2

SUBJECT: ELECTRONIC ANKLE AND ALCOHOL MONITORING SERVICES

BID #: ESC-0329 -22 **OPEN DATE: 2022-03-16**

COMPETITIVE SEALED PROPOSAL EVALUATION COMMITTEE

KIND AND BASIS OF CONTRACT: SERVICE CONTRACT - Five (5) Years with Two (2) One (1) Year Renewal Options

AGENCY: JACKSONVILLE SHERIFF'S OFFICE

BASIS OF AWARD: Highest Scoring Bidder Based on Evaluation Criteria

NUMBER OF BIDS INVITED: 29 **NUMBER RECEIVED:** 3 **OTHER:** 0

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
Recommend approval of award to Attenti US, Inc., as the highest-ranking bidder for Electronic Ankle and Alcohol Monitoring Services for the Jacksonville Sheriff's Office. Period of service will be for five (5) years from date of executed contract with two (2) one (1) year renewal options. Total estimated expenditure not to exceed amount is $4,715,542.80.

Attenti US, Inc.	87.44	1
Sentinel Offenders Services, LLC	85.67	2
Buddi US, LLC	72.73	3

Funding for this award to be encumbered by account:
00111.562101.544020.000000.00000000.00000.0000000 – $3,130,712.80
00111.562101.544020.000000.00001790.00000.0000000 – $1,584,830.00 - to be executed by formal contract through Office of General Counsel and process by Purchase Order Release(s).

ATTACHMENTS: Recommendation Memo, Scoring Sheet, Scope, Evaluation Criteria/Matrix

ANALYST: _____ **RESPECTFULLY SUBMITTED:** _____
OLIVE WALLACE-COHEN GREGORY PEASE, CHIEF
PROCUREMENT DIVISION

CONCURRENCE BY: Tammy Morris, Director of Department of Corrections

(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF CSPEC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING _____ MEMBERS DISAPPROVING _____ DATE: _____

_____ _____ OTHER: _____

_____ _____

_____ _____

_____ _____

_____ _____

ACTION OF AWARDING AUTHORITY DATE _____

APPROVED _____ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

Jacksonville Sheriff's Office

MIKE WILLIAMS, SHERIFF

Serve • Protect • Community

To: Competitive Sealed Proposal Evaluation Committee (CSPEC)

Thru: Gregory Pease
Chief of Procurement

Thru: Bill Clement, CPA
Chief of Budget

From: Tammy Morris
Director of Department of Corrections

Subject: Recommendation for ESC-0329-22 Electronic Ankle and Alcohol Monitoring Services

Date: May 31,2022

In accordance with Section 126.204(a)(1) of the Municipal Code, the Jacksonville Sheriff's Office was approved to utilize the Competitive Sealed Proposal Process to formally solicit bids to provide the Electronic Ankle and Alcohol Monitoring Services for the Department of Corrections at the Jacksonville Sheriff's Office. In response to the solicitation for bids, the Procurement Division received three (3) proposals on March 16, 2022. These proposals were forwarded to the Jacksonville Sheriff's Office for evaluation.

The proposals were evaluated in accordance with the RFP as documented on the attached scoring sheets. Based on the average score, the results of the evaluation are as follows:

Firm	Average Score
Attenti US, Inc.	87.44
Sentinel Offenders Services, LLC	85.67
Buddi US, LLC	72.73

The Jacksonville Sheriff's Office recommends awarding to the highest ranked bidder, Attenti US, Inc., for five (5) years from execution of contract with up to two (2) additional one (1) year renewal options. The expenditures for the initial five (5) year period will be $4,715,542.80 with $3,130,712.80 from account code 00111.562101.544020.000000.00000000.00000 and $1,584,830.00 from account code 00111.562101.544020.000000.00001790.00000. We are requesting that a purchase order agreement be sat up for the agreement. We are requesting authorization for the contract to be executed by the Office of General Counsel.

Please let me know if you require any additional information. Thank you for your assistance.

Attachments: Bid Evaluation Matrix Sheets

TITLE: ELECTRONIC ANKLE AND ALCOHOL MONITORING SERVICES

BID NO.: ESC-0329-22

OPEN DATE: 03/16/22

ANALYST: Olive Wallace-Cohen

No. Invited: (29) No. Received: (3) No Bids: (0)

Recorded By: MELISSA PIERCE Announcer: JOHN HERNANDEZ

		BUDDI US, LLC		ATTENTIS US, INC.		SENTINEL OFFENDERS SERVICES, LLC	
	Estimated # of Devices per Day (a)	Unit Cost per Day (b)	Total Cost (a x b)	Unit Cost per Day (b)	Total Cost (a x b)	Unit Cost per Day (b)	Total Cost (a x b)
1-Piece GPS Tracking Device (Section 4.2a)	200	$3.75	$ 750.00	$3.95	$790.00	$2.75	$550.00
Remote Breath Alcohol Device (Section 4.2b)	200	$4.85	$ 970.00	$5.50	$1,100.00	$3.49	$698.00
			$ 1,720.00		$1,890.00	corrected	$1,248.00
NOTES:							
Quotation of Rates 35							
Contractor's Experience 25							
Proposed Monitoring Services 10							
Proposed Software/monitoring/Data Canter 30							
Total Points 100							
NOTES:		Pice per day device is inclusive of an $.89 rate for monitoring as included in the answers to questions		I-Piece GPS Tracking Device Unit per day (b) includes Enhanced Monitoring		Optional Enhanced Services: $12.00/participant/month Spot Check Smartphone Check-in/Video Call Services	Optional Enhance Services: $.50 per unit/day Manual Monitoring Center Operator Phone/Escalating/Closed-Loop Notification
MINIMUM REQUIREMENTS		✓		✓		✓	
CONFLICT OF INTEREST		✓		✓		✓	
INSURANCE AGENT ACKNOWLEDGMENT							
ADDENDUM (1, 2, 3, 4, 5)		1,2,3,4,5		1,2,3,4,5		1,2,3,4,5	

ELECTRONIC ANKLE AND ALCOHOL MONITORING SERVICES

ESC-0329-22

Total Points (100)	35 Points	25 Points	10 Points	30 Points	OVERALL	Rank
Vendors	Quotation of Rates	Contractor's Experience	Proposed Monitoring Devices	Proposed Software/Monitoring/ Data Center	100 Points Max	
BUDDI US, LLC						
Ruben Bryant	25.40	20.00	7.00	17.00	69.40	
Autumn Flemming	25.40	15.00	9.00	16.00	65.40	
John Verwey	25.40	20.00	8.00	30.00	83.40	
Average	25.40	18.33	8.00	21.00	72.73	3
ATTENTIS US, INC.						
Ruben Bryant	23.11	24.00	10.00	30.00	87.11	
Autumn Flemming	23.11	24.00	10.00	30.00	87.11	
John Verwey	23.11	25.00	10.00	30.00	88.11	
Average	23.11	24.33	10.00	30.00	87.44	1
SENTINEL OFFENDERS SERVICES, LLC						
Ruben Bryant	35.00	24.00	7.00	20.00	86.00	
Autumn Flemming	35.00	21.00	8.00	20.00	84.00	
John Verwey	35.00	20.00	8.00	24.00	87.00	
Average	35.00	21.67	7.67	21.33	85.67	2

