

ADDENDUM #001

Solicitation Number: FDC ITN-18-015
Solicitation Title: Offender Self-Reporting Services
Opening Date/Time: September 19, 2017 at 2:00 p.m., Eastern Time (ET)
Addendum Number: 001

Failure to file a protest within the time prescribed in Section 120.57(3), Florida Statutes, or failure to post the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under Chapter 120, Florida Statutes.

Please be advised that the changes below are applicable to the original specifications of the above referenced solicitation. Added or new language to the RFP is highlighted in **yellow**, while deleted language has been struck.

This Addendum includes the Department's answers to written questions received.

This Addendum also includes the following revisions:

Change No. 1:

A change to Section 3.1, General Description of Services.

- 3.1.5** The Vendor's solution ~~must~~ **should** support Single Sign-On access to web and mobile versions of the system for Department staff.

Change No. 2:

A change to replace Attachment I, Price Information Sheet, in its entirety.

Change No. 3:

A change to Section 3.4.3 Software and Technology Requirements Service Area (ST).

3.4.3 Software and Technology Requirements Service Area

Software and Technology Requirements (ST)	
No.	Requirement
ST-01	<p>The Vendor's system shall be a stand-alone web-based system that has the capability of receiving data from OBIS, as well as sending a data file to OBIS via Secure File Transfer Protocol (SFTP). The Vendor will work with the Department's Office of Information Technology (OIT) to ensure Vendor's system includes all aspects and requirements as specified in the ITN, and is prepared for system implementation. The Department will send the Vendor a SFTP file of all offenders to be initially uploaded into the system.</p> <p>a. Initial Load: Within 60 calendar days after Contract execution, the Vendor shall perform an automated initial load (e.g. via electronic file transfer, etc.) to the Vendor's system of existing program data located on the Department's system.</p> <p>b. Daily Update: Within 60 calendar days after Contract execution, the Vendor shall provide an automated solution (e.g. electronic file transfer, etc.) to provide daily updates to the Department's system from the Vendor's system.</p>

Change No. 4:

A change to Section 3.4.4 System Service Requirements Service Area (SR).

3.4.4 System Service Requirements Service Area (SR)

System Service Requirements (SR)	
No.	Requirement
SR-01	The Vendor shall have a written Disaster Recovery Plan that covers power failures, telephone system failures, local equipment failures, flood, or fire, and shall be made available to, upon request, the Department's Contract Manager, or designee.
SR-02	The Vendor shall perform complete support of all interface hardware and software equipment necessary to ensure provision of the service for the duration of any resultant Contract.
SR-03	The Vendor shall provide on-site technical assistance within 24 hours, in the event of technical problems that cannot be resolved from a remote location, at the request of the Department's Contract Manager, or designee.
SR-04	The Vendor shall provide the Department a contact number, accessible 24 hours a day, seven (7) days a week, for the purpose of reporting problems that might be experienced.
SR-05	The Vendor's system should support call queue to evenly distribute calls on a first come, first serve basis.
SR-06	The Vendor's system shall be functional and accessible to offenders and the probation officers 24 hours per day, seven (7) days per week. (excluding Department-approved scheduled maintenance)
SR-07	The Vendor shall report all outages to the Department's Contract Manager, or designee, within 60 minutes of each system failure occurrence.

System Service Requirements (SR)	
No.	Requirement
SR-08	The Vendor's system shall provide for redundancy to reduce downtime due to hardware or software issues.
SR-09	The Vendor's system shall provide the capability for every call-in and out of the system to be recorded with a transaction record that indicates the called number or calling number, length, and the result of the call.
SR-10	The Vendor's system shall have the ability to provide probation officers with updated information received from offenders within 24 hours or less.
SR-11	The Vendor shall provide a contact that allows both probation officers and offenders to communicate with the Vendor via email.
SR-12	The Vendor's system shall have the capability of automating the receipt and dissemination of information, and will allow the Department to modify offender information.
SR-13	The Vendor's system shall have the ability for the probation officers to send instructions and notifications to the offender(s).
SR-14	The Vendor's system shall allow for customized Department-specified call reporting questions to determine offender compliance.
SR-15	The Vendor's system shall ensure that all data be recorded with a historical transaction record and stored/archived for retrieval/back-up, per Section 5.27 of this ITN.
SR-16	The Vendor's proposed system shall be accessible to offenders via a toll-free telephone network that can be accessed by cellular phone, and/or home or work phone.

