

**COUNTY OF FRESNO**  
**ADDENDUM NUMBER: TWO (2)**  
**RFP NUMBER: 208-5410**  
**AUTOMATED OFFENDER REPORTING SYSTEM**

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Issue Date: February 3, 2016

IMPORTANT: SUBMIT PROPOSAL IN SEALED PACKAGE WITH PROPOSAL NUMBER, CLOSING DATE AND BUYER'S NAME MARKED CLEARLY ON THE OUTSIDE TO:

COUNTY OF FRESNO, PURCHASING  
4525 EAST HAMILTON AVENUE, 2<sup>nd</sup> Floor  
FRESNO, CA 93702-4599

**CLOSING DATE OF PROPOSAL WILL BE AT 2:00 P.M., ON FEBRUARY 19, 2016.**

**PROPOSALS WILL BE CONSIDERED LATE WHEN THE OFFICIAL PURCHASING TIME CLOCK READS 2:00 P.M.**

All proposal information will be available for review after contract award.

Clarification of specifications is to be directed to: Nick Chin, phone (559) 600-7113 or e-mail [CountyPurchasing@co.fresno.ca.us](mailto:CountyPurchasing@co.fresno.ca.us).

**NOTE THE FOLLOWING AND ATTACHED ADDITIONS, DELETIONS AND/OR CHANGES TO THE REQUIREMENTS OF REQUEST FOR PROPOSAL NUMBER: 208-5410 AND INCLUDE THEM IN YOUR RESPONSE. PLEASE SIGN IN BLUE INK AND RETURN THIS ADDENDUM WITH YOUR PROPOSAL.**

- **Delete all references to additional functions and items to be determined by Probation at a later date. This would include the following in the *Scope of Work*: page 21 – Section B Item 7; page 22 – Section C Item 18 and Section F Item 1f; and Page 23 – Section F Item 2j and Item 6 from the RFP.**
- **Delete Item 3 in Section A: SYSTEM Requirements on page 20 and replace with the following:  
“3. Capable of monitoring up to 15,000 clients who reside within the state of California.”**
- **Delete the original *Cost Proposal* on page 27 and replace it with the attached *Revised Cost Proposal* that is included in this addendum.**
- **Delete the original *Award Criteria* on page 31 and replace it with the attached *Revised Award Criteria* that is included in this addendum.**

**ACKNOWLEDGMENT OF ADDENDUM NUMBER Two (2) TO RFP 208-5410**

COMPANY NAME: \_\_\_\_\_ (PRINT)

SIGNATURE (In Blue Ink): \_\_\_\_\_

NAME & TITLE: \_\_\_\_\_ (PRINT)

Purchasing Use: NC:ssj

ORG/Requisition: 34300300 / 3431600281

## QUESTIONS AND ANSWERS

**Q1. Based on the importance of the County's responses to questions, would the County consider a two (2) week extension to the proposal due date?**

A1. *Addendum No. One to RFP208-5410: Automated Offender Reporting System dated January 13, 2016, extended the proposal due date to February 19, 2016 at 2:00 P.M.*

**Q2. Based on the estimated population size of 15,000 participants, is there any data as to the breakdown of the participants' location as the proposal states some may be located internationally? This is very important because international telecommunication rates and options vary which would impact the pricing and performance of this program.**

A2. *Instances where participants reside in a foreign country or out-of-state are very rare. Please note that Item 3 in Section A: SYSTEM Requirements on page 20 has been modified, removing the reference to foreign countries.*

**Q3. Is this 15,000 an existing population? If not, what is the current population?**

A3. *The 15,000 population is a total client population number within Probation. If you refer to the Revised Cost Proposal, there are more defined participant estimates Probation anticipates utilizing the services outlined in this RFP for each component (Basic Supervision/Monitoring – 2,500 on a monthly basis, Provider Reporting – 250 on a weekly basis, AOWP Provider Reporting – 130 on a daily basis). Probation is currently contracted for Basic Supervision/Monitoring telephone reporting services only. There are approximately 400 participants at this time. Probation intends to refer more participants to these services than are currently enrolled, but Probation does not guarantee any minimum number of participants in any of the components of the program.*

**Q4. What is the expected program participation length per participant?**

A4. *It will vary as each participant will have different probation terms, conditions and requirements they must meet. There are various other factors that impact the length of participation as well. For example, defendants may have their probation term extended/reduced by the courts and in AOWP's case the timeframe is largely dependent on the defendant's willingness to work to complete their days and their frequency of absences. The following ranges take into consideration these factors:*