Electronic Ankle and Alcohol Monitoring Services - ESC-0329-22

Vendor: Attenti US Inc. Reviewer. Chief Bryant	Maximum Score for Criteria Being Met	Awarded Score
1 Quotation of Rates (35 Points)		
Contractor shall provide a firm-fixed unit price per day for each type of monitoring device in this RFP on Form 1 Price Sheet. The prices shall include all profit, taxes, benefits, travel, and all other overhead items. For scoring purposes, JSO is estimating a daily use of 200 1-Piece GPS Tracking Devices and 200 Remote Breath Alcohol Devices. The contractor submitting the lowest cost to the City shall receive the maximum amount of points. Each subsequently higher cost submitted by a vendor shall be divided into the lowest cost received, and the product's percentage will be multiplied by the maximum points available to render the points that shall be received in the evaluation matrix for cost	35	23 11
Total Points	35	23 11
2 Contractor's Experience (25 Points)		
Provide a list of up to four (4) similar contracts with Federal, State, or local government agencies within the last four (4) years as of this RFP's response due date The total number of ankle/alcohol monitors from these reference contract must exceed 500 devices as required under Section 1 4 of this RFP At Minimum include the following information: Reference Agency Name Reference Agency Contact Person Name Reference Agency Contact Person Name Phone and Email Address Describe how the project/contract is comparable to JSO's Scope of Services outlined in Section 4 of RFP Number of ankle monitors and alcohol monitors utilized under each Contract Annual Value of the Contract Brief description of the scoope and services included in the contract (not to exceed ten (10) lines) The JSO will be contacting each reference agency to receive feedback on Contractor's performance. JSO will also review all documentation submitted for each Contract.	25	24
Total Points.	25	24
3 Proposed Monitoring Devices (10 Points)		
Contractor will submit specification for each type of monitoring device in accordance with Section 4.2 of this RFP The specifications must specifically address each requirement. Samples of the monitoring devices may be requested for review purposes	10	10
Total Points	10	10
4 Proposed Software/Monitoring/Data Center (30 Points)		
Describe in your own format the Contractor's approach to provide the services described in Section 4, the Scope of Work The work plan should include • For section 4 3 Software Requirements, Contractor should submit detailed technical specifications that, at a minimum, address the stated minimum requirements. The Contractor should also submit details about the software architecture (hosted or web-based solution) and the minimum requirements to run the software on agency computers Describe how the software is used to monitor offenders and manage their case throughout the process. In addition to these requirements, the Contract should include any additional information about their software package that will benefit the JSO program • For Section 4.4 Monitoring Center, Contractor should submit detailed documentation regarding their proposed Monitoring Center The Contractor should submit details regarding the location of the facility, the number of staff currently assigned to the facility, and the physical security of the facility. Describe how the monitoring center and its staff are used to assist the JSO in effectively monitoring offenders. This narrative should address how Contractor staff respond to alerts and protocols for interacting with offenders. Information about new employee and on-going employee training should also be provided. • For Section 4.5 Data Center RequirementsContractor should submit detailed documentation regarding the proposed Data Center The Contractor should submit details regarding the location of the data center, the number of staff assigned to the center, and a detailed description of facility/network security Describe how the Contractor's software/systems are maintained and provide information regarding data backup. Contractor should also describe how data/systems/phone calls are accurately time-synchronized. • Contractor should submit a comprehensive disaster/recovery plan that addresses continuity of operations in the even the primary monitoring center or data center become unavailable either due to a temporary outage or a disaster. Contractor must also submit information detailing any outages over the last three (3) years at the primary monitoring/data, center including the steps taken to mitigate the disaster and any outcomes	30	30
Total Points	30	30
GRAND TOTAL	100	87 11

Electronic Ankle and Alcohol Monitoring Services - ESC-0329-22

Vendor: Attenti US Inc. Reviewer: Lt. Flemming	Maximum Score for Criteria Being Met	Awarded Score
1 Quotation of Rates (35 Points)		
Contractor shall provide a firm-fixed unit price per day for each type of monitoring device in this RFP on Form 1 Price Sheet. The prices shall include all profit, taxes, benefits, travel, and all other overhead items. For scoring purposes, JSO is estimating a daily use of 200 1-Piece GPS Tracking Devices and 200 Remote Breath Alcohol Devices. The contractor submitting the lowest cost to the City shall receive the maximum amount of points. Each subsequently higher cost submitted by a vendor shall be divided into the lowest cost received, and the product's percentage will be multiplied by the maximum points available to render the points that shall be received in the evaluation matrix for cost.	35	23.11
Total Points:	35	23.11
2 Contractor's Experience (25 Points)		
Provide a list of up to four (4) similar contracts with Federal, State, or local government agencies within the last four (4) years as of this RFP's response due date. The total number of ankle/alcohol monitors from these reference contract must exceed 500 devices as required under Section 1.4 of this RFP. At Minimum include the following information: Reference Agency Name Reference Agency Contact Person Name Reference Agency Contact Person Name Phone and Email Address Describe how the project/contract is comparable to JSO's Scope of Services outlined in Section 4 of RFP Number of ankle monitors and alcohol monitors utilized under each Contract Annual Value of the Contract Brief description of the scoope and services included in the contract (not to exceed ten (10) lines) The JSO will be contacting each reference agency to receive feedback on Contractor's performance. JSO will also review all documentation submitted for each Contract.	25	24
Total Points:	25	24
3 Proposed Monitoring Devices (10 Points)		
Contractor will submit specification for each type of monitoring device in accordance with Section 4.2 of this RFP. The specifications must specifically address each requirement. Samples of the monitoring devices may be requested for review purposes.	10	10
Total Points:	10	10
4 Proposed Software/Monitoring/Data Center (30 Points)		
Describe in your own format the Contractor's approach to provide the services described in Section 4, the Scope of Work. The work plan should include: • For section 4.3 Software Requirements, Contractor should submit detailed technical specifications that, at a minimum, address the stated minimum requirements. The Contractor should also submit details about the software architecture (hosted or web-based solution) and the minimum requirements to run the software on agency computers. Describe how the software is used to monitor offenders and manage their case throughout the process. In addition to these requirements, the Contract should include any additional information about their software package that will benefit the JSO program. • For Section 4.4 Monitoring Center, Contractor should submit detailed documentation regarding their proposed Monitoring Center. The Contractor should submit details regarding the location of the facility, the number of staff currently assigned to the facility, and the physical security of the facility. Describe how the monitoring center and its staff are used to assist the JSO in effectively monitoring offenders. This narrative should address how Contractor staff respond to alerts and protocols for interacting with offenders. Information about new employee and on-going employee training should also be provided. • For Section 4.5 Data Center RequirementsContractor should submit detailed documentation regarding the proposed Data Center. The Contractor should submit details regarding the location of the data center, the number of staff assigned to the center, and a detailed description of facility/network security..Describe how the Contractor's software/systems are maintained and provide information regarding data backup. Contractor should also describe how data/systems/phone calls are accurately time-synchronized. • Contractor should submit a comprehensive disaster/recovery plan that addresses continuity of operations in the even the primary monitoring center or data center become unavailable either due to a temporary outage or a disaster. Contractor must also submit information detailing any outages over the last three (3) years at the primary monitoring/data, center including the steps taken to mitigate the disaster and any outcomes.	30	30
Total Points:	30	30
GRAND TOTAL:	100	85.11

