

Electronic Monitoring RFP – Questions from Potential Vendors
November 14, 2022

1. Could the OSPS share if this is a new or existing program?
This is a new program.
2. If this an existing program, could you please share who the current vendor(s) is/are?
NA
3. If this an existing program, could the OSPS share with us what the current contracted daily rate is for each separate type of technology? For example, GPS, RF, Alcohol Monitoring.
NA
4. If this is an existing program, could the OSPS please share what the average number of defendants on device per day for each month in 2022 for each of the separate models or technologies? For example, what is the average monthly devices assigned to defendants for GPS, RF Monitoring, and Alcohol Monitoring so far in 2022?
NA
5. If this is a new program, does the 500-750 criminal defendants represent an estimated usage for the OSPS? If so, does the OSPS have estimates on the percentage of technologies that 500-750 defendants represent? In other words, out of the 500-750 units in use, how many represent GPS, RF Monitoring, Remote and/or Transdermal Alcohol Monitoring? We do understand that this would be fixed price and variable usage, but the estimated usage would be very useful in calculating pricing.
This is an estimation of usage. We anticipate primarily using GPS technology.
6. Regarding RFP document – page 1 of 9 – II. DIRECTIONS – Under this section it states, “As outlined below, vendors shall submit proposals to pretrialservices@illinoiscourts.gov no later than 5:00 p.m. CST on December 2, 2022.” How large a file can be sent to this email without being rejected because of size limitations? Can respondents send multiple files if the Section 1 through Section VIII and the excel document is larger than the email will allow?
 - Will the OSPS accept online File Transfer services such as WeTransfer.com to send documents that are too large to the email provided?
Like Gmail and other systems, the e-mail address listed is limited to file attachments of less than 25mg. In addition, .zip or .doc file formats are not allowed as they can contain scripts with ransomware. You can send multiple e-mails with attachments, labeling them 1 of x, 2 of x. to make sure all are received.
7. Regarding RFP document – page 2 of 9 – Section III: *A Scope of Work, which includes a (1) Bid Narrative (10 pages Max)*. We have reviewed the description of the scope of work on page 4 of 9. Ten pages is not enough space to properly provide an overview of the elements that are described. If we can meet all the mandatory elements, can we state that we do and then address unique ways that we can meet said requirements?
Yes, the details of the mandatory (and other elements) can be specifically stated in the completion of the Excel file in Attachment F.
 - Will the OSPS consider increasing the amount maximum pages that respondents can choose to respond with?
No
8. Regarding RFP document – page 2 of 9 – *Section IV: Implementation Plan*: Implementation plans are often described as the timeframe for functions and activities performed by the vendor and the Office after the award is made which are necessary to make the Electronic Monitoring program operational. This could include ordering and delivery of all equipment for deployment, training of all authorized

Office staff and field technicians, and assistance with swap out of equipment from incumbent provider to the awarded provider (if the program is existing) or just the initial installation of the defendants (with a new program). Since the Office is looking for an estimated time frame for the completion of the implementation, we would require the following:

- In IV. Scope of Work (page 5 of 9) training plan described that approximately 120 employees would need to be part of the training plan. How many locations would the awarded vendor need to perform training?

2 locations for in person training – Sangamon and Franklin Counties in Illinois. OSPS also anticipates some training can take place virtually.

- If this is an existing program, would the Office want to swap out all current units or does OSPS want to replace units through attrition (only install units to new units for new defendants)? If the former, how many units by technology are on leg now that would need to be replaced?

NA

9. Regarding RFP document – page 2 of 9 – *Section VII: Price Proposal* – Referencing Attachment C. Budget Template:

- 3. Implementation Plan, Timeline, and Costs – For the cost element, does the OSPS wish to see “cost” as a daily rate for active units which is the most common way in this industry to propose Electronic Monitoring.

Yes, although, additional information that would make the estimate complete are necessary, such as additional costs, projected costs per year, etc. are also desired.

- Does the County want all costs (training, implementation, returns and shipment cost) included in the daily rate?

That would depend on the projected Scope of Work from the vendor. For example, it does not seem appropriate to pay for initial training within a daily cost several years after implementation is complete.

10. Regarding page 6 of 9 – Summary of System Requirements – Global Positioning System (GPS) – Questions regarding the following:

- (2) Although possible, is it the intent of the Office to notify the defendant of an alert (breach) to an exclusion zone?

Yes

- (3) Could the Office please clarify specifically what type of communication is required between OSPS, law enforcement and the victim regarding a breach? Is the OSPS looking for automated alert notification via text, email, or text to voice or something else? IF something else, could you please specify?

We anticipate working with the vendor to develop a tiered notification plan. For example, the response to an exclusion zone violation for a defendant on GPS for a domestic battery charge would be different than the response for a defendant on monitoring for a non-violent offense who is late home for a curfew.

11. Regarding page 6 of 9 – Summary of System Requirements – Global Positioning System (GPS) and Attachment F – We have several questions regarding these sections:

General GPS Requirements – A3; It reads, “Vendor must install, remove, troubleshoot, and maintain all required equipment.” Does this indicate the vendor will be required to have staff to perform these duties? Or will the Pre Trial staff (approximately 120) mentioned in the background information and again in the scope of work be trained to do these tasks and the vendor be available to troubleshoot and provide support?

Yes, we wish for the vendor to perform these duties.

- If the former, will the installs and removals be done during normal courts hours like 8:00 AM to 4:30 PM. If different than this could the OSPS please define?

Installations and removals can be prioritized to typical court hours; however, it is likely some installations would occur outside normal business hours.

- Will after hours be required?

Yes

- Where will installs be performed? Will they be at the court/jail/detention center?

OSPS anticipates a significant number will be performed at a jail, however, installs could be performed at the other locations indicated or the defendant's home, the defendant's work, an OSPS office or other location.

