



## Response Requirement 01 Technical Proposal Response Document

Proposer must provide complete and succinct responses to each item below. **Insert your responses into this worksheet directly in the box provided for each question or prompt.** This worksheet, including any attachments, should be submitted in Microsoft Word format or Adobe PDF format.

Failure to complete this worksheet may result in proposer's proposal being rejected by the Multistate Sourcing Team as non-responsive. In the "Response" column for each item #, proposer must include information to demonstrate how their products, services, and solution(s) meets the requirements and specifications; **Proposer may not simply state compliance.**

While supplementary marketing materials are neither requested nor desired, proposer should provide all information necessary to demonstrate proposer's ability to meet the requirements of this RFP and the RFP's Scope of Work. Proposer may reference attachments in the "Response" column to provide supplementary response information but should keep the amount of additional material directly relevant to the specific item # requirement posed. Additional reference attachments must state the correlating item # that the reference attachment addresses or may be rejected by the Multistate Sourcing Team as non-responsive.

### I. Selection of Category(ies) of Needs

Proposer is required to submit an RFP response for, at a minimum, one (1) Category of Need but may respond to multiple or all Categories of Need defined below. **Proposer must clearly indicate what category(ies) they are responding to on each section header below.**

- ☐ **Category 1: Radio Frequency Monitoring ("RFM"):** Electronic monitoring service is used for home detention. Product User wears a proposer-provided body-attached ankle bracelet transmitter that communicates by radio frequency with a home receiver. The home receiver transmits data to the vendor's monitoring center by landline telephone or by cellular communication. Monitoring center reports curfew violations and equipment status alerts to the designated agency officer or program manager by email, text message, or manual voice message pursuant to established protocols.
- ☐ **Category 2: Alcohol Monitoring ("AM"):** Electronic monitoring is performed through a proposer-provided home breath analysis unit connected by landline or cellular network to the proposer's monitoring center. Product User's identity is confirmed through a voice or imaging recognition system and test results are transmitted to the proposer's monitoring center by landline or cellular communication. Test results and equipment status alerts are sent to the designated agency officer or program manager by email, text message, or manual voice message pursuant to established protocols.
- ☐ **Category 3: GPS Satellite Monitoring ("GPSM"):** An electronic monitoring program is provided through a body-attached one-piece device or a multi-device system that provides location tracking and cellular data and voice communication to the proposer's monitoring center. On a scheduled (active, hybrid or passive) basis, tracking data is communicated to the proposer's monitoring center who then communicates violations and equipment status alerts via email, text message, or manual voice message to the Product User and/or the Participating Entity's designated officer or program manager pursuant to established protocols.

Proposer is responsible for ensuring complete responses are provided for all required and relevant questions and prompts for each category selected.

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The Multistate Sourcing Team reserves the right to request additional information as needed to verify, substantiate, or otherwise approve each alternative solution and/or system which may require virtual and/or in person demonstration(s).

**II. Optional Response Requirement for Category 4. Value-Added Technology and Services:**

Alternative yet innovative use cases may be awarded under Category 4. depending on proposer response(s) and proposed information technology solution(s) and service(s). Some areas of interest include smartphone technology, victim notification services, and/or cross-jurisdiction tracking. Alternative solutions are defined as those Products and Services not included in the Categories of Need. This optional response category will be awarded at the Lead State's discretion.

Proposer shall submit response to Section 9. Category 4. Value-Added Technology and Services.

The Lead State reserves the right to request additional information from the proposer as needed to verify, substantiate, or otherwise approve each alternative solution and/or Product and Service proposed.

**III. Submittal Response Requirement:**

**Proposer must submit the Response Requirement 1 form indicated below for each Category of Need proposed.** Do not combine Categories of Need. For example, if proposer responds to two Categories of Need this form is to be submitted twice, once for each Category of Need proposed. Forms that include multiple or combined Categories of Need may be deemed by the Multistate Sourcing Team as non-responsive.

The Lead State may require virtual and/or in person demonstration(s) of any Products or Services proposed at the sole expense of the proposer.