Electronic Ankle and Alcohol Monitoring Services - ESC-0329-22

Vendor: Attenti US Inc. Reviewer: A/C Verwey	Maximum Score for Criteria Being Met	Awarded Score
1 Quotation of Rates (35 Points)		
Contractor shall provide a firm-fixed unit price per day for each type of monitoring device in this RFP on Form 1 Price Sheet. The prices shall include all profit, taxes, benefits, travel, and all other overhead items. For scoring purposes, JSO is estimating a daily use of 200 1-Piece GPS Tracking Devices and 200 Remote Breath Alcohol Devices. The contractor submitting the lowest cost to the City shall receive the maximum amount of points. Each subsequently higher cost submitted by a vendor shall be divided into the lowest cost received, and the product's percentage will be multiplied by the maximum points available to render the points that shall be received in the evaluation matrix for cost.	35	23.11
Total Points:	35	23.11
2 Contractor's Experience (25 Points)		
Provide a list of up to four (4) similar contracts with Federal, State, or local government agencies within the last four (4) years as of this RFP's response due date. The total number of ankle/alcohol monitors from these reference contract must exceed 500 devices as required under Section 1.4 of this RFP. At Minimum include the following information: Reference Agency Name Reference Agency Contact Person Name Reference Agency Contact Person Name Phone and Email Address Describe how the project/contract is comparable to JSO's Scope of Services outlined in Section 4 of RFP Number of ankle monitors and alcohol monitors utilized under each Contract Annual Value of the Contract Brief description of the scoope and services included in the contract (not to exceed ten (10) lines) The JSO will be contacting each reference agency to receive feedback on Contractor's performance. JSO will also review all documentation submitted for each Contract.	25	25
Total Points:	25	25
3 Proposed Monitoring Devices (10 Points)		
Contractor will submit specification for each type of monitoring device in accordance with Section 4.2 of this RFP. The specifications must specifically address each requirement. Samples of the monitoring devices may be requested for review purposes.	10	10
Total Points:	10	10
4 Proposed Software/Monitoring/Data Center (30 Points)		
Describe in your own format the Contractor's approach to provide the services described in Section 4, the Scope of Work. The work plan should include: • For section 4.3 Software Requirements, Contractor should submit detailed technical specifications that, at a minimum, address the stated minimum requirements. The Contractor should also submit details about the software architecture (hosted or web-based solution) and the minimum requirements to run the software on agency computers. Describe how the software is used to monitor offenders and manage their case throughout the process. In addition to these requirements, the Contract should include any additional information about their software package that will benefit the JSO program. • For Section 4.4 Monitoring Center, Contractor should submit detailed documentation regarding their proposed Monitoring Center. The Contractor should submit details regarding the location of the facility, the number of staff currently assigned to the facility, and the physical security of the facility. Describe how the monitoring center and its staff are used to assist the JSO in effectively monitoring offenders. This narrative should address how Contractor staff respond to alerts and protocols for interacting with offenders. Information about new employee and on-going employee training should also be provided. • For Section 4.5 Data Center RequirementsContractor should submit detailed documentation regarding the proposed Data Center. The Contractor should submit details regarding the location of the data center, the number of staff assigned to the center, and a detailed description of facility/network security. Describe how the Contractor's software/systems are maintained and provide information regarding data backup. Contractor should also describe how data/systems/phone calls are accurately time-synchronized. • Contractor should submit a comprehensive disaster/recovery plan that addresses continuity of operations in the even the primary monitoring center or data center become unavailable either due to a temporary outage or a disaster. Contractor must also submit information detailing any outages over the last three (3) years at the primary monitoring/data, center including the steps taken to mitigate the disaster and any outcomes.	30	30
Total Points:	30	30
GRAND TOTAL:	100	88.11

Electronic Ankle and Alcohol Monitoring Services - ESC-0329-22

Vendor: Buddi US, LLC Reviewer: Chief Bryant

	Maximum Score for Criteria Being Met	Awarded Score
1 Quotation of Rates (35 Points)		
Contractor shall provide a firm-fixed unit price per day for each type of monitoring device in this RFP on Form 1 Price Sheet. The prices shall include all profit, taxes, benefits, travel, and all other overhead items. For scoring purposes, JSO is estimating a daily use of 200 1-Piece GPS Tracking Devices and 200 Remote Breath Alcohol Devices. The contractor submitting the lowest cost to the City shall receive the maximum amount of points. Each subsequently higher cost submitted by a vendor shall be divided into the lowest cost received, and the product's percentage will be multiplied by the maximum points available to render the points that shall be received in the evaluation matrix for cost.	35	25.4
Total Points	35	25.4
2 Contractor's Experience (25 Points)		
Provide a list of up to four (4) similar contracts with Federal, State, or local government agencies within the last four (4) years as of this RFP's response due date. The total number of ankle/alcohol monitors from these reference contract must exceed 500 devices as required under Section 1.4 of this RFP. At Minimum include the following information Reference Agency Name Reference Agency Contact Person Name Reference Agency Contact Person Name Phone and Email Address Describe how the project/contract is comparable to JSO's Scope of Services outlined in Section 4 of RFP Number of ankle monitors and alcohol monitors utilized under each Contract Annual Value of the Contract Brief description of the scoope and services included in the contract (not to exceed ten (10) lines) The JSO will be contacting each reference agency to receive feedback on Contractor's performance. JSO will also review all documentation submitted for each Contract.	25	20
Total Points	25	20
3 Proposed Monitoring Devices (10 Points)		
Contractor will submit specification for each type of monitoring device in accordance with Section 4.2 of this RFP. The specifications must specifically address each requirement. Samples of the monitoring devices may be requested for review purposes.	10	7
Total Points	10	7
4 Proposed Software/Monitoring/Data Center (30 Points)		
Describe in your own format the Contractor's approach to provide the services described in Section 4, the Scope of Work. The work plan should include: • For section 4.3 Software Requirements, Contractor should submit detailed technical specifications that, at a minimum, address the stated minimum requirements. The Contractor should also submit details about the software architecture (hosted or web-based solution) and the minimum requirements to run the software on agency computers. Describe how the software is used to monitor offenders and manage their case throughout the process. In addition to these requirements, the Contract should include any additional information about their software package that will benefit the JSO program. • For Section 4.4 Monitoring Center, Contractor should submit detailed documentation regarding their proposed Monitoring Center. The Contractor should submit details regarding the location of the facility, the number of staff currently assigned to the facility, and the physical security of the facility. Describe how the monitoring center and its staff are used to assist the JSO in effectively monitoring offenders. This narrative should address how Contractor staff respond to alerts and protocols for interacting with offenders. Information about new employee and on-going employee training should also be provided. • For Section 4.5 Data Center RequirementsContractor should submit detailed documentation regarding the proposed Data Center. The Contractor should submit details regarding the location of the data center, the number of staff assigned to the center, and a detailed description of facility/network security. Describe how the Contractor's software/systems are maintained and provide information regarding data backup. Contractor should also describe how data/systems/phone calls are accurately time-synchronized. • Contractor should submit a comprehensive disaster/recovery plan that addresses continuity of operations in the even the primary monitoring center or data center become unavailable either due to a temporary outage or a disaster. Contractor must also submit information detailing any outages over the last three (3) years at the primary monitoring/data, center including the steps taken to mitigate the disaster and any outcomes.	30	17
Total Points	30	17
GRAND TOTAL	100	69.4

