1.

## **PROPOSER QUESTIONS AND REQUIREMENTS:**

Please respond to the following requests for information about your company:

**C.11.1 National Commitments**

1. Please provide a written narrative describing your understanding and acceptance of each of the Supplier Commitments (Corporate, Pricing, Economy and Sales) shown in Section G.1 of the RFP document.

**C.11.2 Company Overview**

1. Provide the total number and location of sales persons employed by your company in the United States.

***Example:***



1. Please provide a narrative of how these sales people would be used to market the contract to eligible agencies across the country. Please describe what you have in place today and your future plans, if you were awarded the contract.
2. Explain how your company will educate its sales force about the Master Agreement.
3. Provide the company annual sales for 2015, 2016 and 2017 in the United States; Sales reporting should be segmented into the following categories:



1. For the **proposed products and services included in the scope of your response**, provide annual sales for 2015, 2016 and 2017 in the United States. Sales reporting should be segmented into the following categories:



1. Provide a list of your company’s ten largest public agency customers, including contact information and the services/products provided.
2. Please list any existing regional and/or national cooperative purchasing programs. Provide the entity’s name(s), contract scope, contract term (including contract options) and annual volume by year for each of the last three years.

**C.11.3 Order Processing and Distribution**

1. Describe your company’s normal order processing procedure from point of customer contact through delivery and billing.
2. In what formats do you accept orders (telephone, ecommerce, etc.)?
3. Please state if you use a single system or platform for all phases of ordering, processing, delivery and billing.
4. Please state your normal payment terms and any quick-pay incentives available to Participating Public Agencies. The City and County of Denver will be using ACH payments to the awarded Supplier(s).
5. State which forms of ordering allow the use of a procurement card and the accepted banking (credit card) affiliation.
6. Describe how your company proposes to distribute the Products and Services nationwide.
7. Identify all other companies that will be involved in processing, handling or shipping the Product and Services to the end user.
8. Provide the number, size and location of your company’s distribution facilities, warehouses, support centers and retail network (if applicable).
9. Describe your ability to provide customized reports (i.e. commodity histories, purchase histories by department, green spend, etc.) for each Participating Public Agency.
10. Describe your company’s ecommerce capabilities:
	1. Include details about your company’s ability to create punch out sites and accept orders electronically.

* 1. Provide detail on your company’s ability to integrate with a pubic agency’s ERP/purchasing system (Oracle, SAP, Jaggaer, Workday, etc.). Please include some details about the resources you have in place to support these integrations.
1. If applicable, describe your company’s ability to do business with manufacturer/dealer/distribution organizations that are either small or MWBE businesses as defined by the Small Business Administration.
	1. If applicable, describe other ways your company can be sensitive to a Participating Public Agency’s desire to utilize local and/or MWBE companies, such as number of local employees and offices in a particular geographic area, companies your firm is using that may be local (i.e. local delivery truck company), etc.
	2. If applicable, provide details on any products or services being offered by your company where the manufacturer or service provider is either a small or MWBE business as defined by the Small Business Administration. Provide product/service name, company name and small/MWBE designation.
2. Describe how your company would be able to meet the local staffing plan requirements for other jurisdictions, as stated for the City of Denver in Section C.3 of the main RFP document.

**C.11.4 Marketing and Sales**

1. Provide a detailed outline of your company’s sales and marketing plan for marketing your offering to eligible agencies nationwide.
2. Explain how your company will market and transition the Master Agreement into the primary offering to Participating Public Agencies. How will your organization differentiate the new agreement from existing contracts you may have today?
3. Please describe your sales goals if awarded the Master Agreement, including targeted dollar volume by year:

$\_\_\_\_\_\_\_.00 in year one

$\_\_\_\_\_\_\_.00 in year two

$\_\_\_\_\_\_\_.00 in year three

**C.11.5 National Staffing Plan**

1. Please identify the key personnel who will lead and support the implementation period of the contract outlined in Section G.4, New Supplier Implementation Checklist, along with the amount of time to be devoted to implementation.
2. Identify the key personnel who are to be engaged in this contract throughout the term of the contract, including each of the roles described below:

|  |  |  |  |
| --- | --- | --- | --- |
| **Role** | **Description of Role** | **Person Responsible and Title** | **Time Commitment (%)** |
| Executive Sponsor | Responsible for the corporate commitment. Works with Supplier Manager. |  |  |
| National Account Manager | Responsible for sales efforts and training of sales people across the country. Works daily with Program Managers and Supplier Manager. |  |  |
| Lead Referral Manager | Responsible for distributing leads generated through the USC website. |  |  |
| Marketing Lead | Responsible for all marketing efforts. Works with USC marketing regularly. |  |  |
| IT Lead | Responsible for building USC landing page for supplier. |  |  |
| Reporting Lead | Responsible for providing monthly reports to USC. |  |  |

1. Provide an organizational chart of your company.
2. Submit a short bio for each of the below personnel. Each person’s bio should be limited to no more than two (2) pages:
	1. The person your company proposes to serve as the National Accounts Manager;
	2. Each person that will have primary responsibility for U.S. Communities account management; and
	3. Key executive personnel that will be supporting the program.

**C.11.6 Questions Regarding Products, Services and Solutions**

1. Provide a description of the Products and Services to be provided for the major product category(ies) that are being proposed. The primary objective is for each Proposer to provide its complete product, service and solutions offerings so that Participating Public Agencies may utilize a range of these services as appropriate for their needs.
2. Describe any related products, services and solutions provided by your company.
3. Discuss where your company sees this industry going during the next five years and how that might affect the products being offered by your company during that time. How might these innovations help or aid offender monitoring programs.
4. Provide a narrative on your acceptance and understanding of the Scope of Work and Technical Requirements as outlined in Section D of this Request for Proposal. Include how Proposer can provide a proposed solution which meets or exceeds the City’s specifications for each of the following:
	* Active, Passive and/or Hybrid Global Positioning Satellite Tracking (GPS Category).
	* Radio Frequency/RF
	* Video and/or Voice Tracking/Verification
	* Alcohol Monitoring
	* Supplemental Support Services
	* Smartphone Application
	* Data Analytics Software
	* Online Monitoring Software
5. Provide Proposer’s specifications and capabilities for the following, including transmitter and home unit specifications, as applicable:
* One-Piece GPS Tracking System
* Active GPS Portable Tracking
* Passive GPS Tracking
* Radio Frequency Tracking
* Voice Tracking and Voice Verification and Message Reporting System
* Video and/or Voice Breath Alcohol Monitoring
* Continuous Alcohol Monitoring
* Mobile Breath Alcohol Monitoring
* Supplemental Support Services
* Smartphone Application
* Data Analytics Software
* Online Monitoring Software
1. Architecture. The Proposer shall describe how their architecture aligns with the principles and best practices. The City encourages Web-based solutions that are designed using either a 3/N-tier or Service-Oriented Architecture (SOA) approach. Proposer shall identify any elements of their design that appropriately would not meet these constraints and explain why this is so.