**Q5. Basic Supervision/Monitoring – 2 to 5 years**

A5. *Provider Reporting/AOWP – 6 months to 3 years*

**Q6. Please provide clarification on level of access required for CLIENTS. As the clients are offenders, it is critical to understand why access to the system is required.**

A6. *CLIENT'S access should be limited, but able to allow them to update personal contact information (e.g. phone number, home address, employment) and send a notification to their supervising Deputy Probation Officer requesting to speak with them.*

**Q7. On average, how many new enrollments and completions occur per month?**

A7. *The average number of new enrollments is 375 to 400 and the average number of completions per month is 185 to 200.*

**Q8. Proposal states the SYSTEM must be able to provide other functions as requested at later dates. Based on the possible challenges in meeting these future requests, does the County have an estimated pre-established time frame for the vendor's completion of any such modifications?**

A8. *These statements have been removed from the RFP, therefore there is no pre-established time frame for additional functions and modifications. Any changes requested will be regarding procedures/processes that do not affect the system functions.*

**Q9. Regarding the Client's identification method, the proposal states the SYSTEM can use a PIN # or Password, does the County prefer one over the other?**

*A9. County prefers utilizing a PIN # for accessing the SYSTEM using a phone and a strong password for using any type of web login.*

**Q10. The proposal states multiple times that future new system modifications may be required. As the amount and specific details of these enhancements are unknown at this time, it is difficult to properly price the program. Therefore, does the County accept future one-time type of billings to cover these programming costs, if they are necessary?**

*A10. These statements have been removed from the RFP. In the event additional system functions are desired by the County, it will be approached as an "as-needed service" as described in the "As-Needed Services" clause at the end of the Scope of Work on page 26 where the scope and cost of modification will be negotiated.*

**Q11. Who is the County's current vendor?**

*A11. Fieldware is the current vendor providing telephone reporting services for Basic Supervision/Monitoring. The Provider Reporting/AOWP Offender Scheduling is a new aspect to this program.*

**Q12. What are the daily rates, by type of service, being paid by the County in the current program?**

*A12. The County does not pay anything for the current program as it is offender-funded. The rates currently paid by the offenders for Basic Supervision/Monitoring is \$4.00 per month for each enrolled offender, plus \$1.00 per payment that is processed via mail and a \$2.50 convenience fee for payment made by credit or debit card.*

**Q13. If on-site vendor representation is required, will the County provide office space?**

*A13. On-site vendor representation is not required, but some aspects may require a vendor presence on occasion (e.g. Subpoena for Court).*

**Q14. Does the current program provider have staff/personnel in place / on-site? If so, how many?**

*A14. No*

**Q15. Training: How many locations must training be provided at for this program?**

*A15. There will be up to two (2) locations for training on this program.*

**Q16. How many agency sites are involved in the operation of this program?**

*A16. Currently there are approximately 42 program providers that will be utilizing this system as a PROVIDER, but this may fluctuate as programs and/or worksites are added or removed over time. This number encompasses those in the Provider Reporting/AOWP Offender Scheduling component*

**Q17. When is the anticipated start date of services for this program?**

*A17. In Section I: Implementation and Customization Requirements of RFP Scope of Work, Bidders have been asked to provide a proposed plan and timeline for implementation and bringing the SYSTEM on-line. Taking the timeline proposed in the vendor's proposal into consideration, a specific date will be negotiated with the Contractor during contract development.*

**Q18. If an existing program, will the population transition to the new vendor? On the other hand, will the new program start with 0 participants?**

*A18. Current population in the basic supervision/monitoring component would transition to this new automated program, which is approximately 400 participants. This program does not currently exist for the PROVIDER Reporting/AOWP Offender Scheduling component.*

**Q19. Is court testimony required?**

A19. *There may be a rare occasion where the vendor may need to be present if a case is contested in court. Most often contested hearings will be resolved by a Deputy Probation Officer, but any technical questions relating to the SYSTEM would need to be addressed by the vendor. It is estimated that this may happen 2 to 3 times per year.*

**Q20. Are there any other functions and services provided by the current vendor (if applicable) that are desired, but not specifically described in the Request for Proposal? For example: enrollment assistance?**

A20. *All functions and services provided by the current vendor are included in this RFP. This RFP is an expansion on what is currently in place.*