Electronic Ankle and Alcohol Monitoring Services - ESC-0329-22

Vendor: Buddi US, LLC Reviewer: Lt. Flemming	Maximum Score for Criteria Being Met	Awarded Score
1 Quotation of Rates (35 Points)		
Contractor shall provide a firm-fixed unit price per day for each type of monitoring device in this RFP on Form 1 Price Sheet. The prices shall include all profit, taxes, benefits, travel, and all other overhead items. For scoring purposes, JSO is estimating a daily use of 200 1-Piece GPS Tracking Devices and 200 Remote Breath Alcohol Devices. The contractor submitting the lowest cost to the City shall receive the maximum amount of points. Each subsequently higher cost submitted by a vendor shall be divided into the lowest cost received, and the product's percentage will be multiplied by the maximum points available to render the points that shall be received in the evaluation matrix for cost.	35	25.4
Total Points:	35	25.4
2 Contractor's Experience (25 Points)		
Provide a list of up to four (4) similar contracts with Federal, State, or local government agencies within the last four (4) years as of this RFP's response due date. The total number of ankle/alcohol monitors from these reference contract must exceed 500 devices as required under Section 1.4 of this RFP. At Minimum include the following information: Reference Agency Name Reference Agency Contact Person Name Reference Agency Contact Person Name Phone and Email Address Describe how the project/contract is comparable to JSO's Scope of Services outlined in Section 4 of RFP Number of ankle monitors and alcohol monitors utilized under each Contract Annual Value of the Contract Brief description of the scoope and services included in the contract (not to exceed ten (10) lines) The JSO will be contacting each reference agency to receive feedback on Contractor's performance. JSO will also review all documentation submitted for each Contract.	25	15
Total Points:	25	
3 Proposed Monitoring Devices (10 Points)		
Contractor will submit specification for each type of monitoring device in accordance with Section 4.2 of this RFP. The specifications must specifically address each requirement. Samples of the monitoring devices may be requested for review purposes.	10	9
Total Points:	10	9
4 Proposed Software/Monitoring/Data Center (30 Points)		
Describe in your own format the Contractor's approach to provide the services described in Section 4, the Scope of Work. The work plan should include: • For section 4.3 Software Requirements, Contractor should submit detailed technical specifications that, at a minimum, address the stated minimum requirements. The Contractor should also submit details about the software architecture (hosted or web-based solution) and the minimum requirements to run the software on agency computers. Describe how the software is used to monitor offenders and manage their case throughout the process. In addition to these requirements, the Contract should include any additional information about their software package that will benefit the JSO program. • For Section 4.4 Monitoring Center, Contractor should submit detailed documentation regarding their proposed Monitoring Center. The Contractor should submit details regarding the location of the facility, the number of staff currently assigned to the facility, and the physical security of the facility. Describe how the monitoring center and its staff are used to assist the JSO in effectively monitoring offenders. This narrative should address how Contractor staff respond to alerts and protocols for interacting with offenders. Information about new employee and on-going employee training should also be provided. • For Section 4.5 Data Center RequirementsContractor should submit detailed documentation regarding the proposed Data Center. The Contractor should submit details regarding the location of the data center, the number of staff assigned to the center, and a detailed description of facility/network security. Describe how the Contractor's software/systems are maintained and provide information regarding data backup. Contractor should also describe how data/systems/phone calls are accurately time-synchronized. • Contractor should submit a comprehensive disaster/recovery plan that addresses continuity of operations in the even the primary monitoring center or data center become unavailable either due to a temporary outage or a disaster. Contractor must also submit information detailing any outages over the last three (3) years at the primary monitoring/data, center including the steps taken to mitigate the disaster and any outcomes.	30	16
Total Points:	30	16
GRAND TOTAL:	100	65.4

Electronic Ankle and Alcohol Monitoring Services - ESC-0329-22

Vendor: Buddi US, LLC Reviewer: A/C Verwey	Maximum Score for Criteria Being Met	Awarded Score
1 Quotation of Rates (35 Points)		
Contractor shall provide a firm-fixed unit price per day for each type of monitoring device in this RFP on Form 1 Price Sheet. The prices shall include all profit, taxes, benefits, travel, and all other overhead items. For scoring purposes, JSO is estimating a daily use of 200 1-Piece GPS Tracking Devices and 200 Remote Breath Alcohol Devices. The contractor submitting the lowest cost to the City shall receive the maximum amount of points. Each subsequently higher cost submitted by a vendor shall be divided into the lowest cost received, and the product's percentage will be multiplied by the maximum points available to render the points that shall be received in the evaluation matrix for cost.	35	25.4
Total Points:	35	25.4
2 Contractor's Experience (25 Points)		
Provide a list of up to four (4) similar contracts with Federal, State, or local government agencies within the last four (4) years as of this RFP's response due date. The total number of ankle/alcohol monitors from these reference contract must exceed 500 devices as required under Section 1.4 of this RFP. At Minimum include the following information: Reference Agency Name Reference Agency Contact Person Name Reference Agency Contact Person Name Phone and Email Address Describe how the project/contract is comparable to JSO's Scope of Services outlined in Section 4 of RFP Number of ankle monitors and alcohol monitors utilized under each Contract Annual Value of the Contract Brief description of the scoope and services included in the contract (not to exceed ten (10) lines) The JSO will be contacting each reference agency to receive feedback on Contractor's performance. JSO will also review all documentation submitted for each Contract.	25	20
Total Points:	25	20
3 Proposed Monitoring Devices (10 Points)		
Contractor will submit specification for each type of monitoring device in accordance with Section 4.2 of this RFP. The specifications must specifically address each requirement. Samples of the monitoring devices may be requested for review purposes.	10	8
Total Points:	10	8
4 Proposed Software/Monitoring/Data Center (30 Points)		
Describe in your own format the Contractor's approach to provide the services described in Section 4, the Scope of Work. The work plan should include: • For section 4.3 Software Requirements, Contractor should submit detailed technical specifications that, at a minimum, address the stated minimum requirements. The Contractor should also submit details about the software architecture (hosted or web-based solution) and the minimum requirements to run the software on agency computers. Describe how the software is used to monitor offenders and manage their case throughout the process. In addition to these requirements, the Contract should include any additional information about their software package that will benefit the JSO program. • For Section 4.4 Monitoring Center, Contractor should submit detailed documentation regarding their proposed Monitoring Center. The Contractor should submit details regarding the location of the facility, the number of staff currently assigned to the facility, and the physical security of the facility. Describe how the monitoring center and its staff are used to assist the JSO in effectively monitoring offenders. This narrative should address how Contractor staff respond to alerts and protocols for interacting with offenders. Information about new employee and on-going employee training should also be provided. • For Section 4.5 Data Center RequirementsContractor should submit detailed documentation regarding the proposed Data Center. The Contractor should submit details regarding the location of the data center, the number of staff assigned to the center, and a detailed description of facility/network security. Describe how the Contractor's software/systems are maintained and provide information regarding data backup. Contractor should also describe how data/systems/phone calls are accurately time-synchronized. • Contractor should submit a comprehensive disaster/recovery plan that addresses continuity of operations in the even the primary monitoring center or data center become unavailable either due to a temporary outage or a disaster. Contractor must also submit information detailing any outages over the last three (3) years at the primary monitoring/data, center including the steps taken to mitigate the disaster and any outcomes.	30	30
Total Points:	30	30
GRAND TOTAL:	100	83.4