System Service Requirements (SR)

No.	Requirement
SR-17	<p>The Vendor's system shall have the ability to do the following:</p> <ul style="list-style-type: none"> a. Use voice biometrics multi-factor authentication to identify and match the offender's to the voice used during the enrollment process; b. Accommodate non-English speaking offenders who speak Spanish; and Greek; c. Provide the telephone number from which the offender is calling; d. Permit calls from phone numbers other than the original enrollment phone number; e. Set frequency of call to weekly, bi-weekly, or monthly; f. Review offender call history; g. Provide automated outbound reminder call notifications for offenders who generate exceptions; h. Automatically advise offender of next scheduled call-in date; and i. Allow probation officers to send pre-recorded voice or transcribed messages through the software application for one (1) or all offenders. The message shall be retained in the system until the call is completed. Messages to an offender may be deleted by the system upon completion of the call.
SR-18	The Vendor's system shall allow Department staff to view offender's home and employment information via the Vendor's website.
SR-19	The Vendor's system shall provide a service that archives all voice response records received from offenders until deleted by the probation officer.
SR-20	<p><u>Enrollments Requirements</u></p> <p>The Vendor's system shall have the capability to allow the Department staff, through the Department staff's computer, to enroll any new offenders and to make offender data changes directly through the Vendor's software application using an online interface with the Department's system and database.</p>
SR-21	The Vendor's system shall allow for offender enrollments to be performed via direct telephone request (password accessible) when the probation officer does not have immediate access to an internet connection.
SR-22 SR-21	The Vendor's system shall complete all preliminary enrollments identified by the Department who are eligible for Contract monitoring within the first 60 calendar days after Contract execution. After this preliminary enrollment period, the probation officer and staff shall be able to update information on these preliminary enrollments.

System Service Requirements (SR)	
No.	Requirement
<p>SR-23</p> <p>SR-22</p>	<p>The Vendor's system shall have the ability to perform the following enrollment functions:</p> <ol style="list-style-type: none"> a. Enroll offenders 24 hours per day, seven (7) days per week in the system via web, or phone; b. Provide an automated report via the web that confirms new enrollments and enrollments still needing biometric voice verification; and c. Modify or delete enrollment information and receive confirmation via automated report.
<p>SR-24</p> <p>SR-23</p>	<p><u>Case Management Requirements</u></p> <p>The Vendor's system shall include case management software that shall allow the probation officer to indicate a reason why an offender was removed from the service (i.e., discharge, violation, unemployment, removed from independent reporting etc.).</p>
<p>SR-25</p> <p>SR-24</p>	<p>The Vendor's system shall include case management software that shall allow the probation officer to view an offender's call history. The call history shall include the offender's name, the date and time of the call, and the number called from.</p>
<p>SR-26</p> <p>SR-25</p>	<p>The Vendor's system shall include case management software that shall provide the following:</p> <ol style="list-style-type: none"> 1) Automatic notification to the probation officer via email within 24 hours, when the following is reported by an offender: <ol style="list-style-type: none"> a. Change of address; b. Change of employment/student; c. Contact with law enforcement; b. Call outside of specified call window; and c. Missed calls (failed to call-in). 2) "Standardized" and automated individual/aggregate reports on offenders to be available on-demand electronically to include: <ol style="list-style-type: none"> a. Missed calls (failed to call-in); b. Address changes; c. New arrests/contact with law enforcement; d. Call outside window; e. Employment/student changes; f. Officer offender report; g. Agency offender report; h. Email changes; i. Phone number changes; and j. Unable to deliver messages. 3) Archived offender information for retrieval for the life of the resulting Contract. 4) The Vendor's system shall comply with the technical requirements of the CJIS CSP; minimally, that CJIS is not stored or processed in an off-site or cloud environment beyond the Department's control.