2. The Proposer shall provide a diagram (or diagrams) with corresponding narrative that describes how their proposed technical solution is:
	* + Adaptable
		+ Available
		+ Extensible
		+ Interoperable
		+ Manageable
		+ Redundant
		+ Resilient
		+ Scalable
		+ Securable
3. Describe any additional features offered by your company for Participant Monitoring System Operation which are not specified already in the Scope of Work
4. Please describe your company’s security protocol, including but not limited to, the following:
	* General security
	* Data protection assurance
	* Drug and alcohol policies for Monitoring Center
	* Facility access
	* User access authentication and authorization
	* System software controls
	* Logging and reporting
	* Records retention
	* Audit trail
5. Describe Proposer’s proposed 24 x 7 maintenance and support for this contract. Please identify the City’s role in all aspects of maintenance and support.
6. Provide a Statement of Work (SOW) for project management deliverables for potential transition. Include a narrative description of the work required to achieve the City’s requirements as described in this RFP. Narrative should include, but not be limited to, the following:
* **Overview**: project background, purpose/objectives, anticipated benefits, software or technology products proposed, business processes impacted, and customers/end users impacted.
* **Detailed Scope**: requirements, deliverables included in scope, deliverables not included in scope, etc.
* **Schedule**: all milestones and major project deliverables and the planned completion date for each item.
* **Risk Watch List**: identify, analyze/evaluate, monitor and respond to the project risks as appropriate.
* **Organization Chart**: include defined roles and staffing plan.
* **Implementation Strategy and Implementation/Rollout Plan**: explain Proposer’s strategies for implementation/rollout.
1. Describe your procedure for managing lost/stolen/damaged equipment. How do you determine when a piece of equipment is lost/stolen/damaged?
2. Discuss the Proposer’s degree of accuracy and how it validates Voice Tracking and Voice Verification. Include it accuracy percentage.
3. Describe the acceptable operating environment and any limitations imposed on the system due to external electrical or radio fields.
4. What measures do you have in place to ensure GPS locations are not fabricated through Smartphone Applications?
5. Describe and provide any product and service warranties which are not already specified in Section C of this RFP.
6. Describe your policy for testing and re-certifying equipment.
7. Provide instructions on how participants clean equipment and how the City should clean and sanitize equipment between participants. Provide what the City should look for to determine if equipment should be retired from the program and returned.
8. Please provide a list and description of all the standard reports available to the City and Participating Public Agencies. Additionally, what are Proposer’s capabilities to provide customized reports? What ability does the City and Participating Public Agencies have in creating their own ad hoc reports from the data provided by the equipment?
9. What is your strategy for refreshing technology at no additional cost as technology improves? Discuss how often such refreshments take place and the expectations of the City and Participating Public Agencies during this process.
10. Describe the various access/security levels in your computer system? Do you offer read only access?
11. Describe the battery replacement procedures for the technologies offered.
12. Describe the motion detection system used in the bracelets.
13. List charging time frames for all technologies offered.
14. Describe any equipment you can offer for field workers to verify the location of