Electronic Ankle and Alcohol Monitoring Services - ESC-0329-22

Vendor: Sentinel Offenders Services Reviewer: Chief Bryant	Maximum Score for Criteria Being Met	Awarded Score
1 Quotation of Rates (35 Points)		
Contractor shall provide a firm-fixed unit price per day for each type of monitoring device in this RFP on Form 1 Price Sheet. The prices shall include all profit, taxes, benefits, travel, and all other overhead items. For scoring purposes, JSO is estimating a daily use of 200 1-Piece GPS Tracking Devices and 200 Remote Breath Alcohol Devices. The contractor submitting the lowest cost to the City shall receive the maximum amount of points. Each subsequently higher cost submitted by a vendor shall be divided into the lowest cost received, and the product's percentage will be multiplied by the maximum points available to render the points that shall be received in the evaluation matrix for cost	35	35
Total Points	35	35
2 Contractor's Experience (25 Points)		
Provide a list of up to four (4) similar contracts with Federal, State, or local government agencies within the last four (4) years as of this RFP's response due date. The total number of ankle/alcohol monitors from these reference contract must exceed 500 devices as required under Section 1.4 of this RFP At Minimum include the following information Reference Agency Name Reference Agency Contact Person Name Reference Agency Contact Person Name Phone and Email Address Describe how the project/contract is comparable to JSO's Scope of Services outlined in Section 4 of RFP Number of ankle monitors and alcohol monitors utilized under each Contract Annual Value of the Contract Brief description of the scoope and services included in the contract (not to exceed ten (10) lines) The JSO will be contacting each reference agency to receive feedback on Contractor's performance. JSO will also review all documentation submitted for each Contract	25	24
Total Points	25	24
3 Proposed Monitoring Devices (10 Points)		
Contractor will submit specification for each type of monitoring device in accordance with Section 4.2 of this RFP. The specifications must specifically address each requirement. Samples of the monitoring devices may be requested for review purposes	10	7
Total Points	10	7
4 Proposed Software/Monitoring/Data Center (30 Points)		
Describe in your own format the Contractor's approach to provide the services described in Section 4, the Scope of Work The work plan should include: • For section 4.3 Software Requirements, Contractor should submit detailed technical specifications that, at a minimum, address the stated minimum requirements. The Contractor should also submit details about the software architecture (hosted or web-based solution) and the minimum requirements to run the software on agency computers. Describe how the software is used to monitor offenders and manage their case throughout the process. In addition to these requirements, the Contract should include any additional information about their software package that will benefit the JSO program. • For Section 4.4 Monitoring Center, Contractor should submit detailed documentation regarding their proposed Monitoring Center. The Contractor should submit details regarding the location of the facility, the number of staff currently assigned to the facility, and the physical security of the facility. Describe how the monitoring center and its staff are used to assist the JSO in effectively monitoring offenders. This narrative should address how Contractor staff respond to alerts and protocols for interacting with offenders. Information about new employee and on-going employee training should also be provided. • For Section 4.5 Data Center RequirementsContractor should submit detailed documentation regarding the proposed Data Center. The Contractor should submit details regarding the location of the data center, the number of staff assigned to the center, and a detailed description of facility/network security. Describe how the Contractor's software/systems are maintained and provide information regarding data backup. Contractor should also describe how data/systems/phone calls are accurately time-synchronized. • Contractor should submit a comprehensive disaster/recovery plan that addresses continuity of operations in the even the primary monitoring center or data center become unavailable either due to a temporary outage or a disaster. Contractor must also submit information detailing any outages over the last three (3) years at the primary monitoring/data center including the steps taken to mitigate the disaster and any outcomes	30	20
Total Points	30	21
GRAND TOTAL	100	80

Electronic Ankle and Alcohol Monitoring Services - ESC-0329-22

Vendor: Sentinel Offenders Services Reviewer: Lt. Flemming	Maximum Score for Criteria Being Met	Awarded Score
1 Quotation of Rates (35 Points)		
Contractor shall provide a firm-fixed unit price per day for each type of monitoring device in this RFP on Form 1 Price Sheet. The prices shall include all profit, taxes, benefits, travel, and all other overhead items. For scoring purposes, JSO is estimating a daily use of 200 1-Piece GPS Tracking Devices and 200 Remote Breath Alcohol Devices. The contractor submitting the lowest cost to the City shall receive the maximum amount of points. Each subsequently higher cost submitted by a vendor shall be divided into the lowest cost received, and the product's percentage will be multiplied by the maximum points available to render the points that shall be received in the evaluation matrix for cost.	35	35
Total Points:	35	35
2 Contractor's Experience (25 Points)		
Provide a list of up to four (4) similar contracts with Federal, State, or local government agencies within the last four (4) years as of this RFP's response due date. The total number of ankle/alcohol monitors from these reference contract must exceed 500 devices as required under Section 1.4 of this RFP. At Minimum include the following information: Reference Agency Name Reference Agency Contact Person Name Reference Agency Contact Person Name Phone and Email Address Describe how the project/contract is comparable to JSO's Scope of Services outlined in Section 4 of RFP Number of ankle monitors and alcohol monitors utilized under each Contract Annual Value of the Contract Brief description of the scoope and services included in the contract (not to exceed ten (10) lines) The JSO will be contacting each reference agency to receive feedback on Contractor's performance. JSO will also review all documentation submitted for each Contract.	25	21
Total Points:	25	21
3 Proposed Monitoring Devices (10 Points)		
Contractor will submit specification for each type of monitoring device in accordance with Section 4.2 of this RFP. The specifications must specifically address each requirement. Samples of the monitoring devices may be requested for review purposes.	10	8
Total Points:	10	8
4 Proposed Software/Monitoring/Data Center (30 Points)		
Describe in your own format the Contractor's approach to provide the services described in Section 4, the Scope of Work. The work plan should include: • For section 4.3 Software Requirements, Contractor should submit detailed technical specifications that, at a minimum, address the stated minimum requirements. The Contractor should also submit details about the software architecture (hosted or web-based solution) and the minimum requirements to run the software on agency computers. Describe how the software is used to monitor offenders and manage their case throughout the process. In addition to these requirements, the Contract should include any additional information about their software package that will benefit the JSO program. • For Section 4.4 Monitoring Center, Contractor should submit detailed documentation regarding their proposed Monitoring Center. The Contractor should submit details regarding the location of the facility, the number of staff currently assigned to the facility, and the physical security of the facility. Describe how the monitoring center and its staff are used to assist the JSO in effectively monitoring offenders. This narrative should address how Contractor staff respond to alerts and protocols for interacting with offenders. Information about new employee and on-going employee training should also be provided. • For Section 4.5 Data Center RequirementsContractor should submit detailed documentation regarding the proposed Data Center. The Contractor should submit details regarding the location of the data center, the number of staff assigned to the center, and a detailed description of facility/network security. Describe how the Contractor's software/systems are maintained and provide information regarding data backup. Contractor should also describe how data/systems/phone calls are accurately time-synchronized. • Contractor should submit a comprehensive disaster/recovery plan that addresses continuity of operations in the even the primary monitoring center or data center become unavailable either due to a temporary outage or a disaster. Contractor must also submit information detailing any outages over the last three (3) years of the primary monitoring/data center including the steps taken to mitigate the disaster and any outcomes.	30	20
Total Points:	30	20
GRAND TOTAL:	100	84

