

## GPS & Alcohol Monitoring & Services Request for Proposal

### Vendor Conference Minutes

Tuesday, April 13, 2021

Conference Attendees: (La Crosse County Human Services staff): Paul Medinger, Chris Sander, Teresa Byland, Philip Stegemann, Dennis Horning. Vendor attendees: Josh Fobes - Scram systems, Ed Harrison - on phone – buddi, Edward Zukel - Omni link, Brian Yeager - Track Group, Joshua Shepard – Attenti, Kyle Chapin – Buddi, Dennis Doffing - Securus Monitoring, Jeffrey Gardner - Omni link, Mitzi Shilling - Attenti Group, Garrett Turro - Track Solutions, DJ Williamson – Sentinel, Jose Andrade - Securus Monitoring, Staci Gerber - BI Incorporated, Deanna Smith - Securus Monitoring, Chaz Jordan – Corrisoft, Steve Chapin – Buddi, Susan Harrod – Corrisoft.

### Vendor Conference Questions & Answers

1. Will a bid/proposal for only one device be considered or would it be ineligible? In other words, can the RFP be awarded to a vendor for one technology either alcohol or GPS, or must a vendor offer both alcohol & GPS devices to be considered?  
  
\* We will only be considering vendors with proposals for both GPS and Alcohol Monitoring.
2. Section 2.5: For clarification, if vendors are bidding on two service areas, is the County expecting two separate proposals, with signed affidavits and an original and with 7 copies of each proposal? (Multiple questions received on the required amount of copies)  
  
\* Yes, please submit separate proposals for both service areas. And the RFP was in error..only four (4) copies plus an original are needed.
3. Section 2.4: A follow on to Question 6, if there are two separate proposals being requested, can they be sent to the County in the same sealed box?  
  
\* Yes
4. Section 6.0: Insurance – is a copy of the insurance to be submitted with the proposal or only upon contract award?  
  
\* This is needed only upon award of contract.
5. Page 10 of 20 in the RFP states, “Providers may submit a proposal on any one, two, or all three service areas. Each service in which your company is proposing should be kept separate due to separate budget and evaluation criteria.”

A. Please clarify the third service area available for bid beyond Alcohol Monitoring and GPS?  
Answer - \*There are only two service areas. RFP will be corrected. It will also be corrected to indicate that Provider needs to propose on both service areas to be considered.

B. Please clarify the format vendors are to follow for submission of a response to each service; is it the County's intent that a bound proposal response is submitted for each service area or are vendors to submit a response to a service area as a complete section of the proposal; e.g., Section 3. Alcohol Monitoring with Section 3.1 through 3.7 addressing "General Equipment Requirements" through "Funding/Price Proposal", respectively?

Answer - \* This is done as sections of the proposal.

C. Is it the County's intent that vendors are to provide a point-by-point response to RFP section 1.1.2 (pages 5 – 8 of 20) in addition to addressing the Evaluation Criteria for each service area outlined on pages 12 – 18 of 20? If not, please clarify the response format.

Answer - \* Proposals will not be disqualified for not providing the point-by-point response, but it makes it easier for the reviewers to assure all elements are covered.

6. RFP states sealed envelope, as well as sealed package. Which is proper to follow? And confirm RFP title for labeling.

\* Proposals to be received in sealed package. And are to be titled GPS and Alcohol Monitoring & Services RFP.

7. Will county accept a 3-ring binder as being bound securely?

\* Yes.

8. Submit 4 or 7 copies plus an original for each proposal individually?

\* Yes. Please submit 4 copies plus an original for each proposal individually.

9. Page 8, 2.6 Multiple Proposals states each proposal must be separately submitted and labeled as Proposal #1, Proposal #2, etc. Is this numbering applicable to the required forms? Is it acceptable to label the proposal and add a page number to the county's forms.

\* This numbering would be used if you submit a proposal for 2 different types of the same equipment (i.e. 2 different GPS units). It is acceptable for vendors to add page #'s to county forms.

10. Will the county provide an online bid opening?

\* County policy requires us to have this. An opening will be scheduled for April 30 at 3:15 p.m. Please RSVP for this virtual bid opening.

11. If a provider does not meet mandatory requirements in one of its proposals for a particular service area, is proposer's other submission for separate service areas remaining part of the evaluation process?