Participants.

1. Please provide a list of cell providers used for the various equipment in Denver.
2. Discuss any ability for crime correlation in the software system you offer?
3. Discuss how your proposed solution utilizes mobile (iPad/Tablet) device access? If so, please describe the application and the security utilized.
4. Detail your proposed solutions ability to accommodate Trunk Lines?
5. Discuss your solutions’ ability to cover multiple RF transmitters in group situations, such as, jails, motels, treatment facilities, shelters, dorms, etc.? Does this unit have a cell capability? Please detail this capability and include any limitations or benefits that have been identified using the cell phone option.
6. Does the system offer the ability to set and dispatch reminder calls? If so, please describe the types of calls offered and the entry requirements. Detail how this proposed solution has been used successfully.
7. Does the online system proposed offer the ability to track payment information and case files on an individual participant basis?
8. Does the online system provide for payment processing services such as credit card processing? Is it PCI compliant? Please discuss the process and the security incorporated in it? Also the City may just want the ability to use the system as a payment tracking system – discuss this usability and the benefits/liabilities involved in it.
9. Please describe the Lease/Rental/Ownership relationships proposed in the service plans being offered. Detail the benefits/liabilities of each plan for the consideration of the City and other Participating Public Agencies.
10. Describe any mapping functions available on Proposer’s proposed equipment solution. How accurate or detailed is this function? Also detail how this function may be incorporated in the reporting being proposed.
11. Describe in detail the proposed monitoring software as it relates to the capabilities for Breath Alcohol Monitoring.
12. Describe the process for validating an alcohol event.
13. Describe the process for determining a tamper with the equipment.
14. Describe the BAC range offered in the alcohol monitoring equipment. Detail how this range may be enhanced or any barriers that may affect this equipment’s operation. Include in that description how this is reported to the end user.
15. What is the standard trans-dermal testing interval that is optimal for the proposed equipment? How does that change when alcohol is detected? Discuss the warnings that are generated and reports that may also be generated.
16. Are the receivers for the trans-dermal alcohol monitoring available in phone line and cell varieties? Please detail the availability of the receivers and how they function with either or both options listed.
17. In addition to the GPS System Specifications listed, describe your solution to this requirement and any additional components your product offers as they relate to the GPS requirement.
18. Describe the communication options your solution offers.
19. Describe the process for notification for participants of exclusion zones both known and unknown. Detail any levels of notification being offered, their benefits and when they would be set-off.
20. Does the GPS equipment have the ability to switch to Radio Frequency mode in known locations, i.e. residence/place of employment? Please discuss this ability and how it may be used.
21. Describe the GPS service plans offered in detail and how they meet the requirements of this RFP.
22. Discuss how your solution uses batteries, identifying the types of batteries used and when a transmitter battery is low and sends a notification, how long before the battery dies?
23. Explain the parameters that are used in setting up GPS exclusion/inclusion zones. Shapes, sizes, etc.
24. Are there different levels in sounds volumes available on the GPS units? If so, how are those levels set? May these levels be affected remotely, if so how?
25. In the event of GPS blocking and/or jamming, how does the system generate an alert? What parameters are viewed by your solution as being “GPS blocking” or “GPS jamming”?
26. What types of GPS solutions are available in your equipment? Does your proposed solution have any training available for the end user to use? How is this training accessed? Are there any restrictions regarding this training? Is there any training available for the participant to use that discusses the barriers? Is this training available in Spanish or other languages?
27. Does your solution offer a secondary bracelet/device that may be used by a victim? Please detail this option and how it may be used?
28. Describe the phone technologies/companies that the RF units are compatible with. Include detailing phone technologies/companies that the RF units are not compatible?
29. What is the receiver battery life ? Discuss the batteries used and how they are changed.
30. When a transmitter battery is low and sends a notification, how long before the battery dies?
31. Detail how events are stored on the RF receiver unit while it is operating on battery power? Discuss what is affected by a low battery power.
32. Proposer’s training program:
* Describe Proposer’s training program that is included as a part of proposal pricing;
* Describe any additional training available along with proposed costs.
1. Describe your solution’s quality assurance program and any performance assurances it includes. Discuss any certifications (i.e. ISO 9001:2008) that you may hold.
2. Describe your solution’s problem escalation process as it relates to the requested product lines of this RFP. Detail the role of the City in this process and the successful proposer.
3. How are the City’s complaints measured and categorized? What processes are in place to know that a problem has been resolved?
4. Describe your company’s investment in technology and service programs for the present and the future and how Participating Public Agencies may benefit.
5. Describe the capacity of your company to keep the product and service offerings current and ensure that latest products, services, standards and technology for (Participant Monitoring Products, Services and Solutions) as well as any cost savings ideas you may have as they relate to these services and products.
6. Describe how Proposer’s pricing structure may be created and the factors that are taken under consideration for such a structure.
7. Describe how a participant’s pricing structure could be developed. This pricing structure is to be for the City to consider as it creates the structure for its participants?