- With most of our customers where we provide install/de-install services for, we input the enrollment of the defendant. Who will input the enrollment information into the web-based interface including, name, address, rules, zones and other required demographic information?

We anticipate the vendor putting this information into their software with the consultation of the local Pretrial Services Officer.

- Does the County have an indication on how long the average sentence will be for defendants on:
 - i. GPS
 - ii. RF
 - iii. Alcohol Monitoring

No, we do not

12. Regarding pages 6 - 8 of 9 to – *Summary of System Requirements – GPS, Radio Frequency, Alcohol Monitoring, Computer System Requirements, Other vendor Requirements*. Does the OSPS wish to have respondents to address point by point?

Yes, but this should be done in the completion of the spreadsheet in Attachment F.

13. Regarding page 7 of 9, Computer System Requirements – Eighth bullet point – *The system must have the ability to integrate with OSPS' case management software*. We have several questions regarding this:

- a. If this an existing program, is the current vendors user interface integrated with the OSPS's case management software?

NA

- b. What is the name/BRAND of the OSPS's case management software?

Our CMS is not yet operational, but we are in contract negotiations with CSS (Corrections Software Solutions)

- c. Does the OSPS wish to have software from the case management software populate the vendors web-based user interface to save time or is there a need to have data travel in both directions from user interface to CMS as well as the other direction?

That remains to be determined, but it is anticipated data will need to travel in both directions.

- d. Is the integration of the respondents' web-based user interface with the CMS need to be completed during implementation before the program begins?

No, however, it is expected the integration would be complete in a set, agreed upon timeframe (i.e., within 6 months of contract execution, assuming the CMS is fully operational as well)

- e. Is the current CMS solution an enterprise solution or cloud computing solution?

NA – The CMS is not yet operational.

- f. Where our software can integrate with any Case Management software, the frequency and complexity of the data sharing can impact the cost and the time necessary to complete the integration during implementation. This would require a more in-depth meeting with the authorized CMS and our IT staff if awarded. We would reserve the right to state that this is a variable in our implementation plan as the details of integration will be unknown prior to RFP submission.
14. Attachment E – Generally, do you want respondents using ONLY the vendor comments cell without elaboration on another separate Word document using images or more comprehensive comments?
Vendors may elaborate but should keep in mind the space constraints noted in the RFP document.
15. Attachment E – Tab Computer System Requirements – F9 – The requirement states – “Security must include protection for victim and defendant”. This is referring to online protections, so is OSPS referring to the inability of the defendant to access demographic or location data of the victim and inquiring if these pieces are logically separated in the web-based interface?
Item F9 refers to OSPS requirements that all data, especially confidential information, be protected within the system and remain confidential and secured.
16. Attachment E – Computer System Requirements – F29 – We have the following questions about this mandatory requirement:
 - a. If this is an existing program, does the OSPS use this functionality? Is it used frequently and why use this in lieu of texting the defendant from agency provided cell phones to the defendants’ cell phone?
In line with 730 ILCS 5/5-8A-7, OSPS wishes to use the “best available technology” including real-time interactive capabilities with the defendant in domestic violence cases.
 - b. If this is a new program, does the OSPS expect to use this frequently?
OSPS expects most GPS cases will have an identified victim with exclusion zone requirements.
17. What is the expected volume for each technology that will be used?
Unknown
18. What is the estimated average length of time that a pretrial client will be monitored on EM?
Unknown
19. With regard to the requirement that installations and removals are to occur within 24 hours of notification to the vendor; would the OSPS consider increasing this requirement to within 48 hours? Industry standards for a program of this size and scope are generally more in line with 36 to 48 hours, and the current 24-hour requirement will have a significant impact on cost.
While OSPS desires a 24-hour installation/removal timeframe, OSPS is open to hearing options which are identified in the budget document.
20. What are the expected days of the week and hours for installations and removals to take place? Is it the OSPS expectation that these services will take place 7 days a week and at all hours or during normal business hours Monday through Friday?
Installations and removals can be prioritized to typical court hours; however, it is likely some installations would occur outside normal business hours.
21. The bid narrative included in the scope of work response is to be limited to 10 pages. OSPS has acknowledged that a vendor may choose to not necessarily propose solutions to all technologies (GPS, RF, CAM, & RB) requested, and OSPS has stated several requirements for each technology. Being thorough and accurate in the explanations will be critical to evaluation. The following questions pertain to the scope of work narrative:

Would OSPS consider allowing a set number of pages to be allotted per technology sub-class (GPS, RF, CAM, & RB) proposed so that a vendor proposing only one technology does not have a declarative advantage over a vendor proposing all requested technologies? Examples: One technology per five pages of narrative, or two additional pages for each technology sub-class over a minimum of one.

The parameters outlined in the RFP will remain as stated.

On page 4 of the RFP document paragraph two, it is stated that “The bid narrative should be no longer than 10 pages and should serve as a summary of the types of services and training the vendor can provide OSPS.” One of the three components of the SOW is separately stated as a training plan. Can OSPS please affirm that a vendor will not be deducted in the evaluation for constructing the training plan portion with all the services the vendor offers?

The training plan is a separate portion of the submission from the bid narrative. The bid narrative can reference the training plan, but the training plan would include more specific details.

For clarification, can OSPS please affirm that of the three required components of the response the “specifications of vendor’s electronic monitoring system...” the vendor is permitted to supply supplemental overview boilerplate of the solutions for reference for OSPS? Example: It is common practice to include a complete overview of the entire solution (including technical and functionality specifications) to be used as a reference to the narrative component so as to reduce the number of questions the evaluation committee may have.

Additional reference documents can be attached to the submission but should not be part of the main body of the submission.

22. For clarification does the OSPS anticipate that 500-750 unique participants will be served in one year, or is OSPS indicating that 500-750 participants will be served at one time?