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**Proposer Name:**

**Category of Need:**

**Section 1.0 Qualifications, Experience, General Requirements, and Industry Knowledge**

| Item | Requirement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Response |
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| 1.0  | <p>Describe proposer's qualifications and experience to provide the proposed Products and Services as an awarded Master Agreement Contractor for this Category of Need.</p> <p>Proposer shall describe qualifications and experience inclusive of specific public sector experience including project client, project scope, project budget, and timeframe over which the products and services were provided and/or performed. In particular, proposer shall highlight project experience working with states and/or other public entities including local governments over the past five years.</p> |          |
| 2.0  | <p>Proposer is expected to serve as a one-stop shop to meet all the requirements for this Category of Need and those requirements of this RFP.</p> <p>If proposer is unable to provide the full value chain of Products and Service the proposer may subcontract or partner with other entities to provide a specific Product or Service, or part of a Product or Service not 100% provided by the proposer.</p> <p>Describe how proposer will serve as a one-stop shop to provide proposed Products and Service for this Category of Need.</p>                                                       |          |

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| 3.0 | <p>For this Category of Need, identify all subcontractor(s) by legal business name, including a contact name, email address, phone number and website.</p> <p>This list must include all subcontractors that proposer will utilize to implement, service and/or Perform the proposed Product and Service offerings.</p> |  |
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| 4.0 | <b>Commercial Due Diligence:</b><br><br>For this Category of Need, provide an analysis including but not limited to; social, political, and regulatory understanding of the electronic monitoring industry and the applicable laws, and regulations pertaining specifically to proposed Products and Services. |  |
| 5.0 | <b>Legal Due Diligence:</b><br><br>For this Category of Need, provide an analysis including but not limited to; legal issues within the electronic monitoring industry and/or litigation pertaining to proposed Products and Services.                                                                         |  |

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| 6.0 | <b>Products and Services:</b><br><br>For this Category of Need, describe proposer's expertise and qualifications in sourcing, delivering, implementing/installing, servicing, maintaining, removing and disposing of proposed Products and Services, as applicable. |  |
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| 7.0 | <b>Information Technology Solutions</b><br><br>For this Category of Need, describe proposer's expertise and qualifications in sourcing, delivering, implementing/installing, servicing, maintaining, and removing proposed information technology solutions including but not limited to any proposed Licensed Software. |  |
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| 8.0 | <p><b>Demonstrated Public Sector Experience and Performance.</b></p> <p>Proposer must have been in business for a minimum of five (5) years providing this proposed Category of Need and must demonstrate specific public sector experience as defined by having been legally contracted to perform work for a governmental client including but not limited to; a local and/or county, state or federal entity in the last five (5) years.</p> <p>Describe how proposer will meet this requirement.</p> |  |
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| 9.0 | <p><b>Product and Service Delivery and Performance Requirement:</b></p> <p>For this Category of Need, proposer must provide delivery and service continuity of all Products and Services proposed and awarded under the Master Agreement to all fifty states, as well as the District of Columbia and U.S. territories. In addition, proposer's "brick and mortar" locations inclusive of all data centers must be based in the United States.</p> <p>Describe how proposer will meet this requirement.</p> |  |
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| 10.0 | <p><b>Staffing and Project Management Requirements:</b></p> <p>Proposer must appoint Key Contractor Personnel, at no additional cost for the term of the Master Agreement. Key Contractor Personnel shall be the primary point-of-contact for all account-based customer service needs of the Participating Entity including but not limited to the scheduling of onsite visits, coordination of User training. Product User training, service request(s) and issue resolution.</p> <p>Proposer shall provide an adequate level of staffing required to fully and consistently provide all Products and Services and accommodate fluctuations in Participating Entity need. Proposer shall ensure that all proposer staff are fully trained, qualified, and licensed in order to comply with any Participating Entity specific requirements including background check policies. Proposer staff shall adhere to background checks at no additional expense to the Participating Entity.</p> <p>Describe how proposer will meet these requirements.</p> |  |
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| 11.0 | <p><b>Compliance with Federal, State and Local Laws and Participating Entity Regulations:</b></p> <p>Proposer shall comply with federal, state and local laws and those regulations required by the Participating Entity.</p> <p>If awarded under this Category of Need, proposer must incorporate any new federal, state, or local regulations into their Products and Services at no additional expense to the Participating Entity.</p> <p>Describe how proposer will meet these requirements.</p> |  |
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| 12.0 | <p>Describe proposer's organization, including any parent companies, subsidiaries, affiliates, and other related entities. Include an organization chart showing each of the above referenced entities.</p> <p>Is proposer's company publicly traded or is it privately held?</p> <p>Also, describe the ownership structure of Proposer's organization, including any significant or controlling equity holders.</p> |  |
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| 13.0 | <p><b>Scenario:</b></p> <p>An incumbent contractor on the current Washington NAPSO ValuePoint Master Agreement for electronic monitoring in a given Participating Entity is no longer on the 22PSX0021 Master Agreement and the Participating Entity executes a Participating Addendum with your company as an awarded Contractor.</p> <p>Describe how as an awarded Contractor proposer will work with the incumbent contractor and the Participating Entity to ensure a transition that is in the best interest of the Participating Entity.</p> <p>Attach a transition plan which documents that proposer would implement to ensure key milestones, user acceptance testing and staffing strategies and successfully provided to the Participating Entity undergoing this hypothetical transition.</p> |  |
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| 14.0 | <p><b>Transition Planning:</b></p> <p>The current NASPO ValuePoint Electronic Monitoring contract is set to expire 05/30/2023 and Master Agreement awards for 22PSX0021 are intended to be made in early May 2023.</p> <p>Describe how proposer will allocate the appropriate resources including account management, legal and administrative staff to effectively and efficiently execute Participating Addendums with Participating Entities.</p> <p>What do Participating Entities need to know to efficiently and effectively identify, implement and maximize utilization of proposed Products and Services under this Category of Need?</p> |  |
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| 15.0 | <p>For this Category of Need, what factors contribute to the reliability and Uptime of proposer's Products and Services?</p> <p>Are there specific geographic areas of the United States where proposed Products and Services do not work or do not perform with 100% availability?</p> |  |
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**Proposer Name:**

