. How many devices were lost, damaged, stolen have been reported under this current contract, by year, for at least the previous three years?

Response: **During CY 2020 - invoices for Lost/Damaged/Stolen (LDS) equipment totaled \$2,800. No other LDS payments were noted.**

Question 196: Attachment A, Item 154. Please remove this requirement based on the number of variables that are associated with these services, including office space, staff requirements, etc.

Response: **Attachment A, Item 154 shall remain as published. Vendors may take exception and include the exception on the Proposal Exceptions Summary Form. Refer to RFP 4539, Section II: Proposal Submission Requirements, Item 9.6 states, "If the Vendor does not agree with any item in any section, then the Vendor must list the item on the Proposal Exception Summary Form". Please refer to Section V, Proposal Exceptions in the RFP. The vendor may offer an alternative response that meets or exceeds the requirement. Costs for the alternative should be included in the Cost Information Submission Form.**

RFP responses are due 01/19/2024, at 3:00 p.m. (Central Time).

If you have any questions concerning the information above or if we can be of further assistance, please contact Solicitations Team via email at RFP@its.ms.gov.

cc: ITS Project File Number 47571

Attachments: Revised Cost Information Submission Form
Sample Report – DNA Monitoring Protocol Form – MSDOC Profile Rept
Sample Report – MSDOC KPI Monthly Rept