**Q21. Is AOWP currently paying for a similar service?**

A21. *AOWP participants currently pay for the days they work in the AOWP.*

**Q22. But not necessarily this service to manage it?**

A22. *Correct.*

**Q23. Do Batterer's Intervention Program (BIP) participants currently pay for this?**

A23. *No.*

**Q24. With the statistics you have here, do you know how many people are in both the telephone reporting/basic supervision and in BIP?**

A24. *None at this time because BIP clients are typically high risk/high violence type of offenders and are supervised more intensely and are seen face-to-face.*

**Q25. Is that the same with AOWP?**

A25. *No. A large number of AOWP are not on formal probation and are usually first-time property and DUI offenders. AOWP participants usually have conditional sentences – instead of serving a jail sentence they work at one of the AOWP worksites for a specified number of days ordered by the courts. There are approximately 275 defendants in Probation's Field Bank and Domestic Violence units that also have an AOWP status who may possibly be enrolled in the telephone reporting/basic supervision and Provider Reporting components.*

**Q26. Are AOWP participants in your primary data system then?**

A26. *Yes. Everyone who goes to court will have a Probation ID number, court file and record in our data system.*

**Q27. Cost Proposal sections 2.v. and 3.vii. state that PROBATION and/or PROVIDER will be able to send messages to individual or all CLIENTS. What kind of messages would the PROVIDER be sending directly to the CLIENTS?**

A27. *Most communication will be between Probation and the PROVIDERS, but if a class is cancelled or worksite closed unexpectedly while Probation personnel are off duty and unreachable, the PROVIDER would need to be able to send out a notification to the CLIENTS directly. Please note that a Revised Cost Proposal has been included in this Addendum.*

**Q28. Page 30, Section XII for Cost Proposal instructions it states that the Cost Proposal “may be prepared in a manner that best demonstrates the worthiness of your proposal.” The Cost Proposal provided on page 27 looks fairly straightforward and rigid with the boxes. Do you want us to try and stay to the boxes, but make sure we identify any variances or things that may have an impact on that? For example, convenience fees for paying with a credit card.**

*A28. Yes. We want to avoid any hidden or unforeseen fees in the Cost Proposals. Please note that a Revised Cost Proposal has been included in this Addendum.*

**Q29. Is Item 4 under the Cost section of the Award Criteria meant to identify these types of cost variances/convenience fees?**

*A29. Yes. Please note that a Revised Cost Proposal has been provided in this addendum to allow the bidder space to outline any additional associated costs.*

**Q30. Is the Award Criteria broken down into any sort of ratio?**

*A30. In terms of points, County will not disclose that until a tentative award notice has been released.*

**Q31. For AOWP you have about 4,000 work days in a month. What is the average length of time for this program? Is that 130 people at a time over the course of a month that are in this program or are a lot of them shorter than that?**

*A31. The average length of time in AOWP varies due to multiple factors including the number of days the Judge orders them to work, when they start their work days, if they have to stop temporarily due to an injury, etc. They may be required to work up to 90 days in the program. If they are supposed to work 90 days, we require them to complete at least 2 days a week at an AOWP worksite.*

*The number of defendants that are working in any given month varies.*

**Q32. How many AOWP clients work at a site on any given day?**

*A32. It fluctuates from month to month and weekend averages are higher than weekday averages. The daily weekday average ranges from 125 to 140. The daily weekend average ranges from 200 to 220.*

**Q33. How do we invoice for that? Is it a daily fee for the number of CLIENTS that worked that day or is it the number of people that are in the program? You might have 300 people in the program, but only 120 are working today. Are we pricing because there are 300 people so its 300 days or is it 120 because 120 showed up to work?**

*A33. It would be based on the number of clients that are **scheduled** to work that day. For example, if 130 are scheduled to work today, but only 115 actual reports to an AOWP worksite, you would invoice for 130 on today's date.*

**Q34. There is a similar issue with Provider Reporting component. Do you want the fee based on the number of people enrolled in the programs or is it a fee based on what they actually did?**

*A34. It would be based on the number of clients **scheduled** to attend a program/class.*

## REVISED COST PROPOSAL

### Firm Fixed Price

CLIENTS will pay fees to the CONTRACTOR for enrollment in the Basic Supervision/Monitoring component of the SYSTEM, resulting in no cost to the County for this component. PROBATION will pay fees to CONTRACTOR for enrollment in the PROVIDER/AOWP reporting components. Failure of CLIENTS to pay CONTRACTOR will not be the responsibility of, nor chargeable to, the County. The CONTRACTOR shall also provide services at no charge for up to ten percent (10%) of the offender population, who have been determined to be indigent.