Electronic Ankle and Alcohol Monitoring Services - ESC-0329-22

Vendor: Sentinel Offenders Services Reviewer: A/C Verwey	Maximum Score for Criteria Being Met	Awarded Score
1 Quotation of Rates (35 Points)		
Contractor shall provide a firm-fixed unit price per day for each type of monitoring device in this RFP on Form 1 Price Sheet. The prices shall include all profit, taxes, benefits, travel, and all other overhead items. For scoring purposes, JSO is estimating a daily use of 200 1-Piece GPS Tracking Devices and 200 Remote Breath Alcohol Devices. The contractor submitting the lowest cost to the City shall receive the maximum amount of points. Each subsequently higher cost submitted by a vendor shall be divided into the lowest cost received, and the product's percentage will be multiplied by the maximum points available to render the points that shall be received in the evaluation matrix for cost.	35	35
Total Points:	35	35
2 Contractor's Experience (25 Points)		
Provide a list of up to four (4) similar contracts with Federal, State, or local government agencies within the last four (4) years as of this RFP's response due date. The total number of ankle/alcohol monitors from these reference contract must exceed 500 devices as required under Section 1.4 of this RFP. At Minimum include the following information: Reference Agency Name Reference Agency Contact Person Name Reference Agency Contact Person Name Phone and Email Address Describe how the project/contract is comparable to JSO's Scope of Services outlined in Section 4 of RFP Number of ankle monitors and alcohol monitors utilized under each Contract Annual Value of the Contract Brief description of the scoope and services included in the contract (not to exceed ten (10) lines) The JSO will be contacting each reference agency to receive feedback on Contractor's performance. JSO will also review all documentation submitted for each Contract.	25	20
Total Points:	25	20
3 Proposed Monitoring Devices (10 Points)		
Contractor will submit specification for each type of monitoring device in accordance with Section 4.2 of this RFP. The specifications must specifically address each requirement. Samples of the monitoring devices may be requested for review purposes.	10	8
Total Points:	10	8
4 Proposed Software/Monitoring/Data Center (30 Points)		
Describe in your own format the Contractor's approach to provide the services described in Section 4, the Scope of Work. The work plan should include: • For section 4.3 Software Requirements, Contractor should submit detailed technical specifications that, at a minimum, address the stated minimum requirements. The Contractor should also submit details about the software architecture (hosted or web-based solution) and the minimum requirements to run the software on agency computers. Describe how the software is used to monitor offenders and manage their case throughout the process. In addition to these requirements, the Contract should include any additional information about their software package that will benefit the JSO program • For Section 4.4 Monitoring Center, Contractor should submit detailed documentation regarding their proposed Monitoring Center. The Contractor should submit details regarding the location of the facility, the number of staff currently assigned to the facility, and the physical security of the facility. Describe how the monitoring center and its staff are used to assist the JSO in effectively monitoring offenders. This narrative should address how Contractor staff respond to alerts and protocols for interacting with offenders. Information about new employee and on-going employee training should also be provided. • For Section 4.5 Data Center RequirementsContractor should submit detailed documentation regarding the proposed Data Center. The Contractor should submit details regarding the location of the data center, the number of staff assigned to the center, and a detailed description of facility/network security. Describe how the Contractor's software/systems are maintained and provide information regarding data backup. Contractor should also describe how data/systems/phone calls are accurately time-synchronized. • Contractor should submit a comprehensive disaster/recovery plan that addresses continuity of operations in the even the primary monitoring center or data center become unavailable either due to a temporary outage or a disaster. Contractor must also submit information detailing any outages over the last three (3) years at the primary monitoring/data, center including the steps taken to mitigate the disaster and any outcomes.	30	24
Total Points:	30	24
GRAND TOTAL:	100	87

Section 4
Description of Services and Deliverables

4.1 Scope of Work
4.2 Categories of Equipment
4.3 Software Requirements
4.4 Monitoring Center
4.5 Data Center Requirements
4.6 Training
4.7 Historical Ankle Monitor Usage
4.8 Invoicing
4.9 Account Management
4.10 Damaged/Lost Devices
4.11 Required Submissions

4.1 **Scope of Work.** The Jacksonville Sheriff's Office (JSO) is seeking a vendor that can provide electronic monitoring of offenders through satellite monitoring and remote tracking (GPS) services and alcohol monitoring. The services sought under this RFP also include vendor provided monitoring equipment, software, and other services (including, but not limited to a call monitoring center, account management and help desk services).

4.2 **Categories of Equipment.** The following types of devices are requested under this RFP:

a. *1 Piece GPS Tracking Device.* The proposed device must meet or exceed the following specifications:

i. *Communication Specifications.* The proposed device must be able to communicate over LTE networks provided by major carriers. As a secondary measure the device must be able to communicate over a Wi-Fi connection.

ii. *Tamper/Interference Detection.* The proposed device must incorporate a tamper detection feature that will alert the JSO of any attempts to tamper the device. The detection feature must cover both the device and the attachment mechanism (e.g., the ankle monitor strap). Additionally, the proposed device must have interference detection that will alert the JSO of GPS jamming and/or cellular jamming/shielding.

iii. *Location Tracking.* The device must collect a GPS coordinate at least once every minute while the offender is in compliance and at least once every fifteen seconds when the offender is in zone violation. The device must also have a pursuit mode, enabling a direct connection to the device during an active investigation. When this mode is engaged, the location map in the Contractor's software must be updated at least every fifteen (15) seconds with the most recent GPS coordinates.

iv. *Notifications.* The device must trigger an alert for the following events: any tampering/interference event as described in section ii above, low battery, motion in the absence of a GPS signal and zone violations. There should also be a notification if the device does not make a regularly scheduled call. The device must provide a communication method that would not alarm the public (e.g., vibration or LED lights).

v. *Self-Test.* The device must be capable of running a self-test prior to activation. The self-test must ensure that the device is operable, and the battery is fully charged.

vi. *Wearability.* The device must be composed of materials that are safe for prolonged contact with skin. The device must not have any sharp edges. The weight of the device

should be less than eight (8) ounces. The device must also be waterproof (not water resistant) to a depth of at least 20 feet.

vii. *Device Memory.* The device must have an internal clock and have sufficient memory to record at least 60,000 GPS coordinates or 30 days of data.

viii. *Battery Specifications.* The device battery must be rechargeable and provide for at least 40 hours of operation on a full charge. Each battery must be rechargeable for at least 500 recharge cycles. The battery must be able to be charged using a standard wall outlet or a tether less charger, which allows the offender mobility during the charging process.

ix. *Optional Beacon.* The device must include an optional beacon that communicates directly with the device through a radio frequency (RF) signal. The beacon must operate on AC power an include a battery backup capable of 20 hours of operation. The beacon must also contain a motion sensor that will alert the JSO if the beacon is removed from the offender's residence. The beacon must also generate the following event notifications: home, away, curfew, power disconnected, beacon location issue, and low battery.

x. *Current Device.* For reference, the current devices used by the JSO under this category are the Attenti Tracker 1 (AT1) and the Attenti Tracking Device (TD4).

b. *Remote Breath Alcohol Device.* The proposed device must meet or exceed the following specifications:

i. *Design.* The device must be durable and tamper-proof. The device should include an electromechanical fuel cell for testing and be able to test down to 0.00 Breath Alcohol Content (BrAC). BrAC testing should be measured by collecting deep lung breath samples.

ii. *Testing.* The device must allow scheduled, random, on-demand and offender-initiated testing. The device must be capable of logging a GPS coordinate if a test is missed by the offender. The device should prompt the offender on how to complete the test. This should include instructions on how to retake the test if required.

iii. *Additional Requirements.* The device should be able to transfer data back to the Contractor's data center through both cellular and Wi-Fi. The device must store up to 40,000 test results that are automatically sent to the data center when the device has a cellular or Wi-Fi connection.

iv. *Current Device.* The JSO is not currently using a Remote Breath Alcohol Device.