System Service Requirements (SR)	
No.	Requirement
<p>SR-27</p> <p>SR-26</p>	<p><u>System Generated Letters</u></p> <p>At a minimum, the system shall allow the Department to generate the following “canned” letters directly from the system database, through the secure internet site. To ensure that letters are accurate and timely, the system’s database shall be updated daily to ensure all report data is current when viewed and/or downloaded by Department staff. All letters shall be readable on screen, printable, and shall be downloadable into a PDF Microsoft (MS) Excel format. The formats shall be subject to final approval by the Department’s Contract Manager, or designee.</p>
<p>SR-28</p> <p>SR-27</p>	<p>The Vendor’s system shall include case management software that shall have the capability to electronically distribute system-generated letters and documents to include, but not limited to:</p> <ul style="list-style-type: none"> a. New Enrollment Letters b. Compliance Letters: <ul style="list-style-type: none"> 1) Term Letter 2) Failure to Report Letter 3) Employment Letter 4) Failure to Pay Court Ordered Financial Obligations Letter 5) Failure to Perform Community Service 6) Outstanding Fees Letter 7) Failure to Comply Custom Letter c. Ad Hoc Letters: <ul style="list-style-type: none"> 1 Change of Information Letter 2) Report to Officer Letter 3) Free Form Letter <p>Letters referred to in this ITN Section shall be developed by the Vendor based on input from the Department. It is anticipated, but not guaranteed, that most letters will be no longer than one page.</p>
<p>SR-29</p> <p>SR-28</p>	<p><u>System Generated Reports</u></p> <p>At a minimum, the system shall allow the Department to generate required canned reports directly from the system database, through the secure internet site. To ensure that reports are accurate and timely, the system’s database shall be updated daily to ensure all report data is current when viewed and/or downloaded by Department staff. All reports shall have the capability of being queried, sorted, or filtered by any field contained in the report or by data parameters, as applicable, and reports shall be readable on screen, printable, and shall be downloadable into a PDF or Microsoft (MS) Excel format. Report formats shall be subject to final approval by the Department’s Contract Manager, or designee.</p>

System Service Requirements (SR)	
No.	Requirement
SR-30 SR-29	<u>Offender Enrollment Report</u> <p>The system shall provide a daily report of all offenders enrolled in the system. This report shall include the assigned offender, DC number, enrollment date, circuit identifier, assigned officer (if applicable), and totals.</p>
SR-31 SR-30	<u>Offender Exception Report</u> <p>The system shall provide the Department the ability to generate an Exception Report, queried by circuit identifier, and date parameters that identifies the assigned offender and type of exception generated.</p> <p>Additionally, the following types of Exceptions Reports shall be included:</p> <ol style="list-style-type: none"> A list of offenders who failed to report each month as required; A list of offenders who failed to complete the required voice print; A list of offenders who have indicated a change in employment or residency; A list of offenders who have had contact with law enforcement; A list of offenders who have left a voice message; A list of offenders who have been removed from the program and why (i.e. discharge, failure to pay etc.); and A list of offenders who called from a phone number that is different from the phone number of record.
SR-32 SR-31	<u>Current Usage Report</u> <p>The system shall provide the Department the ability to generate a daily Current Usage Report indicating the actual number of enrolled offenders to-date for the monthly period. This report should be detailed to reflect offender name, DC number, service type, and number of days utilized to date.</p>

3.4.4.1 Performance Measures System Service Requirements

Performance Measures (PM)				
No.	Description	Expectation	Measurement Duration	Financial Consequences
PM-04	Vendor shall provide on-site technical assistance, in the event technical problems that cannot be resolved remotely (SR-03)	Within 24 hours	Monthly	\$250 per hour past the required response time frame, per occurrence
PM-05	System Availability (SR-06)	System shall be functional and available 99.99% of all time (excluding Department-approved scheduled maintenance)	Monthly	\$1,000 for every hundredth (0.01) of a percentage point, or portion thereof, below 99.99%

PM-06	System Failures reported by Vendor to the Department (SR-07)	All outages shall be reported to the Department within 60 minutes of each system failure occurrence	Monthly	\$500 per 30 minutes past the required notification time frame, per occurrence
PM-07	System shall provide capability for every call-in and out of system to be recorded with a transaction record that indicates the called number or calling number, length, and the result of the call (SR-09)	98% Compliance	Monthly	\$1,500 for every percentage point, or portion thereof, below 98%
PM-08	System shall provide updates of offender information (SR-10)	Within 24 hours	Quarterly	\$250 for every update not provided within the required response time, per occurrence
PM-09	System shall provide automatic email notification (SR-26 SR-25)	Within 24 hours	Quarterly	\$250 for every email notification not provided within the required response time, per occurrence

3.4.4.2 System Service Requirements Deliverables

Deliverable	Due Date	Description (with cross-reference to Requirements as applicable)
DEL-SR-01 Offender Enrollment Report	Daily upon Contract execution	The system shall provide the Department the ability to generate a daily report of all offenders enrolled in the system. This report shall include the assigned offender, DC number, enrollment date, circuit identifier, assigned officer (if applicable), and totals. (SR-30 SR-29)
DEL-SR-02 Offender Exception Report	5 th calendar day of each month upon Contract execution	The system shall provide the Department the ability to generate an Exception Report, queried by circuit identifier, and date parameters that identifies the assigned offender and type of exception generated. (SR-34 SR-30)
DEL-SR-03 Current Usage Report	5 th calendar day of each month upon Contract execution	The system shall provide the Department the ability to generate a total monthly usage summary report, downloadable on the 5 th calendar day of the month, indicating the actual number of enrolled offenders utilized during the previous months' time period. (SR-32 SR-31)