**A. Below is a brief description of each component and corresponding estimated enrollment numbers.**

1. Enrollment in Basic Supervision/Monitoring SYSTEM (**Monthly rate**—estimated enrollment: 2,500 offenders making monthly calls)
2. Enrollment in PROVIDER reporting component PROBATION will enroll PROVIDERS as USERS (**Weekly rate**—from enrollment to disenrollment. Estimated enrollment: 8-10 PROVIDERS, 800 Offenders, 250 per week)
  - i. PROVIDER will report on attendance and progress in program
  - ii. PROBATION will enroll CLIENTS as participants in program
  - iii. PROVIDER may add/edit USERS to submit reports to SYSTEM
  - iv. CLIENT file will be updated with PROVIDER reports
  - v. PROBATION and/or PROVIDER will be able send messages to individual or all CLIENTS
3. Enrollment in AOWP reporting component (**Daily rate**—estimated enrollment: 30-35 PROVIDER work sites, 130 CLIENT work days scheduled per day)
  - i. PROBATION will enroll PROVIDER work sites
  - ii. PROBATION will enroll CLIENTS as workers for PROVIDER
  - iii. CLIENT may schedule work days with PROVIDER
  - iv. PROVIDER will report on attendance and progress in program
  - v. PROVIDER may add/edit USERS to submit reports to SYSTEM
  - vi. CLIENT file will be updated with PROVIDER reports
  - vii. PROBATION and/or PROVIDER will be able to send messages to individual or all CLIENTS

**B. Please specify rates for each of the following components of CLIENT enrollment in the SYSTEM as listed in the table below. CLIENTS may be enrolled in any combination of these options.**

Client Enrollment Component	Fee Rate Per Client	Fee Frequency	Estimated Clients Per Frequency	Extended Cost For Estimated Clients for Year One (1)	Extended Cost For Estimated Clients for Year Two (2)	Extended Cost For Estimated Clients for Year Three (3)	Extended Cost For Estimated Clients for Year Four (4)	Extended Cost For Estimated Clients for Year Five (5)
Basic Supervision/Monitoring	\$	Monthly	2500	\$	\$	\$	\$	\$
Provider Reporting	\$	Weekly	250	\$	\$	\$	\$	\$
AOWP Provider Reporting	\$	Daily	130	\$	\$	\$	\$	\$

Debit/Credit Card Convenience Fees: \$ \_\_\_\_\_

Additional Fees\*: \$ \_\_\_\_\_

*\*Please provide a brief description of any additional fees. Add additional lines if needed.*

## **REVISED AWARD CRITERIA**

### **CAPABILITY, QUALIFICATIONS AND MANAGEMENT PLAN**

1. Is the organizational plan and management structure adequate and appropriate for overseeing the proposed services?
2. Do the service descriptions address all the areas identified in the RFP? Will the proposed services satisfy PROBATION's needs and to what degree?
3. Does the BIDDER demonstrate awareness of the problems associated with providing the proposed services and knowledge of laws, regulations, and effective operating principles required to provide this service?
4. What is the BIDDER's experience in providing the specified services?
  - A. BASIC Supervision/Monitoring Services?
  - B. Program PROVIDER Reporting Services?
  - C. Collecting, maintaining, backing up and reporting data?
  - D. Customizing fields and reports according to customer needs?
  - E. Experience contracting with a California County?
5. Does the bidder demonstrate capability to provide services despite barriers such as mechanical and technological problems?
6. Is the BIDDER's Implementation Plan specified in detail and satisfactory to PROBATION?

### **COST**

1. What is the monthly fee paid by a CLIENT for BASIC Supervision/Monitoring?
2. What is the weekly fee paid by PROBATION for PROVIDER reporting of program compliance?
3. What is the daily fee paid by PROBATION for AOWP work site reporting on attendance and performance?
1. What is the basis and rate of compensation for collecting fees paid by CLIENT?

After initial screening of proposals and reference checks, the Proposal Review and Selection Committee may invite the BIDDERS deemed most qualified to present a demonstration as part of the final selection process. If demonstrations are necessary, they will be held at:

Fresno County Purchasing Department  
4525 E. Hamilton Avenue, 2nd Floor  
Fresno, CA 93702-4599

It is the County's preference that the demonstrations are presented in person. However, SYSTEM Demonstrations may be presented remotely or in person by BIDDER's representative.