In addition to the specification listed above, all devices submitted under this RFP must be designed for and comply with the National Institute of Justice (NIJ) Standard 1004.00 (Offender Tracking Systems).

4.3 **Software Requirements.** The Contractor must provide a software package that the JSO can use to administer the Ankle Monitor program. At a minimum, Contractor's software must include the following functionality:

a. *Maps.* The mapping portion of the software must include, at a minimum, the following features:

i. Access to Google maps, including satellite, terrain, and street level views

ii. Directional GPS tracking arrows

iii. Distance between selected locations

iv. Allows for identification/labeling of streets

v. Allows for inclusion and exclusion zones for each offender that are rectangular, circular or free-form

vi. Displays offender location information at a specific date/time

b. *Reports.* The Contractor's software must be able to generate the following standard reports, at a minimum: call history, case management, inventory management, alert notifications, rules, software usage, tool, and violations reports. Additionally, JSO utilized the following custom reports:

i. *Offender Battery Charge History.* This report shows the length/frequency the selected offender charges their monitoring device daily over a specified period.

ii. *Hardware Tracking History.* This report details all the offenders that have been assigned a specified device.

iii. *Offender Tracking History.* This report details all the devices assigned to a speficied offender.

c. *Data Access.* The software will allow end users the ability to access all GPS coordinates and monitoring data for individual offenders starting from the initial date of device activation.

d. *Case Management.* The software must include a case management component. This tool should provide for the entry of notes by both JSO and monitory center staff. The system should also allow end users to attach documents to case files. Offender cases must be able to be transferred to different end users to manage.

e. *Monitoring.* Software must be designed for agency monitoring centers, which would allow JSO staff to open, address and resolve any notification alarms.

f. *Video Communication.* Software should allow JSO staff to video conference with offenders on an as needed basis.

g. *Inventory Management.* Software must allow for JSO to order, return, track, and transfer equipment.

h. *Offender Tracking.* The system must allow an end user the ability to review multiple offender's GPS tracking coordinates on one screen. The system must allow end users the ability to review at least up to 7 days of GPS tracking coordinates for an offender to analyze patterns.

i. *Mobile Application.* JSO does not currently use a vendor's mobile application on the monitoring side or the offender side but is interested in using said software under this RFP. Bidder's are encouraged to submit any documentation they have regarding a mobile client. This documentation will not be scored as part of the RFP process and is being provided for information only.

4.4 Monitoring Center. The Contractor must have a secure, confidential monitoring service center and help-desk facility that provides service 24 hours a day, 365 days a year. Each shift must be staffed with at least one (1) bi-lingual customer service agent that can speak, read, and write in both English and Spanish. The monitoring center proposed under this contract must have been in operation for at least six (6) consecutive months through one or more contracts with a State, Federal or local government agency.

The monitoring center must have a backup power source to ensure that all systems, hardware, and software are capable of uninterrupted operation in the event of a power outage. The Contractor shall maintain a secondary monitoring center providing full operating functions in the event the primary center is disabled.

All calls to the monitoring center must be recorded, saved, and backed up. There must also be a transaction log where end users have easy access to sort and find specific call recordings.

4.5 Data Center Requirements. The Contractor must maintain a secure data center that has been in operation for at least six (6) consecutive months through one or more contracts with a State, Federal or local government agency. Contractor must ensure that JSO data is secure across the following dynamics: physical access, network access, data access, and employee access. All entries and modifications to JSO data must record the individual and time that the entry was made.

Data must be backed up at a minimum of every five (5) minutes with a full system backup performed daily. Contractor must also maintain a separate off-site backup center to maintain on-going operations in the event the primary data center is disabled.

All of Contractor's servers, monitoring devices, and software must be time synchronized to accurately record the date/time of every monitoring event, system access, data entry, phone call, or download.

4.6 Training. Contractor will provide initial on-site training within seven (7) calendar days for Contract commencement unless an alternative schedule it negotiated. The initial training will be comprehensive to include use of the Contractor's software, correct operation of all devices listed in Section 4.2, and an overview of Contractor's policies and procedures. Contractor will also provide training and/or user manuals and shall authorize JSO to duplicate these materials to facilitate subsequent agency training.

4.7 Historical Ankle Monitor Usage. On average, the JSO has utilized the following number of ankle monitors daily over the last several years:

Year	Number of Ankle Monitors
2018	60
2019	84
2020	118
2021	153

The number of historical ankle monitors used is provided for informational purposes only. It does not guarantee an amount to be utilized under this RFP. Note: the figures above do not include JSO's Misdemeanor Probation Program (MPP), which launched in December of 2021. They also do not include any usage of any Remote Breath Alcohol devices. The previous vendor that ran the MPP had 76 participants in their program over the last year. JSO is anticipating a significant increase in that number under this Contract.

JSO requires an on-hand unassigned device inventory equal to 20% of the currently assigned devices. These on-hand devices are provided to the JSO at no cost until assigned to an offender and activated.

4.8 Invoicing. On or before the fifteenth (15th) day of each month, the Contractor will be required to prepare and submit an invoice for the previous month. The invoice must detail the following information:

a. A detailed listing of each 1 Piece Ankle Monitor (as defined in Section 4.2(a)) to include the date each specific device was placed in service, the number of days in service, the offender the device was assigned to (if assigned), the price per day, and an extended total for the device.

b. A detailed listing of each Remote Breath Alcohol Device (as defined in Section 4.2(b)) to include the date each specific device was placed in service, the number of days in service, the offender the device was assigned to (if assigned), the price per day, and an extended total for the device.

c. Any charges related to lost/damaged devices to include the device number, the date of loss, the offender the device was assigned to (if assigned), and the replacement cost.

Invoices will be for the period starting with the first day of the month and ending with the last day of the month, inclusive. The Contractor will mail all billing requests for payment to: William Clement, Chief of Budget, Budget Division, 501 East Bay Street, Room 306, Jacksonville, FL 32202.

Upon receipt of said invoice, JSO agrees to pay all invoices in full withing forty-five (45) days of initial receipt of acceptable invoice.

4.9. Account Management. The Contractor will assign a dedicated account manager to JSO for the duration of the Contract. The account manager will handle any contract/billing questions, training, equipment, or shipping issues.

4.10 Damaged/Lost Devices. JSO understands that the monitoring devices provided under this RFP may be lost/damaged by offenders under this program. The Contractor will replace up to five (5) lost/damaged devices annually at no cost the JSO. If more than five (5) devices are lost/damaged in a year, JSO will reimburse the Contractor for the cost of any lost/damaged monitoring devices as set forth in Section 4.8.