Responses to Written Questions
 FDC ITN-18-015
 Offender Self-Reporting Services

Question Number	Question	Answer
1	<p>Timeline (page 4) If the answers to vendor questions posted on 9/5 (anticipated date) create new or modified requirements, will vendors have an opportunity to submit additional questions?</p>	<p>After the Question and Answer period, there will not be an additional opportunity for Vendors to submit questions.</p>
2	<p>Statement of Purpose (page 7) The ITN states “Vendors must have at least three years, out of the last five years, of business/corporate experience, specifically providing offender self-reporting services, through multiple sites in a correctional or other security/law enforcement setting, as described in this ITN.” The ITN primarily focuses on automated telephone-based reporting with reporting by webpage or app as secondary value-added features. In this case does the requirement for three years of experience “as described in this ITN” require three years of automated telephone reporting experience?</p>	<p>The requirement is for offender self-reporting experience, and automated telephone reporting is considered self-reporting experience.</p>
3	<p>Section 3.1.1 (page 9 & 10) The ITN states “The Department is interested in solutions that would also include a Mobile Application (app) that would support Android and iOS operating systems.” Mobile solutions can be provided by developing custom apps or by providing mobile-capable websites accessible with standard Android or iOS browsers. Can the Department confirm that vendor proposals which offer an app and vendor proposals which offer mobile-optimized websites will be scored with equal weight if the equal features are supported? Can the Department confirm that an app or mobile-capable interface is considered value-add vs. a direct requirement since specific mobile requirements are not specified in sections 3.4.2, 3.4.3, and 3.4.4?</p>	<p>Vendors that offer solutions which include an app, in addition to the mobile optimized website would receive a higher score.</p> <p>An app or mobile-capable interface will be considered value-added services, in accordance with the items evaluated in Tab D of the Vendor’s response.</p>

Question Number	Question	Answer
4	<p>Section 3.1.2 (page 10) The ITN describes "...voice biometrics having a minimum of 98% accuracy rate." Can the Department provide further details? Is this a False Accept accuracy requirement (i.e., over 2% cases where an imposter can be falsely accepted is a failure to meet the criteria) or a False Reject accuracy requirement (i.e., over 2% cases where a valid user is blocked is a failure to meet the criteria)? Can vendors meet this requirement by providing a configurable system that allows the Department to select an acceptable accuracy requirement during program configuration, as long as 98% accuracy is configurable?</p>	<p>This applies to both, an acceptance of an imposter and a false rejection. The Vendor should demonstrate accuracy during program implementation. The Department plans to test this on a periodic basis to ensure accuracy.</p>
5	<p>Section 3.1.5 (page 10) The ITN states "The Vendor's solution must support Single Sign-On access to web and mobile versions of the system for Department staff." Can the Department provide further details? Does this mean that user credentials in multiple vendor platforms must be single sign-on (i.e., the user's credentials for a vendor's web and mobile system must be identical and synced) or does this mean single sign-on credentials for both Department and vendor systems must be single sign-on (i.e., user login credentials of OBIS and the vendor systems are identical and automatically synced – for example, using Microsoft federated active directory)? If the latter, what specific technologies are supported by Department IT for this purpose (e.g., Microsoft federated active directory or user file credential transfer)? Would the Department consider changing the language in this requirement from "must" to "should" in order to score vendors that meet this requirement higher score and those that do not a lower score?</p>	<p>Please see Change No. 1 of this Addendum. Provision of a Single Sign-On will be considered value-added services, and would be evaluated more favorably than a Vendor who does not provide such a Sign-On. However, it would not be a requirement that would preclude a Vendor from participating in providing a response if they do not afford an option for Single Sign-On.</p>