Over the course of a year. However, since we are not yet operational and are a brand-new program, this is an estimate.

23. To assist vendors with crafting an appropriate response around how monitoring will be applied to various participants, does the OSPS have any type of assessments or guidelines established that will dictate which participants will be qualified to be monitored in the EM portion of the program? If assessments or guidelines are established, what are they?

There are no assessments or guidelines at this time.

24. What is the expected division (ratio) of each technology that will be used projected to be? Specifically, what is the expected percentage of usage between the technologies requested? Good faith estimates are appreciated, and volume can drive overall cost proposal down.

- Global Positioning Systems (GPS)
- Radio Frequency/Curfew (RF)
- Continuous Alcohol Monitoring (CAM)
- Remote Breath (RB)

This is unknown. We anticipate primarily using GPS technology.

25. What is the anticipated average length of time that a pre-trial participant will be monitored on any of the technologies to the best of your estimation based on the parameters for monitoring set by the OSPS? If the duration will differ by technology, please include an estimate for each technology.

Unknown

26. Is OSPS responsible for payment of the EM/AM program for the participant’s entire term of monitoring?

OSPS anticipates paying for the services while the defendant is on pretrial supervision with OSPS and meets criteria for the program.

If not, what entity would be responsible following OSPS conclusion of fiduciary responsibility?

Undetermined – if OSPS’s fiduciary responsibility is stopped for a defendant, the county, the defendant or some other entity could take over responsibility.

27. It is stated that vendors deemed to have submitted responsive proposals will be asked to provide a 90-minute demonstration:

Is it intended that the demonstration would be in-person, or virtual (is there a preference?)

The initial 90-minute demonstration would be virtual. If additional demonstrations are necessary as part of the review process, they would likely be in person.

Since OSPS is not requiring the vendor to propose solutions for all technologies, is it the intention of OSPS to permit a demonstration that is time ratioed based on the number of technologies offered?

Example: 60-minute base demonstration with 15 additional minutes added per technology proposed over one. Providing a vendor a 90-minute presentation when the vendor is proposing only one technology solution is a distinct advantage over a vendor offering all technologies, or multiple solutions for each technology sub-class.

No – 90 minutes will be given to each vendor who is deemed to have submitted a responsive proposal.

28. Attachment C Budget Template appears to be an outline of requested information and not a templated layout. Is it the intention for the cost proposal to simply follow the budget outline instead of a defined template layout? Example: A vendor can layout cost options in a table format with high level descriptions of deliverables (as requested).

Yes, Attachment C is just an outline. The budget submission should contain all of these elements and follow the general outline listed there, but the vendor is free to organize the body of the template as they wish.

Attachment C, part 3 requests “...a detailed plan and timeline for implementation, training...”

This is already required in the response specified as Section IV. Does OSPS want the information repeated, or should the implementation plan be eliminated from Attachment C?

It should be part of Section IV but can be referenced as part of the budget submission, as applicable.

29. Regarding the mandatory requirement contained in each tab of Attachment F pertaining to individual technologies that “Installations and removals are to occur within 24 hours of notification to the vendor.” Typical business practice in the EM industry is to have an installation or removal performed within two business days of the request. A truncation of the industry standard timeline will significantly impact cost since vendors will have to allot for more staff on low volume. The following questions pertain to this requirement.

Is 24 hours to be considered a business day, or across calendar days?

24 hours from notification of the vendor of the need.

Does OSPS anticipate specific days on which a participant may be assigned to an EM or AM protocol, and if so, what days are anticipated?

It is anticipated most participants will be assigned Monday through Friday during typical business hours, but in some circumstances could happen during non-business hours or weekends/holidays.

If the 24 hours is to be considered across calendar days, we respectfully request that this be extended to 48 hours in order to appropriately staff for those situations.

Regarding the mandatory requirement contained in tab “GPS Requirements” of Attachment F pertaining to specification A5 (as well as A6): There are requests notifications on a number of violations or non-compliance to be done “in real time.” Since several of the items OSPS lists such as jamming, shielding, and unable to connect, are all, by nature, delayed or after-the-fact alerting mechanisms, would OSPS respectfully consider amending this entire requirement to read more appropriately:

A5: “The system will continuously track individuals on equipment 24/7 and inform OSPS staff of any violation or noncompliance (including but not limited to: defendant strap tampers, exclusion zone entry, low battery, device failure, curfew compliance, jamming/ shielding, unable to connect, etc.) in real time according to the mutually agreed upon standard and set system protocol following the generation of such alerts.”

The remains as written. The vendor may respond in the comments section of Attachment F.

Regarding the mandatory requirement contained in tab “RF Requirements” of Attachment F pertaining to specification B1: The nature of RF monitoring does not continuously track, nor does it permit for the real-time alerting of defendant strap tampers, low battery, or device failure unless the device is within range of the base unit. Would OSPS respectfully consider amending the requirement to read:

“The system must continuously track monitor curfew presence of individuals on equipment 24/7 when in range of the base unit and inform OSPS and/or law enforcement of any violation or noncompliance (including but not limited to: defendant strap tampers, low battery, device failure and curfew compliance) in real-time at the time the monitoring system generates such alerts.”

This is reasonable and the vendor may address it in Attachment F of the submission.

30. Regarding the mandatory requirement contained in tab “Alcohol Monitoring Requirements” of Attachment F pertaining to specification D3: The very nature of transdermal/continuous alcohol monitoring and detection is delayed in the human body due to a number of factors. Further, the data must be analyzed in a staged process before being confirmed as consumption. The requirement indicates that the “System shall have instantaneous results.” Would OSPS consider respectfully amending the requirement to read:

“System shall have instantaneous unanalyzed results available and viewable upon the successful download of the information from the unit being worn by a participant.”

This is reasonable and the vendor may address it in Attachment F of the submission.