8. How do you handle multiple accounts/agencies from the same entity? For example these services may be used by the courts, the police department or human services. Each of these departments is responsible for their budget so the invoice needs to reference that specific entity while going to a centralized AP. What happens when the wrong account is credited for a specific payment?
9. Proposer shall provide with its response illustration(s) and explanations of how the proposed solution meets the specifications/requirements:
10. The offender monitoring system provided shall be Web based with server(s) located at the Proposer’s site(s). A Web based application via a Terminal Server connection is not an acceptable solution to City.
11. The Proposer shall create a secure (using Secure Socket Layer SSL) password-protected monitoring database which can be accessed by City at time of contract award. User registration shall be provided online.
12. The system shall have the capability of differentiating between groups of offenders (i.e., Pretrial, in-home detention, work release, Parole, Probation, Sex Offender and other designated groups) and displaying this information to City. City shall provide offender categories after contract award.
13. The system shall have the capability of differentiating between priority of EM violations with user adjustable defaults and levels.
14. The system shall be capable of recording and storing the offenders name and information related to the nature and type of all events/alerts/violations and alarms generated for the offender, including a date and time stamp of the event. (Archive) Suppliers are to describe how their proposed model will be able to meet or exceed this requirement within their final submission.
15. The system shall have the capability of storing offender alert information in the database (i.e., vicious dog on premises, assault history, weapons history, etc.) and to display a related alert code on the main offender detail screen.
16. The Proposer’s web based system shall have the capacity for City Requirements under this contract, with capacity to expand as the needs of the City change. The Proposer’s system shall provide unlimited transactions and access to designated City personnel without degradation of performance, speed or quality.
17. Proposers shall configure the server software and hardware so that it will immediately hang up and re-set itself in less than five (5) seconds in response to a false call.
18. The database shall permit **unlimited simultaneous users** without significant degradation of service performance. Agency-designated users shall be able to search and perform sorts by any field, including but not limited to mapping, and to tailor certain monitoring parameters for each offender as necessary.
19. The system shall allow use of a numeric offender identification number designated by the City. This unique identification number shall be used to identify each offender within the Proposer’s system. In addition, the software shall require, at a minimum, the following mandatory fields for initial offender enrollment:
* Name
* City Identification number
* Physical address
* Serial number of equipment
* Time zone
* Assigned officer
* Multiple phone numbers
* Offender photograph
* Supervision level
* Special alerts (such as safety concerns, etc.)
1. The fields in the database shall be columns and the column headings and types of data to be entered can be, but are not limited to, the following:
* Agency/Department
* Division
* District
* County
* Case type
* Number of monitoring system units and types
* Date of installation/activation/deactivation
* Cost per unit
* Total monthly charges
* Invoice number and date
* Billing/Account number
1. The database shall be able to produce reports as required by the City.
2. The database shall be kept current with updates made each time a service is added, terminated, or changed. Once the database is established, invoices will not be paid unless the service is listed in the database.
3. The Proposer’s system shall allow authorized City staff to make service additions, deletions, and changes online. The Proposer shall keep the database current, making updates no later than the end of the next business day following any service addition/deletion/change by City.
4. No record in the database shall be deleted earlier than (a) the date that is three (3) years following final payment from the City under the contract; or (b) the date specified by law, whichever is later. The system shall provide that all data be recorded with a historical transaction record and stored/archived for retrieval/backup in a database. City personnel shall be able to access all stored/archived data in a reasonable time. All current and historical data files shall be retained for a period of seven (7) years by the Proposer. Data shall be in a non-proprietary format.
5. The Proposer shall maintain an error rate for call failure not to exceed one percent (1%) annually, and upon request by City shall provide data to demonstrate that this requirement is being met.

**C.11.7 Environmental**

1. Provide a brief description of your company’s environmental initiatives, including your company’s environmental policies and/or strategies, your investments in being an environmentally preferable product leader, and any resources dedicated to your environmental strategy, including staff.
2. Describe your company’s recycling services.  Describe any buy back or take back options offered for products sold on this contract such as batteries, mercury-containing equipment, paint, chemicals, etc.  Describe your company’s efforts to reduce or reuse packaging (or avoid difficult-to-recycle packaging such as polystyrene foam) and minimize the environmental footprint in the shipping process.

**C.11.8 Financial Statements**

1. Submit your latest Dun & Bradstreet report.
2. Please include an audited income statement and balance sheet from the most recent reporting period.
3. All financial statements required in this Section C.11.8 shall be submitted as their own, separate files, when final submissions are entered. Suppliers are not to include these with main proposal file.

**C.11.9 Additional Information**

Please use this opportunity to describe any other offerings your organization can provide that you feel will give additional value and benefit to Participating Public Agencies.

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