Question Number	Question	Answer
6	<p>Section 3.4.1.2 (page 12) The ITN states “A new system of self-reporting, which may include telephone, web-based, and/or mobile app...” The requirements that follow in sections 3.4.2, 3.4.3, and 3.4.4 only detail telephone reporting requirements specifically. Please confirm that telephone reporting is a required (“must”) feature and that web-based and/or mobile app are value-add features for scoring purposes.</p>	<p>Yes, the telephone reporting is a requirement, whereas the web-based and/or mobile app will be considered value-added services.</p>
7	<p>Section 3.4.3 – Requirement ST-06 (page 18) Is email encryption required only in cases where the content of the email to Department staff has confidential data in the body or attached (e.g. an email that includes specific offender data) or in all cases (e.g., a reminder email with no specific offender data)?</p>	<p>Email encryption is only required in cases where the message contains Health Insurance Portability and Accountability Act (HIPPA) information or Criminal Justice Information (CJI).</p>
8	<p>Section 3.4.4.1 – Requirement PM-05 (page 24) Please confirm that .01 percentage points per month is calculated as: 744 hours per month (31 day month) x .01 = 7.44 hours Does the penalty occur at 7.46 hours (99.89%) or at 14.88 hours (99.8%)?</p>	<p>The Financial Consequence would be assessed at 99.98% as that is 0.01% lower than 99.99%.</p>
9	<p>I hope your Thursday is going well so far. I am writing to you with regards to the Statewide Offender Self-Reporting Services ITN that was released on July 10 # ITN18015. I was wondering if you had any information about the system that it is replacing, the Independent Reporting Status system? Was this a state run or vendor run program? If it was handled by an outside vendor would it be possible to obtain the contract details and documents? Any information you could provide would be greatly appreciated. I hope you have a great day.</p>	<p>The Department currently utilizes the Independent Reporting System (IRS), which is the placement of an offender on non-reporting or call-in status based on certain criteria. It is a State run system.</p> <p>This will be the first time the Department is seeking to competitively procure Offender Self-Reporting services as identified in the ITN.</p>

Question Number	Question	Answer
10	<p>General Support Question: Can the agency confirm that the vendor is required to give direct support to offenders via email and live phone support for issues that are directly related to the reporting service and not supervision? These support issues may include:</p> <ul style="list-style-type: none"> • Methods of payment for the self-reporting service • Issues with mailed payments for the self-reporting service • Issues with electronic payments for the self-reporting service • Self-reporting service account balance issues • Self-reporting service login and/or authorization issues • General assistance with navigation in the reporting call 	Confirmed.
11	<p>Attachment I – Price Information Sheet (page 50) There are unique aspects to any offender pay program, as opposed to an Agency pay program that should be considered as part of the ITN process to insure equitable scoring of the cost component.</p> <p>1. Offender Pay vs. Agency Pay. In our experience, Agencies sometimes change from Offender Pay to Agency Pay and vice versa.</p> <p>Question -While not stipulated in the ITN, should vendors assume the Per Offender On Supervision rate applies regardless of who is paying? This could help the state prevent any procurement issues down the line should they decide to change funding approaches.</p>	1. Yes, the Vendor should assume the Per Offender on Supervision rate applies regardless of who is paying.

2. **Transaction Fees.**

In Offender-Pay self-reporting programs there are additional costs related to the processing of payments from offenders that don't exist in Agency pay programs. Some vendors process payments directly from offenders and others use third-party services (JPay, Western Union, etc.) to process payments that come with transaction fees for offenders. Vendors that process payments internally may also charge small auxiliary fees to cover the cost of processing. For example, credit card payments may cost more to process than mailed money order payments due to credit card merchant fees and potential charge back fees. Consider two vendors (A and B) that submit identical **\$10.00/Per Offender on Supervision** bids. Per the ITN, these two vendors (A and B) would have identical scores for the pricing element of the evaluation. Vendor A charges a \$2.50 per payment fee to process a credit card payment and vendor B uses a third party which charges \$3.95 per credit card payment. How are these auxiliary fees addressed in the pricing score? One method is to require all auxiliary fees to be treated separately from the **Per Offender On Supervision** but required to be under certain specified maximums to prevent a vendor from using transaction fees as a replacement for some or all of the **Per Offender on Supervision**. Fieldware typically charges the following two (2) auxiliary fees in Offender Pay programs with the goals of covering these basic costs but also encouraging offenders to pay ahead, reducing the frequency of the payment process resulting in increased compliance.

- \$1.00 per mail-in payment
- \$2.50 per credit or debit card payments

a. Question - Would the state consider treating **transaction fees** separately from the **Per Offender on Supervision** rate with a not to exceed cost as detailed above? This approach supports #1 above as well by maintaining a consistent **Per Offender On Supervision** in either case.

OR

2a. The Per Offender on Supervision rate shall be inclusive of mail-in rates. The Vendor should provide pricing for credit card processing fees on the Revised Price Information Sheet, Attachment I. Please see Change No. 2 of this Addendum.

2b. No. Please see the answer above.