31. Regarding the mandatory requirement contained in tab “Computer System Requirements” of Attachment F pertaining to specification G6: Physical magnetic media is susceptible to damage, corruption, theft, and other circumstances that may put the data at risk. The infrastructure of cloud-based systems is typically a multi-tenant system that houses data from multiple entities and data for an individual entity would only be usable or accessible using the native software developed for the data. Would the OSPS respectfully consider multiple virtual cloud backups of all data located in differing geographic regions as an alternative?

Yes

32. Has the length of the contract already been determined?

No

33. In addition to the questions previously submitted earlier today, we would like to respectfully request that the OSPS consider an extension to the deadline, allowing time for the standard industry proposal

preparation process after the responses are posted. Would the OSPS extend the due date for an additional one to two weeks past the existing deadline?

Yes, the deadline will be extended to December 30, 2022.

34. Can you please confirm that Attachment D, Vendor Bid Certification Form, is to be included within the first packet? We ask because it is listed after Section VII, Price Proposal, Attachment C, in the Directions on page 2.

Yes, it should be attached to packet 1, the main response to the RFP (not packet 2, the pricing portion)

35. Electronic Monitoring Systems RFP, page 1, II. Directions. To ensure an emailed proposal does not fail due to email size limitations, what is the email file size limit?

Like Gmail and other systems, the e-mail address listed is limited to file attachments of less than 25mg. In addition, .zip or .doc file formats are not allowed as they can contain scripts with ransomware. You can send multiple e-mails with attachments, labeling them 1 of x, 2 of x. to make sure all are received.

36. Regarding Attachment G, what do the numbers on the map refer to?

Those are the Judicial Circuits in the State of Illinois.

37. RFP Scope of Work, page 5, first paragraph: "The vendor's training plan shall elaborate on how all pretrial services staff (estimated to be around 120 employees) located in the various counties identified in Attachment G will be trained before January 1, 2023".

- The proposal is due on December 2nd. When is the award expected?

The goal of OSPS is to select a vendor and complete contract negotiations within 120 days of the proposal being due.

- Is the training deadline of January 1, 2023 still valid?

No, this date is no longer reasonable.

- If not, is there a certain number of days following award that training is expected to be completed within?

We request training be completed within 90 days of the finalization of the contract.

38. Regarding RFP, page 8, Implementation plan: Is there a population of participants already on GPS/RF/Alcohol Monitoring equipment that needs to be switched out as part of an implementation plan or are these participants finishing their time on the program with the current provider(s)' equipment?

No

39. Will the State issue a formal contract and conduct negotiations with the awarded vendor?

Yes

40. Do you anticipate awarding one contract for all counties or a separate contract for each county?

Ideally OSPS would award one contract for all counties.

41. Will each county be invoiced separately, or will one invoice be sent to OSPS?

One invoice will be sent to OSPS.

42. Will the scope of services be identical for all counties?

Yes

43. How will the program be funded?

Through OSPS

44. How much is the annual budget for the program?

NA

45. If possible, please list a breakdown of anticipated number of units on leg for GPS/RF/Alcohol per county.

This is unknown. We anticipate primarily using GPS technology.

46. How many days on average is each participant expected to be on GPS, RF or Alcohol Monitoring?

Unknown

47. How many new participants are expected each month?

Unknown – We have estimated 500-700 annually but this is a projection.

48. Will the state provide office space for install/retrieval of equipment?

Vendors will be able to utilize OSPS office space for install/retrieval of equipment.

49. Does the state have a preference on where the installations will take place within the 69 counties?

The only preference would be that the installations be done in a timely fashion and will be convenient to participants, meaning a participant who is at the courthouse/jail/home, can be hooked up there and not have to travel a large distance out of the way for hook up.

50. How long does OSPS anticipate each client being on electronic monitoring equipment?

Unknown

51. Are you interested in additional or alternative electronic monitoring technologies and products?

OSPS is interested in learning of alternative technologies that could be applicable to this project.

52. Attachment F, A2, B2, and C2 require the vendor to “install, remove, troubleshoot, and maintain all required equipment.” These are mandatory requirements.

However, there is a very large price difference between vendors handling these services and the agency handling them. If the vendor handles the install/retrieval services, it requires employees to be hired and staffed throughout the state. This adds considerable cost.

- Additionally, it is simple to install and remove the devices.
- Troubleshooting usually requires just a simple phone call or email to the vendor.
- Maintenance is handled through the return of the device to the vendor. Replacements are provided at no additional cost.

Will OSPS accept pricing levels that both include and exclude the provision of these services?

OSPS strongly desires to have the vendor provide these services. However, if the vendor wishes to provide both pricing alternatives, that is acceptable.

53. 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 initial answers?

Yes, additional follow up questions will be allowed for 1 week following these questions being posted.

54. Since monitoring center staffing factors heavily into vendor costs, we request clarification of the monitoring services required. - Is OSPS requesting the additional provision of direct manual outbound calls from the monitoring center staff to either offenders or officers?

Yes

- If the answer is yes, who is to be contacted by telephone? The officer, the offender, or both?
Depending on the scenario, dispatch/law enforcement, OSPS Operations Center, the participant, the officer or other applicable party.
- Which violation notifications must be provided via a phone call?
OSPS anticipates working with the vendor to identify the appropriate calls. For example, it is highly likely a call to dispatch/law enforcement will be required in a GPS exclusion zone violation with an identified victim. However, unlikely a call will be needed to dispatch/law enforcement if a person on continuous alcohol monitoring has a low battery.
- For each of the violations that require a phone call, approximately how many alarms are generated each month?
Unknown
- Can you please provide the current outbound protocols?

This is a new program so there are no current protocols.

55. What is your expected implementation timeline?

- For example, do you anticipate implementing the EM program in all 69 counties at one time, or gradually?