\* Since we are only looking for one vendor for both services, if a vendor does not meet mandatory service requirements in one area, we would not consider the other proposal.

12. Page 16 – Required forms – Attachment C – Will the county permit contract negotiation upon award? For example, Attachment C, Page 1, V. Payment for service talks about Medicaid State Plan services and Medicaid recipients. This language is not applicable to the contract.

\* Please indicate to us via redlining the contract document as a part of your proposal, what changes you would need to see in our standard template contract and that will be part of the evaluation. You are correct, there is language that is not applicable to this service and striking that as a part of the process would not cause a lower rating for vendors. Striking something that is essential in the services you provide would be rated lower and discussed/negotiated prior to contract award.

13. Can county confirm provider does not need to submit a copy of its certificate of insurance with its proposal?

\* A copy of the certificate of insurance does not need to be submitted with the proposal, but will be needed when contract is signed.

14. Attachment B Vendor Data Sheet:

a. The line for agency website: Do providers enter their company website even though provider is not an agency?

Answer - \* Yes, please enter your company website

b. The lines for Medicare # and Medicaid # are not applicable. Should providers type N/A in those blanks? –

Answer - \* Yes, n/a is acceptable

15. Upon release of the county's answers to questions, will proposers be permitted to ask clarification questions if they do not understand the initial answer?

\* Questions may also be asked during the vendor conference if more clarification is needed.

16. Who is/are the current provider(s) for each of the specified technology/service types?

a. GPS Tether \* Alcohol Monitoring Systems

b. Alcohol monitoring \* Alcohol Monitoring Systems

17. How many lost or damaged units were there in 2019 & 2020 by type?

\* Adult - Remote breath – 0 lost in 2019, 5 lost in 2020. GPS – 27 lost in 2019, 19 lost in 2020.

18. On average, how many activations (installations) per month per equipment type?

\* Adult – an average of 60 installations per month of GPS units. While remote breath units were used heavily during the first 12 months of the pandemic, going forward there would only be 1-2 per month.

19. Is there a preference of one-piece or two-piece GPS tracking device? If not, can vendors include multiple pricing sheets in order to offer both one and/or two piece devices?

\* We will only consider a one piece GPS device.

20. Are we interested in additional and/or alternative electronic monitoring technologies and products? If so, can these be offered as “optional products and services” with associated pricing on a separate pricing sheet?

\* We will look at everything that is submitted. But if you are submitting an EM device that would be considered an alternative to traditional GPS, it should be part of the regular proposal.

21. Since monitoring center staffing factors heavily into vendor costs, can we clarify the monitoring services required? Is the county requesting the additional provision of direct manual outbound calls from the monitoring center staff to either offenders or officers?

Answer - \* We use a passive system and DO NOT require outbound calls to either offenders or officers.

22. Can you please provide the name/model of your current GPS tracking device and remote breath alcohol device?

\* GPS – SCRAM GPS-700. Remote Breath – SCRAM RB-100.

23. What caused the recent spike in breath alcohol monitoring and why does La Crosse County anticipate a decline going forward?

\* Before the pandemic our use of remote breath devices was extremely limited because we offered UA testing in-house that was much less expensive and tests for many other substances besides alcohol. When the pandemic hit, we wanted to minimize client traffic in the office to

reduce the risk of spreading the coronavirus. Remote breath was seen as a way to do that because it would require so little direct client contact. Now that virus related restrictions are easing in this area, we have restarted UA testing as of April 1, 2021. This will greatly reduce our need for using remote breath devices.

24. Page 2 states “Vendor must have the ability to communicate violations to JS and YJ staff via phone, fax and email.” Facsimile is not commonly used as a medium to receive GPS alerts. Can you confirm this is a desired feature?

\* The use of a fax to communicate is not necessary.

25. What time of day do enrollments occur? Do majority occur during M-F 9a-5p?

\* Enrollments occur 7 days a week. Weekdays we are open 7am to 7pm, and on weekends we are open 8am to 4pm. We close on the major holidays.

26. Section 1.1: In the table, there are two lines for Passive GPS – one for JS and one for JJ. JJ was not defined earlier in the section – was this intended to be YJ? If not, is there another section to be serviced by this contract?

\* Yes, that JJ should have been changed to YJ. Sorry we missed it!