Question Number	Question	Answer
	<p>An alternative approach is to simply and explicitly require that vendors include their offender pay transaction fees in their Per Offender On Supervision offering. It is worth noting that including Offender Pay transaction fees in the Per Offender On Supervision rate would result in a higher monthly cost to the Offender, which then would most likely result in fewer offenders paying ahead and ultimately decreased compliance. This also makes it more expensive for the agency should they decide to convert to Agency pay at some point in the future as they would incur the additional cost of the transaction fees built into the Vendor's pricing model. Thus,</p> <p>b. Question - Would the state explicitly add 'any transaction or convenience fees' to the following sentence in Attachment I, Price Information Sheet? This would result in the following revised sentence and the understanding that no additional fees may be charged to the offender other than the Per Offender On Supervision fee.</p> <p><i>"Costs provided shall be inclusive of all technology, training, monitoring, reporting, maintenance, any transaction or convenience fees and any other applicable industry-support services."</i></p>	
12	<p>4. Indigent Offenders.</p> <p>Fieldware typically allows a portion of a caseload to be tagged as indigent in Offender Pay programs. This allows offenders who are otherwise eligible for the program but unable to pay to be put on a telephone self-reporting program without the need to pay for the service. The cost is blended into the Per Offender On Supervision fee for paying offenders in order to provide this feature.</p> <p>a. Will vendors who offer free services for qualified indigent offenders receive scoring credit and if so, how?</p>	<p>a. Yes, please include any value-added services in accordance to Section 4.7, Service Area Detail Solution, Tab D (g). Section 4.9 of the ITN specifies how Replies will be scored.</p>

Question Number	Question	Answer
	<p>b. Q- Would the Agency consider adding this feature as a requirement for all vendors OR, for scoring purposes, reducing the offered Per Offender On Supervision price by the maximum percentage (%) of indigent offenders allowed. For example, if a vendor A bids \$10.00/Per Offender on Supervision in the price sheet and has a 5% allowance for indigent, the price will be reduced by \$.50 to \$9.50. ($\\$10.00 - (.05 \times \\$10.00) = \\$9.50$) for scoring purposes.</p>	<p>b. No, this value-added service is not a requirement, and those who are indigent may utilize the current in-person or live telephone methods of reporting, as applicable.</p>
13	<p>2.5 Implementation Plan/ Schedule</p> <ul style="list-style-type: none"> ● 2.5 (Page 8) Implementation Plan/Schedule (180 Days after contract execution) <ul style="list-style-type: none"> ○ QUESTION: Will the officers be enrolling the offenders? If not, how would we know we are enrolling the correct person? 	<p>Yes, the FDC probation officer will enroll offenders.</p>
14	<p>3.1 General Description of Services</p> <ul style="list-style-type: none"> ● 3.1.3 (Page 10) The Vendor shall provide a system which shall be integrated with the Department's existing OBIS software. <p>a. QUESTION: What is the scope of the integration?</p> <p>b. QUESTION: Will the officer be required to enable or disable offenders through the OBIS system and restrict those functions on the vendor's platform?</p> <p>c. QUESTION: Is it possible to get the OBIS integration documents prior to awarding the bid in order to minimize any delays?</p> <p>d. QUESTION: Is the integration only for demographic information or would compliance data be required to transfer to the OBIS software as well? If so, please provide details.</p>	<p>a. Data exchanges will occur between the Vendor's system and the Department's mainframe at scheduled intervals through Secure File Transfer Protocol (SFTP). Please refer to ST-01 for additional information.</p> <p>b. Yes.</p> <p>c. Yes, the Department intends to provide the file layout to vendors invited to the Negotiation Phase of the ITN.</p> <p>d. Yes, the integration is for demographic information only.</p>

Question Number	Question	Answer
15	<p>3.4.2 Program Management Requirements (PGM)</p> <ul style="list-style-type: none"> ● PGM10 (Page 16) Training and Training Materials. The Vendor shall develop and conduct ongoing training, throughout the resultant Contract term for Department staff. The Vendor shall also provide instruction detailing their customer service procedures, and any other issues affecting the system or services. All training shall be prescheduled and held at the convenience of the Department. The Vendor shall be prepared to provide additional and remedial training, as needed, if there are any system changes during the term of the Contract. <p>○ QUESTION: Is web based training considered a suitable alternate to on-site training?</p>	Yes, web-based training can be utilized as an alternate to on-site training.
16	<p>3.4.3 Software and Technology Requirements Service Area</p> <ul style="list-style-type: none"> ● (ST01 Page 18) (Conflict with section 3.1 Page 9) <p>○ QUESTION: Is the requirement a standalone or webbased solution as referred to in section 3.1?</p>	The Department is seeking a Vendor-provided web-based solution. Please see Change No. 3 of this Addendum.
17	<p>3.4.4 System Service Requirements Service Area (SR)</p> <ul style="list-style-type: none"> ● SR04 (Page 20) The Vendor shall provide the Department a contact number, accessible 24 hours a day, seven (7) days a week, for the purpose of reporting problems that might be experienced. <p>○ QUESTION: Is 24/7 email support acceptable for reporting problems that might be experienced?</p>	Yes, this is acceptable.
18	<ul style="list-style-type: none"> ● SR07 (Page 20) The Vendor shall report all outages to the Department's Contract Manager, or designee, within 60 minutes of each system failure occurrence. <p>○ Question: Is the 60 minute time frame flexible if the system failure occurrence does not pose a threat to public safety?</p>	Vendors are encouraged to submit additional ideas for improvement or cost reductions, and other supplemental materials per Section 4.7, TAB G of their response.