We wish for the service to be implemented efficiently but effectively and look forward to hearing the vendor's proposal on how to accomplish this. However, it seems unlikely that all 69 counties could be started on the technology at the same time.

- If gradually, would you expect implementation to occur within one month or over a longer time period?

As soon as possible and practical – ideally within 90 days of contract execution.

- Can trainees in adjacent counties attend a group training, or will a separate training session be required for each county?

Two training locations in Sangamon and Franklin Counties are ideal. When appropriate, virtual training is preferred. However, it is understood, some in person training may be necessary.

56. Will the OSPS please identify the anticipated average length of stay of defendants on the various monitoring technologies during the pretrial phase of the program?

Unknown

57. Will the OSPS please identify the anticipated average number of daily defendants on the program at Six (6) months and after Twelve (12) months of program implementation?

Unknown

58. During calendar year 2023, OSPS projects it will provide electronic monitoring to an estimated 500-750 criminal defendants who are released during the pretrial phase.

- Will the OSPS please identify the anticipate timeframe of program growth to 500 -750 defendants?

Because this is a new program, existing in counties that, for the most part, have never utilized these technologies, it is difficult to estimate or project these numbers.

- Will the OSPS please clarify if the growth number of anticipated defendants is based on total number of defendants per year, or if it is based on an average daily number of program defendants?

Please see directly above.

59. OSPS anticipates using three types of electronic monitoring: global positioning system (GPS), radio frequency (RF), and alcohol monitoring. The alcohol monitoring can take one of two forms: remote breath or continuous alcohol monitoring.

- Will the OSPS please identify the expected active daily criminal defendants on the following:
 - GPS Monitoring =
 - RF Monitoring =
 - Breath Alcohol Monitoring =
 - Transdermal Alcohol Monitoring =

Unknown, however, we anticipate primarily using GPS technology.

60. As outlined below, vendors shall submit proposals via email.

- Will the OSPS please clarify if there is a file size limit on attachments being emailed?

Like Gmail and other systems, the e-mail address listed is limited to file attachments of less than 25mg. In addition, .zip or .doc file formats are not allowed as they can contain scripts with ransomware. You can send multiple e-mails with attachments, labeling them 1 of x, 2 of x. to make sure all are received.

- If proposal attachments exceed the deliverable file size limit, will the OSPS accept multiple emails to ensure vendor’s proposal and all supporting documents are delivered?
Yes
61. As outlined below, vendors shall submit proposals to no later than 5:00 p.m. CST on December 2, 2022. We kindly ask the OSPS to extend the proposal due date to December 9, 2022, by 5pm (CST).
The deadline is extended to December 30, 2022.
62. II. DIRECTIONS Section III. - (2) the completed Excel file entitled “OSPS Electronic Monitoring System Requirements” (Attachment F); and (3) training plan.
- With the “OSPS Electronic Monitoring System Requirements” Attachment F being an Excel file, vendors have limited character space to provide in-depth responses.
With the understanding that vendors are required to provide a response directly into Attachment F and submit as part of their proposal we kindly ask the OSPS to allow vendors to provide an appendix section within their proposal response referencing appendix section and page number as an additional part to vendor’s responses.
An appendix section as described is allowable, keeping in mind the desire for the overall submission to not be excessively long.
63. Attachment F “OSPS Electronic Monitoring System Requirements” – TAB Training Requirements
- Will the OSPS please identify the number of staff that will require initial training upon contract execution?
Approximately 120 employees
 - Will the OSPS please identify the number of training location(s) to utilize?
Two training locations in Sangamon and Franklin Counties are ideal. When appropriate, virtual training is preferred. However, it is understood, some in person training may be necessary.
64. Attachment F “OSPS Electronic Monitoring System Requirements” – TAB Computer System Requirements
- Item Number F7 - System must have the ability to integrate with OSPS’s case management software to exchange client, device, alert and related information. Will the OSPS please provide the name of Case Management software that is currently being used?
Our CMS is not yet operational, but we are in contract negotiations with CSS (Corrections Software Solutions)
65. IV. Scope of Work - The vendor’s training plan shall elaborate on how all pretrial services staff (estimated to be around 120 employees) located in the various counties identified in Attachment G will be trained before January 1, 2023.
- Due to deadline proposed, being less than 30 days from RFP submissions, will the OSPS be willing to provide roster of expected staff, sites required to train, or reference our ability to train via virtual platform i.e., Teams, Zoom, Google Meets?
Yes, we can provide that information once a vendor is selected. Please see also the answers above related to this topic.
66. With the OSPS covering 69 counties, has the OSPS developed a diagram of the structure for workflow, processes, and procedures that will be utilized when defendants are placed on the program upon bail assessment/court order?? (i.e., expected timeline of defendant’s program enrollment upon court order).
No, however, we have indicated we wish hook ups and removals to be completed within 24 hours of notice to the vendor.