**Category of Need:**

**Section 2.0 Data Use, Supply Chains, and Information Technology**

|     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |
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| 1.0 | <p><b>Scenario:</b></p> <p>I am a Product User who must wear and/or use the proposed Products and Services.</p> <p><b>Proposer Response to:</b></p> <p>For this Category of Need, and for each proposed Product and/or Service proposed under this Category of Need, explain how my data is:</p> <ol style="list-style-type: none"><li>1. Extracted by the proposed Products and Services.</li><li>2. Stored by the proposer, proposer's subsidiaries, affiliates and/or other entities and those of any subcontractor(s).</li><li>3. Utilized by the proposer, proposer's subsidiaries, affiliates and/or other entities and those of any subcontractor(s).</li><li>4. Protected by the proposer, proposer's subsidiaries, affiliates and/or other entities and those of any subcontractor(s).</li></ol> |  |
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| 2.0 | Is artificial intelligence employed by proposer for any Products and Services under this Category of Need? If yes, please explain.                                                                                                                                             |  |
| 3.0 | For Products and Services proposed under this Category of Need, what country(ies) are Products and/or Services or components of Products and Services sourced from?<br><br>Describe the reliability of proposer's Product and Service supply chain(s).                         |  |
| 4.0 | What are the greatest risk(s) to proposer's Product and Service supply chain(s)?<br><br>How will proposer meet an increase in demand for Products and Services under this Category of Need?                                                                                    |  |
| 5.0 | Describe the primary cost drivers for the proposed Products and Services under this Category of Need.                                                                                                                                                                          |  |
| 6.0 | Describe the proposed methodology to protect the security and confidentiality of Product User and User data and information proprietary to Participating Entities or subject to special statutory protection, including but not limited to; Product User personal information, |  |

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|      | <p>personal identifiable information and health information.</p> <p>1. Describe proposer's experience, qualifications and capabilities in protecting highly sensitive and confidential information.</p> <p>2. Is the proposer a business associate as it relates to HIPAA?</p>             |  |
| 7.0  | <p>For proposer staff that work remotely and/or telework, describe how proposer safeguards Product User data and User data and other data deemed necessary to be protected by the Participating Entity.</p>                                                                                |  |
| 8.0  | <p>Describe current security screening practices for proposer's employees, and any ongoing security screening that may take place during the Master Agreement term.</p> <p>Include a description of any security clearances or certifications that proposer requires of its employees.</p> |  |
| 9.0  | <p>Is proposer SOC 2 compliant?</p> <p>If yes, please explain how and provide proof.</p>                                                                                                                                                                                                   |  |
| 10.0 | <p>Has proposer or a subcontractor which proposer will utilize under this Master Agreement been subject to a data Breach in the last 12 months? If yes, please describe the breach incident(s).</p>                                                                                        |  |