27. Section 1.1.2: Monitoring System – Does the current vendor enter into its host computer all data for the County? Is this on an as-needed basis or is this for all clients?

\* Our staff do the data entry.

28. General: Does the County provide smartphones for staff or do staff supply their own?

\* Adult JSS does not use smartphones as part of our monitoring of equipment. YJ does use county provided smartphones.

29. Section 2.5: “Providers may submit a proposal on any one, two, or all three service areas.” – Could the County confirm that there are only two service areas (GPS and Alcohol)?

\* Yes, there are only two service areas.

30. In regards to additional products and services that are not specifically requested in this RFP, but are believed to be of value to your agency and will assist with running this program, how would the county prefer that those items be submitted with this response?

\* Additional services - mention by GPS/Alcohol monitoring, if it helps you meet our requirements. If above and beyond that, please include in pricing section with additional information.

31. In the overview of usage on page one, third column, it states number of client days in 2016. Is that to be omitted. Are they accurate client days for 2019 and 2020?

\* Yes, that should be omitted.

32. Regarding page 2 – under 1.1.2. Service Description – General Requirements for All Equipment – “Vendor shall propose a percentage loss into the daily rate of the equipment provided to La Crosse County.” – Is it up to the vendor as to the amount/percentage the vendor wishes to propose? Are vendors at liberty to describe how we will cap the lost/stolen/damaged equipment at no charge as a percentage of equipment in use?

\* It is up to the vendor to propose the percentage of loss that would be allowed at no charge. And please do describe how you would cap the lost or damaged equipment.

33. Does the county currently receive alert notifications via phone and fax? If so, how many does the county receive per month? If the number is zero, can this requirement be changed to “it is preferred that the vendor have the ability to communicate violations to JS and YJ staff via phone, fax and email?

\* Currently, because we use a passive system, we do not get individual alerts. We get a daily summary report by email of alerts/violations from the previous day.

34. If the county receives alerts via phone, it is likely that the county has monitoring intervention whereby the vendor views the alert prior to the county and follow county alert protocol like calling the adult, youth or officers on specific alert types. Does the county have monitoring done by the vendor or are alerts sent to the county staff directly?

\* Alerts are sent to the county staff directly in the form of an emailed daily summary report. See the above answer for further clarification.

35. Regarding page 2 – under 1.1.2. Service Description – Monitoring System Requirements for All Equipment – “Vendor may be responsible for entering into its host computer all required computer demographic information, curfew and system configuration date, data termination, data storage, monitoring transmission date and any other information that is pertinent to each client.” Is the county asking for vendors to do this for all enrollments or the occasional enrollment where JS and YJ staff are away from their laptop or computer?

\* Our staff is doing all data entry.

36. Regarding page 3 – B. Passive GPS Tracking System – Passive is an older term that describes the device that is set to collect a point on a set interval and then upload the location data every four to six hours. Older passive equipment waited for the device to upload to send alerts to the agency. Could the county describe the current vendors point collection interval and how often the device upload or transmits data to the servers?

\* We do not have to wait for an upload to get information from a GPS device. We define our system as passive because we are not set up to respond to violations immediately. We get the previous day's info the next morning and respond at that time. However, if there is a need to locate a client's present location, we are able to do so.

37. Regarding 9 – 3.5 Evaluation Criteria – bullet points 11 and 12: In the usage table on page 1 you have described the alcohol as remote breath. Remote breath alcohol monitoring does not require straps since they are not Continuous Alcohol Monitoring which typically is fixed on the ankle. Remote Alcohol Monitoring is a portable device carried by the youth or adult. Since a strap or corresponding fiber optic pipe is normally not a component of remote breath alcohol solutions can vendors disregard this requirement?

\* Yes

38. The County has provided data regarding usage for each section of Human Services and for each device type for the calendar years 2019 and 2020. Can the County please provide the current active unit numbers for each section and each equipment type as of the date of responses to questions?

Answer - \*

- A. Adult Section – GPS Devices? 51
- B. Adult Section – Remote Breath Devices? 3
- C. Juvenile Section – GPS Devices? 4
- D. Juvenile Section – Remote Breath Devices? 0

How many installations does each section average per month?