- If yes, we kindly ask the OSPS to provide vendors with a copy of this diagram to assist vendors in the framework?
NA
 - If not, will the OSPS please clarify if the development of structure for workflow, processes, and procedures will be created solely by the OSPS, or is it expected that the awarded vendor is to consult and/or fully create/develop this structure?
OSPS expects to create workflow and procedures in consultation with the selected vendor
67. Attachment F “OSPS Electronic Monitoring System Requirements” – TAB Computer System Requirements - “OSPS Staff must be able to view their entire caseload of defendants on electronic monitoring on one screen and have the ability to download information onto their computers.”
- Is it OSPS intent to have all monitoring methods via one login for ALL monitoring platforms, GPS, RF, alcohol? If so, in an effort to provide best, most cost-effective options available, would OSPS accept a proposal for GPS/RF in one unique dashboard and Alcohol Monitoring with another?
It is preferred to have all technologies on one dashboard, however, is acceptable if multiple dashboards are necessary due to multiple technologies being utilized.
68. To significantly reduce cost and increase officer control over the program, would the agency consider implementing a model whereby officers would complete the installs/de-installs on defendants at their desired locations or in the field with full monitoring and technical support services available 24/7 from the vendor? If so, can vendors propose and price this lower cost monitoring solution as an option in their price proposal?
OSPS strongly desires to have the vendor provide these services. However, if the vendor wishes to provide both pricing alternatives, that is acceptable.
69. OSPS has indicated on Page 1 under Background Information that pretrial services will be provided through this project in at least 69 of the 102 counties in Illinois as depicted on the map in Attachment G.
- Does the OSPS anticipate any of the remaining 33 counties will become a part of this project after January 1, 2023?
Yes, although it is unknown which counties or a timeline for their inclusion.
 - If additional counties participate in this project after January 1, 2023, which counties may be added and what are the population estimates associated with each county by technology?
Unknown
 - Are the county programs responsible for the funding for the use of Electronic Monitoring or does the state have a line-item appropriation? If there is a line-item appropriation in the state’s fiscal budget for these programs, how much has been approved for FY2023?
NA
70. OSPS has indicated on Page 1 under Background Information that the projected volume for this project is estimated at 500-750 criminal defendants. We have a few questions regarding this information.
- Can you please provide clarification on whether these figures are an estimated daily average population for the project or if these figures are an estimated annual total number of participants for the project?
Estimated annual total number of participants
 - Can you please provide insight as to how OSPS determined these estimated population figures for the project?

This is a rough approximation based upon publicly available information on average criminal case filings in the 69 counties served by OSPS.

- Are these figures based on current actual volumes within the participating Counties?
NA – This is a new program.
- If so, could OSPS please share these figures from each County affiliated with the project and provide a breakdown by type of technology as well?

NA

- If these population figures are an estimate of the annual total number of participants for the project, can you please provide an estimated daily average population?

Unknown, however we estimate 20,000 people on supervision annually, once fully operational.

- These estimated daily average population figures do not break down the participants by type of monitoring equipment to be utilized. Can you please provide a breakdown of the estimated daily population by type of monitoring equipment including the breakdown between remote breath alcohol and continuous alcohol monitoring?

This is unknown. We anticipate primarily using GPS technology.

71. OSPS has indicated on Page 2 under Directions that Attachment C Budget Template is to be used as a separate pricing proposal template. Please confirm that there is not a specific fee table that should be used but rather a specific format as outlined in the narrative of Attachment C covering three (3) noted categories/items.

There is no specific fee table. Attachment C is just an outline. The budget submission should contain all of these elements and follow the general outline listed there, but the vendor is free to organize the body of the template as they wish.

72. OSPS has indicated that an award may be made to one or more vendors for each type of electronic monitoring technology. Because this RFP requires statewide staffing for installation services that must be completed within 24 hours of notification, it is critical for every vendor to know how this award may be divided/shared and split within the State.

- Is it the intent of the OSPS to award to multiple vendors for each type of technology?
No, ideally OSPS would award the entire contract with all types of monitoring to one vendor. However, OSPS reserves the right to award one or more vendors a contract. It is the desire of OSPS to have no more than 1 vendor for each type of electronic monitoring. However, depending upon circumstances, reserves the right to have more than one vendor for each type of electronic monitoring.
- If multiple vendors are awarded for each type of technology, how will OSPS divide service between the multiple vendors – i.e., regional allocations, County-by-County ability to select the vendor of their choice, an even split of individual cases without review of location for service, etc.?

Unknown, depending on circumstances that could exist but are not yet known to OSPS.

73. The deadline for proposal submission is December 2, 2022, at 5pm Central Time. On Page 5 under Scope of Work, OSPS indicates that an estimated 120 pretrial service employees located in 69 different counties statewide will need to be trained before January 1, 2023. Given that the award and contract negotiations will need to be completed prior to any training taking place, and that there are only 29 calendar days that include the Christmas holiday between these timelines, would the OSPS consider providing a revised timeline for training completion?

It is not realistic for the program to be operational by January 1, 2023. OSPS requests training be completed within 90 days of the finalization of the contract.

74. Page 6, Summary of System Requirements – Global Positioning System (GPS), Bullet 1, describes notification and communication requirements from the vendor to OSPS staff, law enforcement, defendants, and victims. This language appears to indicate that defendants on GPS monitoring for this project will require enhanced monitoring services that are associated with calls/notifications to victims as well as calls/notifications to law enforcement. Because these types of cases are more labor intensive for the vendor’s monitoring center and thus incur additional costs, we have a few questions.
- Will all defendants placed on GPS for pretrial supervision have cases involving victims and/or victim notifications?
Unknown, however, we anticipate the majority of GPS cases will have an identified victim and utilize exclusion zone technology.
 - If not all cases for this project consist of crimes/offenses that may involve victims, what estimated number of cases will consist of crimes/offenses that may involve victims and what estimated number of cases will be victimless crimes that would not require enhanced notification procedures?
Unknown.
 - What estimated number of cases will require notification to law enforcement agencies?
Likely all that have an identified victim with exclusion zone technology with the possibility of some other cases needing this service as well, depending upon court order and/or the nature of the case.
 - Does the OSPS anticipate these notifications to victims will be manual telephone calls from the vendor or automated text notification?
The type of notification will need to be “real-time”, interactive and verifiable that the message was received and acted upon.
 - Does the OSPS anticipate the notifications to law enforcement will be manual telephone calls from the vendor or automated text notification?
The type of notification will need to be “real-time”, interactive and verifiable that the message was received and acted upon.
75. Within the Scope of Work as well as Attachment F, each technology indicates that the vendor must install, remove, troubleshoot and maintain all equipment. Attachment F further indicates that installations and removals are to occur within 24 hours of notification and troubleshooting is to be resolved within three (3) hours of notification. In order to meet these mandatory requirements, the vendor must be able to adequately staff the program and as such we have some questions.
- What is the estimated/anticipated number of installs per month?
Unknown
 - What is the estimated/anticipated number of removals per month?
Unknown
 - Is there Regional or County-by-County information regarding estimated/anticipated installs and removals and if so, what are those numbers?
As this is a new program, this information is not available.
76. What risk level are defendants? Are they high-risk, low-risk? If both, what percent of total defendants are high-risk?
Unknown as we are just starting operations. However, it is anticipating the majority of defendants will be accused of a violent crime with an identified victim.
77. How many of the 500-750 possible defendants need alcohol monitoring?
Unknown, but OSPS believes the majority will not need alcohol monitoring.