Question Number	Question	Answer
19	<ul style="list-style-type: none"> ● SR11 (Page 20) The Vendor shall provide a contact that allows both probation officers and offenders to communicate with the Vendor via email. <ul style="list-style-type: none"> ○ QUESTION: Are we required to provide 24/7 support to offenders? ○ If the answer to the question above is yes, what percentage of program participants do you anticipate will call or email the help desk on a daily basis? <ul style="list-style-type: none"> ■ Ideally, the participant should NOT be allowed to call and all communication should be between the vendor and the officer ■ There will be substantial cost to include this requirement 	No, Department staff will provide support to offenders.
20	<ul style="list-style-type: none"> ● SR13 (page 20) The Vendor's system shall have the ability for the probation officers to send instructions and notifications to the offender(s). ● SR17 (Page 21) Allow probation officers to send prerecorded voice or transcribed messages through the software application for one (1) or all offenders. The message shall be retained in the system until the call is completed. Messages to an offender may be deleted by the system upon completion of the call. <ul style="list-style-type: none"> ○ QUESTION: Approximately how many prerecorded voice or transcribed messages could potentially be sent on a daily basis as this does affect pricing of the service? 	The information requested is unavailable at this time. However, daily use of this feature is not anticipated. As this would be a new feature for the Department, a period of utilization would be required to respond specifically.
21	<ul style="list-style-type: none"> ● SR17 (Page 21) Accommodate non-English speaking offenders who speak Spanish and Creole. <ul style="list-style-type: none"> ○ QUESTION: What is an example of Creole as it relates to this bid? 	This requirement has been deleted. Please see Change No. 4 of this Addendum, as it relates to SR-17.

Question Number	Question	Answer
22	<ul style="list-style-type: none"> • SR19 (Page 21) The Vendor’s system shall provide a service that archives all voice response records received from offenders until deleted by the probation officer. <ul style="list-style-type: none"> ○ QUESTION: How long do we need to archive this information? What type of information in particular should the officer have access to delete? 	The information will need to be archived for 6 months. The officer should have access to delete offender responses to questions or instructions.
23	<ul style="list-style-type: none"> • SR21 (Page 21) The Vendor’s system shall allow for offender enrollments to be performed via direct telephone request (password accessible) when the probation officer does not have immediate access to an internet connection. <ul style="list-style-type: none"> ○ QUESTION: Can we get additional details of what is meant by this section? 	This requirement has been deleted. Please see Change No. 4 of this Addendum, as it relates to SR-21.
24	<ul style="list-style-type: none"> • SR22 (Page 21) The Vendor’s system shall complete all preliminary enrollments identified by the Department who are eligible for Contract monitoring within the first 60 calendar days after Contract execution. After this preliminary enrollment period, the probation officer and staff shall be able to update information on these preliminary enrollments. <ul style="list-style-type: none"> ○ QUESTION: Is the vendor responsible for enrolling the offender’s voice and data into the application or will this be the officer’s responsibility? If yes, how would we ensure that we are enrolling the correct person. 	The FDC probation officer will enroll the offender.