4.11 Required Submissions. Bidders must submit the following documentation for review under this RFP:

a. Documentation supporting the experience required under Section 1.4 of this RFP. This documentation must include, but not be limited to: a detailed list of all contracts with State, Federal, or local government agencies for the provision of ankle monitors.

b. Product specifications for all monitoring devices proposed under Section 4.2 of this RFP. The specifications should be detailed enough to address all the monitoring equipment requirements. Contractors may be required to submit a sample of the proposed devices for JSO to review. All proposed equipment must be registered with the FCC. Provide the FCC ID number and/or a copy of the FCC Grant of Equipment Authorization. The replacement cost for a lost/damaged device should be provided for each type of monitoring equipment.

c. Detailed specifications for the Contractor's software proposed under this RFP. The specifications should address the requirements listed under Section 4.3 of this RFP. If the vendor has a mobile application for either the client end-user or the offender, this should be included with these specifications (JSO desires a mobile application, but the provision of a mobile app will not affect the RFP scoring).

d. Detailed information regarding the Monitoring Center requested under Section 4.4 of this RFP. The information should include the number of staff assigned to the center, the number of contracts the center currently services, location of the center, training plan for assigned staff, a disaster mitigation plan (must address how operations will be handled if primary center is disabled), and information regarding the backup monitoring center. Contractor must also submit information detailing any outages over the last three (3) years at the primary/backup monitoring center including the steps taken to mitigate the disaster and any outcomes.

e. Detailed information regarding the Data Center requested under section 4.5 of this RFP. This information should address the requirements in that section to include the number of contracts the center current services, location of the center, system backup plan, emergency disaster plan, description of facility security, and a description of how the Contractor synchronizes all software, system, and call data.

f. A detailing training plan, including a training timeline, for commencement of the Contract.

(End of Section 4 - Remainder of page intentionally left blank)

Scope of Services.

The services sought under this RFP are generally described as follows:

The purpose of this solicitation is to evaluate and select a Contractor that can provide for the electronic monitoring of offenders through satellite monitoring and remote tracking (GPS) services and alcohol monitoring. The services sought under this RFP also include Contractor provided monitoring equipment, software, and other services (including, but not limited to a call monitoring center, account management and a help desk).

1.3 **Term of Agreement.**

The initial term of agreement will commence upon execution of the Contract and will continue for a five (5) year period. Contractor will have the option to renew said agreement for up to two (2) additional, one (1) year, periods upon satisfactory performance by Contractor. The Contract is subject to early termination as set forth elsewhere in this RFP.

1.4 **Minimum Requirements for Contractors.**

Contractors must satisfy the following mandatory minimum requirements in order to have their Responses evaluated. By submitting a Contractor warrants and represents that it satisfies these requirements. Failure to meet these requirements will result in the Response not being evaluated and being rejected as non-responsive:

The Jacksonville Sheriff's Office (JSO) reserves the right to ask for additional back-up documentation or additional reference projects to confirm the Contractor meets the requirements stated below. A Contractor not meeting all the following criteria will have their Response rejected:

- The Contractor must have at least four (4) years of experience providing ankle monitors and associated services to law enforcement/criminal justice agencies. This experience requirement cannot be met through the use of a Sub-Contractor.

- The proposed monitoring devices must have been installed and in use on at least an aggregate of 500 offenders through one or more contracts with State, Federal, or local government agencies. The models proposed in the RFP must also have been used for at least six (6) consecutive months of active monitoring. All devices proposed must be currently registered and approved by the Federal Communications Commissioner (FCC).

- The Contractor must provide all required ankle monitor services outlined in Section 4 of this RFP 24 hours a day, 365 days a year.

- The Contractor shall maintain a monitoring center that provides both monitoring services and help desk support. The monitoring center shall be staffed appropriately and available 24 hours a day, 365 days a year. The monitoring center proposed under this contract must have been in operation for at least six (6) consecutive months through one or more contracts with a State, Federal or local government agency.

- The Contractor shall provide a comprehensive software package that meets the requirements of Section 4.3. The software package proposed under this RFP must have been in operation for at least six (6) consecutive months through one or more contracts with a State, Federal or local government agency.

- The Contractor will maintain a data center that meets the requirements of Section 4.5. The data center proposed under this RFP must have been in operation for at least six (6) consecutive months through one or more contracts with a State, Federal or local government agency.

ATTACHMENT B
EVALUATION MATRIX

1. QUOTATION OF RATES (35 Points)

Contractor shall provide a firm-fixed unit price per day for each type of monitoring device in this RFP on **Form 1 Price Sheet**. The prices shall include all profit, taxes, benefits, travel, and all other overhead items. For scoring purposes, JSO is estimating a daily use of 200 1-Piece GPS Tracking Devices and 200 Remote Breath Alcohol Devices.

The contractor submitting the lowest cost to the City shall receive the maximum amount of points. Each subsequently higher cost submitted by a vendor shall be divided into the lowest cost received, and the product's percentage will be multiplied by the maximum points available to render the points that shall be received in the evaluation matrix for cost.

2. CONTRACTOR'S EXPERIENCE (25 Points)

Provide a list of up to four (4) similar contracts with Federal, State, or local government agencies within the last four (4) years as of this RFP's response due date. The total number of ankle/alcohol monitors from these reference contracts must exceed 500 devices as required under Section 1.4 of this RFP.

At Minimum include the following information:

- Reference Agency Name
- Reference Agency Contact Person Name
- Reference Agency Contact Person Name Phone and Email Address
- Describe how the project/contract is comparable to JSO's Scope of Services outlined in Section 4 of this RFP
- Number of ankle monitors and alcohol monitors utilized under each Contract
- Annual value of the Contract
- Brief description of the scope and services included in the contract (not to exceed ten (10) lines)

The JSO will be contacting each reference agency to receive feedback on Contractor's performance. JSO will also review all documentation submitted for each Contract.

3. PROPOSED MONITORING DEVICES (10 Points)

Contractor will submit detailed specifications for each type of monitoring device in accordance with Section 4.2 of this RFP. The specifications must specifically address each requirement. Samples of the monitoring devices may be requested for review purposes.

4. PROPOSED SOFTWARE/MONITORING/DATA CENTER (30 Points)

Describe in your own format the Contractor's approach to provide the services described in Section 4, the Scope of Work.

The work plan should include:

- For section 4.3 Software Requirements, Contractor should submit detailed technical specifications that, at a minimum, address the stated minimum requirements. The Contractor should also submit details about the software architecture (hosted or web-based solution) and the minimum requirements to run the software on agency computers. Describe how the software is used to monitor offenders and manage their case throughout the process. In addition to these requirements, the Contract should include any additional information about their software package that will benefit the JSO program.

- For Section 4.4 Monitoring Center, Contractor should submit detailed documentation regarding their proposed Monitoring Center. The Contractor should submit details regarding the location of the facility, the number of staff currently assigned to the facility, and the physical security of the facility. Describe how the monitoring center and its staff are used to assist the JSO in effectively monitoring offenders. This narrative should address how Contractor staff respond to alerts and protocols for interacting with offenders. Information about new employee and on-going employee training should also be provided.

- For Section 4.5 Data Center Requirements, Contractor should submit detailed documentation regarding the proposed Data Center. The Contractor should submit details regarding the location of the data center, the number of staff assigned to the center, and a detailed description of facility/network security. Describe how the Contractor's software/systems are maintained and provide information regarding data backup. Contractor should also describe how data/systems/phone calls are accurately time-synchronized.

- Contractor should submit a comprehensive disaster/recovery plan that addresses continuity of operations in the even the primary monitoring center or data center become unavailable either due to a temporary outage or a disaster. Contractor must also submit information detailing any outages over the last three (3) years at the primary monitoring/data, center including the steps taken to mitigate the disaster and any outcomes.