78. Does the state anticipate adjusting the timeline for the start of the contract, considering the RFP is due December 2, 2022 - leaving only a few weeks for the state to evaluate responses and negotiate contracts with selected vendors?

It is not realistic for the program to be operational by January 1, 2023. OSPS requests training be completed within 90 days of the finalization of the contract.

79. In the Excel Sheet GPS Requirements A3 it asks if "Installations and removals are to occur within 24 hours of notification to the vendor." In the Scope of Work document it states that "equipment. Training shall minimally include the following: installation and removal of equipment, procedures for enrollment and changes, troubleshooting monitoring problems, use of monitoring software, notifications of violations/alerts from the monitoring system to OSPS and/or law enforcement, and any other training as needed to keep current on monitoring equipment and software." Is it required that the vendor perform installations across 69 counties?

Yes

80. Would OSPS consider alternative solutions to standard ankle monitors and RF solutions such as a wrist wearable device or a smartphone based device?

OSPS is interested in learning of alternative technologies that could be applicable to this project.

81. Would OSPS prefer a county by county training plan or a regional training plan?

OSPS is open to either, so long as officers are not traveling more than an hour each way for onsite training. Further, when appropriate, virtual training is preferred. However, it is understood, some in person training may be necessary.

82. The RFP states "During calendar year 2023, OSPS projects it will provide electronic monitoring to an estimated 500-750 criminal defendants who are released during the pretrial phase." Can you please clarify how many devices OSPS anticipates being active at one time, by device? For example, how many estimated GPS, RF, and alcohol devices will be active at any given moment (on average)?

Unknown, however, OSPS anticipates the majority using GPS technology.

83. Can you please provide some clarification as to when OSPS will stop paying for the monitoring and post disposition will begin paying?

Once the period of pretrial monitoring is over, which could be directed by court order, a plea being entered, the defendant being found guilty, the case being dismissed, etc.

84. With the anticipation that OSPS will begin providing pretrial services on 1/1/23, as stated in section I "Background Information", can you please clarify an implementation date for the services requested herein? With a due date of 12/2/22, and the subsequent requested demonstrations, we are looking for clarification on the amount of time a vendor will have to begin services.

It is not realistic for the program to be operational by January 1, 2023. OSPS requests training be completed within 90 days of the finalization of the contract.

85. Section VII "Evaluation of Bids" states that an evaluation criteria is "Diversity of the Vendor". Can you please clarify if this evaluation criteria is referring to the diversity of the products proposed or the background of the vendor's employees?

The diversity of the organization's leadership and employees.

86. Attachment F lists a requirement for RF, GPS, and alcohol monitoring that "troubleshooting is to be resolved within 3 hours of notification to the vendor". Can you please provide some examples of the type of troubleshooting OSPS is looking to have resolved in this 3 hour time frame? Does this mean diagnosing an issue and the vendor potentially performing an in-person inspection in this 3 hour time frame?

To clarify, OSPS wishes for the issue to be diagnosed within 3 hours and for the resolution to be within 12 hours of notification to the vendor.

87. Does OSPS expect that all installations will take place at their various offices across the State, or will installations occur at an enrollee's home?

Either or at other typical locations, such as the jail or courthouse.

88. What services are needed after installations?

Please see the RFP document.

89. Are all installations expected to only occur during normal business hours, i.e., Monday-Friday, 8:00-5:00pm?

Installations and removals can be prioritized to typical court hours; however, it is likely some installations would occur outside normal business hours.

90. Would OSPS consider pricing options that did not include installation?

OSPS highly desires the services provided to include installation/removal. However, OSPS is open to hearing options from potential vendors.

91. Per the RFP, it states all training would occur prior January 1, 2023. Given that this proposal is due December 2nd (currently), with evaluations and demonstrations to occur presumably in December, could OSPS confirm the training schedule requirements?

It is not realistic for the program to be operational by January 1, 2023. OSPS requests training be completed within 90 days of the finalization of the contract.

- Additionally, could OSPS confirm the schedule for expected contract award?

The goal of OSPS is to award a contract within 120 days of vendor selection.

92. Per the RFP, it states that vendors can provide continuous alcohol monitoring, breath alcohol monitoring, and/or both. Per the Excel template, on the Alcohol Monitoring Requirements tab it states everything is mandatory. Could OSPS confirm that vendors will have the option to provide just one device option?

Yes, vendors are not required to offer all monitoring options.

93. Given that vendors typically use the narrative portion of the proposal response to provide samples of both the hardware and software, would OSPS consider increasing the narrative page limit to 20 pages?

- Or, in lieu of that, could vendors provide an Appendix to the proposal with additional information (i.e., technical flyers, etc.)?

An Appendix with technical flyers and the like is acceptable.

94. Submission: Per the instructions, vendors are to provide technical and cost proposals separately. Does OSPS want separate emails, or should both proposal packets be sent in the same email?

Separate emails should be sent with pricing separate from the main body of the response.