- A. Adult Section Installations? 60
- B. Juvenile Section Installations? We do not track this data, but I would guess around 1

39. How many completions/removals does each section average per month?

- A. Adult Section completions/removals? 42
- B. Juvenile Section completions/removals? We do not track this data, but our removals are very low since our installations are very low.

40. What is the average sentence length for participants for each section?

- A. Adult Section? We do not have this data. Only about 30% of the clients on GPS are serving a sentence, many of them are on bond or on GPS as part of a treatment court program.
- B. Juvenile Section? We do not track this data.

41. Can you please provide the current GPS acquisition rate and reporting frequency used by the County? If there is more than one rate plan, can you please provide all available acquisition and reporting plans used/available to the County?

\* We have 2 rate plans right now – 1x1 and 1x10. We get a GPS point every minute and it calls in every 1 or 10 minutes depending on which plan we have selected for the client. We are using both plans.

Regardless of what the call in interval is set to, all violations are reported (called in) immediately – The device does not wait for the 10 minute interval to report violations such as inclusion zone, tamper, etc.

Our current vendor can set up whatever we want and there is no difference in cost. We have the options of 1x30, 1x60, 3x30, 1x15, etc. Really the only pro to using the longer call in times is that it can conserve battery life.

42. Does the County currently receive an annual allowance for lost, damaged, stolen equipment at no cost and, if so, what is that allowance? If the County exceeds the annual allowance for lost, damaged, stolen equipment, what are the costs for each type of equipment above the allowance?

\* Yes, we receive a 5% allowance for lost or damaged equipment. The replacement cost of the GPS unit is \$600 and the replacement cost of the remote breath unit is \$850.

43. What percentage of active units does the County currently receive for shelf allowance at no cost? If the County receives a specific number of devices for shelf allowance at no cost in lieu of a percentage, can you please provide the quantity allowed for both GPS tracking devices and remote breath alcohol devices? If the County goes over the shelf stock allowance provided at no cost, what are the costs to the County for each type of equipment?

\* Our shelf allowance is 20%. The daily cost per unit above that is \$1.50/day for GPS and \$2.65/day for remote breath.

44. How are County personnel currently notified on participant alerts for each section of Human Services – text? Email? Telephone call?

\* We are using a passive system, so our staff are not notified directly of alerts. We get a summary email each morning of the alerts/violations from the day before.

45. Does the County currently ask the vendor to provide calls to participants for certain alerts? If no, does the County wish to have this service available? If yes, what alerts require calls to participants?

\* We do not currently ask the vendor to do this, and we do not anticipate asking for this in the near future.

46. The County has indicated that the vendor may be responsible for data entry/participant enrollment/participant termination into the host system on behalf of the County. Does the County's current vendor provide this service? If the current vendor does provide this service, approximately how many times per month does each section of Human Services require the vendor to complete data entry/participant enrollment/participant termination into the host system? If the current vendor does provide this service, what is the current timeframe agreed upon for allowance from receipt of the data by the vendor to completion of entry into the system?

\* Currently we are doing this with our internal staff and not asking the vendor for this service.



47. The County has indicated a need for not only initial training but also possible additional periodic training and that the cost of this additional training shall be mutually agreed upon prior to the training. Does the County's current vendor charge the County for training and if so, what costs has the County incurred for these services within the last two (2) calendar years?

\* The current vendor has not charged the county for training at all since the beginning of our contract with them.

48. On pages 11 and 14, under the Software section of the Evaluation Criteria, the County has requested a response regarding LCHS's ability to change notification preferences without calling the monitoring center. Does LCHS currently have access to change notification preferences without calling the monitoring center? Does LCHS require frequent changes/modifications to the notification preferences? If frequent changes are required, how many times per week and/or per month does LCHS change the notification preferences?

\* We use a passive system and have never changed our notification preferences since the start of the current contract.

49. On page 15 under the Software section of the Evaluation Criteria, the County has asked if the software can be used to manage House Arrest? Can you please clarify what you mean by House Arrest, i.e., is the County requesting to know if radio frequency monitoring equipment is available through the vendor and the software, or is the County requesting to know if the vendor's software allows for the use of Home Inclusion Zones that provide alert information with respect to leaving early/entering late within that Home Zone?

\* We are asking if the vendor's software allows for the use of Home Inclusion Zones that provide alert information with respect to leaving the Home Zone outside of scheduled events.

An ammended version of the RFP will be posted to the county website.