Question Number	Question	Answer
25	<p>• SR28 (Page 23) The Vendor’s system shall include case management software that shall have the capability to electronically distribute system-generated letters and documents to include, but not limited to:</p> <ul style="list-style-type: none"> ○ A. New Enrollment Letters ○ B. Compliance Letters: <ul style="list-style-type: none"> ■ 1)Term Letter ■ 2)Failure to Report Letter ■ 3)Employment Letter ■ 4)Failure to Pay Court Ordered Financial Obligations Letter ■ 5)Failure to Perform Community Service ■ 6)Outstanding Fees Letter ■ 7)Failure to Comply Custom Letter ○ C. Ad Hoc Letters: <ul style="list-style-type: none"> ■ 1) Change of Information Letter ■ 2)Report to Officer Letter ■ 3)Free Form Letter <p>Letters referred to in this ITN Section shall be developed by the Vendor based on input from the Department. It is anticipated, but not guaranteed, that most letters will be no longer than one page</p> <p>a. QUESTION: Is there a current policy for offenders who fail to pay?</p> <p>b. QUESTION: What happens if the offenders do not pay? Are they removed from the system immediately or will the state pick up the cost?</p> <p>c. QUESTION: How are payment chargebacks handled?</p>	<p>a. There is a procedure when an offender fails to pay a court ordered fee, but there is not a procedure if the offender fails to pay the Vendor.</p> <p>b. Yes, the offender would be removed from the system immediately. The Department will not compensate for this cost.</p> <p>c. The Vendor will be responsible for resolving.</p>

<p>26</p>	<p>3.4.4.1 Performance Measures System Service Requirements (PM)</p> <ul style="list-style-type: none"> ● PM04 (Page 24) Vendor shall provide onsite technical assistance, in the event technical problems that cannot be resolved remotely <ul style="list-style-type: none"> ■ (SR03) Expectation Within 24 hours, Measurement Duration Monthly, Financial Consequences \$250 per hour past the required response time frame, per occurrence ● PM05 (Page 24) System Availability Expectation (SR06) System shall be functional and available 99.99% of all time (excluding Department-approved scheduled maintenance) <ul style="list-style-type: none"> ■ Measurement Duration Monthly, Financial Consequences \$ 1,000 for every hundredth (0.01) of a percentage point, or portion thereof, below 99.99% ● PM06 (Page 24) System Failures reported by Vendor to the Department (SR07) <ul style="list-style-type: none"> ■ Expectation All outages shall be reported to the Department within 60 minutes of each system failure occurrence, Measurement Duration Monthly, Financial Consequences \$500 per 30 minutes past the required notification time frame, per occurrence ● PM09 (Page 25) System shall provide automatic email notification (SR26) <ul style="list-style-type: none"> ■ Expectation Within 24 hours, Measurement Duration Quarterly, Financial Consequences \$250 for every email notification not provided within the required response time, per occurrence <ul style="list-style-type: none"> ○ QUESTION: Are the measurement durations and financial consequences referred to in these sections flexible since Self-Report services do not pose a direct threat to public safety? 	<p>Vendors are encouraged to submit additional ideas for improvement or cost reductions, and other supplemental materials per Section 4.7, TAB G of the response.</p>
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Question Number	Question	Answer
27	<p>4.5 Pass/Fail Mandatory Responsiveness Requirements</p> <ul style="list-style-type: none"> ● Respondent demonstrates their ability to meet the performance bond requirements. Prior to execution of the resultant Contract, Respondent will deliver to the Department a performance bond or irrevocable letter of credit in the amount equal to the lesser of fifty thousand dollars (\$50,000.00) or the average annual price of the Contract (averaged from the initial five (5) year Contract term pricing). The bond or letter of credit will be used to guarantee at least satisfactory performance by Respondent throughout the term of the Contract (including renewal years). <p>○ QUESTION: What are the performance bond requirements?</p>	<p>The performance bond will be the amount lesser of \$50,000 or the average annual price of the Contract, based on prices provided by the Vendor. Please also refer to Section 4.7, TAB A, for additional instructions relating to performance bond requirements.</p>
28	<p>ATTACHMENT I PRICE INFORMATION SHEET FDC ITN-18-015</p> <ul style="list-style-type: none"> ● (Page 50) \$Price / Per Offender on Supervision <p>○ QUESTION: Is the price per offender daily, weekly or monthly?</p>	<p>The price is monthly, in advance, with no proration.</p>

REVISED
ATTACHMENT I
PRICE INFORMATION SHEET
FDC ITN-18-015

The Vendor shall provide their proposed cost in the tables below. Costs provided shall be inclusive of all technology, training, monitoring, reporting, maintenance, and any other applicable industry-support services.

INITIAL TERM (Five Year Period)	Unit Price	
Offender Self-Reporting Services	Price Per Offender on Supervision	\$ _____
	Credit Card Convenience Fee	\$ _____
Total \$ _____		

RENEWAL TERM (Five Year Renewal Period)	Unit Price	
Offender Self-Reporting Services	Price Per Offender on Supervision	\$ _____
	Credit Card Convenience Fee	\$ _____
Total \$ _____		

 VENDOR NAME

 FEIN#

 PRINTED NAME OF AUTHORIZED REPRESENTATIVE

 SIGNATURE OF AUTHORIZED REPRESENTATIVE

 DATE