95. General RFP Questions

- Is this an entirely new electronic monitoring (EM) program, or do EM services already exist in Illinois? If these services already exist:

This is an entirely new EM program for our organization.

- What agencies operate EM programs?

NA

- Which vendors provide EM services?

NA

96. Reference RFP Section I. Background Information on page 1:

"During calendar year 2023, OSPS projects it will provide electronic monitoring to an estimated 500-750 criminal defendants who are released during the pretrial phase."

- Does this estimate represent the total number of individuals for the calendar year?

Yes, this is the projected number for the year.

- Alternatively, is this estimation the average daily population?

No

- If it is the total number of individuals for the calendar year, please provide an estimate of the average daily population for the program, statewide.

Unknown

97. Reference RFP Section I. Background Information on page 1:

“OSPS anticipates using three types of electronic monitoring: global positioning system (GPS), radio frequency (RF), and alcohol monitoring.”

- What is the anticipated average daily population of individuals on GPS monitoring, on a statewide basis?

This is unknown; however, we expect the majority of utilize GPS technology.

- What is the anticipated average daily population of individuals on RF monitoring, on a statewide basis?

Unknown

- What is the anticipated average daily population of individuals on alcohol monitoring, on a statewide basis?

Unknown

- In the past 12 months, how many devices were lost or damaged?

NA – This is a brand-new program.

- What is the average length of time a defendant is enrolled the EM program?

Unknown

- After OSPS submits a work order for installations, removals, or other field services, what is the timeframe vendors will have (for example, 48 hours) to complete the service call?

24 hours

98. Reference RFP Section II. Directions on page 1:

“The proposal must be submitted as two separate packets. The first packet will include the completed documents and attachments of the vendor’s proposal including how it will deliver the services required. It must not include any pricing information. The pricing information must be presented on the attached Budget Template (see Attachment C) and submitted separately.”

- Please confirm that vendors should submit one pdf per packet.

It is not necessary for there to be one pdf per packet.

- To ease evaluation, may vendors submit RFP Section III (Bid Narrative, Attachment F, and training plan) as a single pdf?

No, Attachment F must be submitted separately as a completed Excel document.

- Please specify the format for the Microsoft Excel template provided in RFP Attachment F.

- To ease evaluation and provide a single document for each packet, please confirm vendors may provide responses to RFP Attachment F as a pdf document.

No, Attachment F must be submitted separately as a completed Excel document.

99. Reference RFP Section II. Directions on page 1:

"As outlined below, vendors shall submit proposals to pretrialservices@illinoiscourts.gov no later than 5:00 p.m. CST on December 2, 2022. All vendors who are deemed to have submitted responsive proposals will be asked to provide a 90-minute demonstration to the Evaluation Committee."

- With a proposal due date of December 2, 2022 and an anticipated program start date of January 1, 2023:
 - When does OSPS plan to conduct product demonstration(s)?
Within a few weeks of the grant deadline
 - What is the expected award date?
Please see directly below.
 - What are the expected dates for training?
It is not realistic for the program to be operational by January 1, 2023. OSPS requests training be completed within 90 days of the finalization of the contract.

100. Reference RFP Section IV. Scope of Work on page 4

"The bid narrative should be no longer than 10 pages and should serve as a summary of the types of services and training the vendor can provide OSPS."

- In order for vendors to adequately describe products and services, will OSPS please increase the page limit for this section to 15 pages?
No, however, vendors may submit supporting documents (technical flyers and the like) as part of an Appendix.

101. Reference RFP Section IV. Scope of Work, Summary of System Requirements on page 6

"Vendor will provide, install, remove, troubleshoot and maintain all required equipment."

- Does OSPS require vendors to provide these services in the defendant's home or at agency facilities?
At any of these locations, the courthouse, the jail, the defendant's work, an OSPS office or other location.

102. Reference RFP Section IV. Scope of Work, Summary of System Requirements, Computer System Requirements on page 7

"The system must have the ability to integrate with OSPS's case management software."

- Do pretrial EM services currently exist in Illinois?
No, not in the OSPS.
- If so, are all participating agencies using only OSPS's case management software?
All OSPS counties will use OSPS case management software.
- Upon commencement of this contract, will all pretrial operations in Illinois be required to use only OSPS's case management software?
Only OSPS counties, once the case management software is operational.
- What types of fields require integration?
The system and fields are currently being built.

103. Reference RFP Attachment B: Company Organization and Diversity Questionnaire, Attachment in entirety

- Please confirm that vendors may recreate this questionnaire to allow for sufficient space to answer questions 1-8.

Yes

- Question 8 asks if vendors will “assign any female employees, minority employees, or employees with disabilities to provide any of the requested Services to OSPS.” Is the intention of this specification to understand vendor relationships with minority-owned/women-owned business enterprises?

The intention is to understand if the vendor has employees who will work on this project who are either female, a member of a minority group or are persons with a disability.

- Alternatively, is the intention of this specification to understand the diverse hiring practices of the proposer?

Yes

104. Reference RFP Attachment C: Budget Template, item 2. Project Scope and Deliverables Overview

“This section includes a high-level description of the deliverables, implementation services, support services, and ongoing costs after implementation, including the total cost proposal for the project.”

Reference RFP Section IV. Scope of Work on page 5

“The vendor shall offer training sessions and provide manuals for all equipment and system operation as part of its per diem cost on as needed basis.

- Most EM services are provided on a per diem basis (per defendant per day), and pricing is usually based on the types of EM devices used and the associated service levels. Should vendors present a cost proposal for the entire project, or should vendors offer per defendant, per day (per diem) pricing for products and services?

It is anticipated both would be provided.

105. Reference RFP Attachment C: Budget Template, item 3., Implementation Plan, Timeline and Costs

- Please confirm that the implementation plan should be included in Section IV as described in Proposal Directions, page 2.

It can be included in both the budget as well as the main RFP document.