

BI's Clarification for NASPO in response to RFP 99SWC-S3474

Electronic Monitoring

1. Category 1 & Category 3: Clarifying questions: regarding the IVR Check-in (up to 6 questions) - does this supplier anticipate that purchasing entities will utilize a chat-bot when there are questions regarding the contract or service? Will there be an option to speak with an assigned contract manager?

IVR is for client check-ins and not for contract administration; no chat bots are used.

Supplier anticipates purchasing entities will speak to their assigned contract manager via email or business telephone number. Additionally, our customer service center does not use automated answering services should they need assistance with products or services.

2. Clarifying questions: 50% lost and damaged allowance: what are they suggesting? What is this? Additionally - how does the spares allowance work?

Lost and Damage allowance is an industry standard contract provision designed to help agencies manage program costs associated with equipment that may be lost or damaged by the client. Agencies will not be charged replacement costs for equipment losses unless they are above the allowance percentage.

Spares allowance is how many devices an agency can have idle in storage, i.e. on the shelf and inactive – not on a client, before being charged a daily rate for the equipment not in use.

BI calculates spares billing based on total active and inactive days for all units in the customer's monthly inventory. We multiply total active days by the customer's Spares Allowance, which determines the number of days allowed for shelved equipment. BI then subtracts this number from the total inactive days for the month and bills the customer for the days that exceed the allowance.

The percentage tiers for allowances for lost or damaged or spare equipment are offered to give agencies options to support inventory management.

3. Clarifying question: regarding the check pay fee and the credit card fee - need more explanation on what these are. Explain "14 days of payments" note associated with check and credit card fee.

The Credit Card Payment Fee and Check Payment Fee (items 29 and 30) refer to late fees. The "14 day of payments" indicates that the fees are assessed for any payment more than 14 days past due. When necessary, it is a one-time fee per invoice.

4. Category 2: However, the HomeGuard 200 only communicates via a landline with no other communication method detailed in response. This looks to not meet minimum requirements for the HomeGuard 200. Clarification needed.

As required, the RF equipment and system must have a minimum of two (2) ways to communicate the data to the software. It is our understanding regarding RF equipment specifically, one device does not need to have all two (2) or three (3) types of communication as that is not an industry standard. Rather, traditional RF devices in the industry are mostly available as two separate devices, landline or cellular, with landline use declining and rarely used as fewer clients have residential landline telephone lines. As detailed in our response to the scope of work, the HomeGuard 200 is the equipment that provides RF landline capability as required and is priced separately. The HomeGuard 20|20 is the equipment that provides RF cellular capability and is priced separately.

5. Clarifications: Offeror provided user services listed are high, would like clarification if these are one time fees or daily rates

To clarify, our standard pricing model is based on a daily rate rather than a one-time purchase fee. The daily rate is all-inclusive and covers the equipment, including the device, strap, and battery, along with ongoing service and support. One-time fees would only apply in limited situations, such as replacement of lost or damaged equipment. Otherwise, agencies are not required to purchase devices upfront.

For Category 1: GPS

The following items are daily rates: 1-24; 26-28

The following items are one-time purchase fees charged only as needed and not on a recurring basis (i.e. replace GPS transfer battery): 25; 29-46

For Category 2: RF

The following items are daily rates: 1-24; 26-28

The following items are one-time purchase fees charged only as needed and not on a recurring basis (i.e. replace HomeGuard 20|20 install kit): 25; 29-38

For Category 3: Alcohol

The following items are daily rates: 1-24; 26-28

The following items are one-time purchase fees charged only as needed and not on a recurring basis (i.e. replace TAD fiber optic strap): 25; 29-36