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| 11.0 | <p>Does proposer have cyber insurance? If so, please provide proof including a copy of proposer's certificate of insurance and the declaration page.</p> <p>This information will be kept confidential.</p>                                                                                                                                                                                                                                                                                                                |  |
| 12.0 | <p>How will proposer ensure a Participating Entity can audit the reliability and uptime of proposed Products and Services under this Category of Need?</p>                                                                                                                                                                                                                                                                                                                                                                 |  |
| 13.0 | <p>What reporting will proposer provide to a Participating Entity to document compliance with Exhibit C. requirements for Uptime and System Availability?</p>                                                                                                                                                                                                                                                                                                                                                              |  |
| 14.0 | <p>For this Category of Need, provide ia detailed delivery and shipping plan that can be offered to any Participating Entity.</p> <p>Describe how proposer will fill orders and ship Products and, specify timeframes, and include logistical capabilities that allow proposer to meet urgent requests.</p> <p>Ensure proposer notes any circumstances in Participating Entity location and/or Product User location that may result in delays and/or prolonged timeframes for Product delivery and/or Service issues.</p> |  |

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**Proposer Name:**

**Category of Need:**

**Section 3.0 Product Specifications**

|     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |
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| 1.0 | <p><b>Product Specifications:</b></p> <p>Proposer shall only propose new equipment that has been properly registered and certified under the Federal Communication Commission ("FCC") rules and regulations, as applicable. All equipment must be new, clean, damage free, and in operative order. Remanufactured or refurbished devices are not permitted under the resulting Master Agreement. Furthermore, the proposer shall identify all anticipated products, technologies, services scheduled for discontinuation and/or scheduled end-of-life that are anticipated during the initial term of the Master Agreement.</p> <p>Proposer shall ensure all Products and Services proposed incorporate best-in class functionality related to charging capabilities, connectivity flexibility (not just Wi-Fi), tampering resistance, Product User fit and feel, and water resistance. Proposer shall provide Product and Service upgrades as they become available at no additional charge to the Purchasing Entity.</p> <p>Per including but not limited to; the standards set by the Federal Department of Justice on electronic surveillance and/or monitoring, all Products and Services proposed under this RFP shall meet the following requirements:</p> <ol style="list-style-type: none"><li>1. Operate in active, passive and hybrid modes.</li><li>2. Be capable of being worn on the Product User's ankle.</li><li>3. Be lightweight and small.</li><li>4. Be sealed and water resistant.</li><li>5. Be hypoallergenic and must not pose a safety risk or hazard to the Product User wearing the unit or to Participating Entity personnel.</li><li>6. Be easily attached to and removed from the Product User by Participating Entity personnel in less than ten (10) minutes.</li><li>7. Be durable and shock-proof.</li></ol> |  |
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| <p>8. Connect to the proposer's server(s) through a cellular network.</p> <p>9. Be configurable to utilize multiple cellular towers within the Participating Entity for optimum Product User location tracking.</p> <p>10. Recognize wi-fi availability and roaming on cellular networks other than that of the primary cellular service provider.</p> <p>11. Be supplied with a rechargeable battery that operates on standard 110-volt household current and can maintain a charge for a minimum of 16 hours.</p> <p>12. Be supplied with the functionality for Participating Entity personnel to communicate with the Product User through the Product and/or Service which may include but may not be limited to; by voice, text, tone, vibration, light emitting diode, liquid crystal display.)</p> <p>13. Be supplied with a backup location system in the event a GPS signal is not present.</p> <p>14. Accurately restrict a Product User to the geofenced area(s) established by the Participating Entity which may include but not be limited to a range of 35 to 150 linear feet of the Product User's home and/or residence and be able to report the location of a Product User outside any structure and/or building.</p> <p>15. Accurately track time on an internal clock that is automatically set with periodic time checking to verify accuracy.</p> <p>16. Collect and store GPS location points at a frequency not less than once every minute.</p> <p>Describe how proposer will meet these requirements.</p> |  |
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**Proposer Name:**

**Category of Need:**

**Section 4.0 Service Level Agreements and Additional Requirements for Products and Services**

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| 1.0 | <p><b>For this Category of Need:</b></p> <p><b>Service Level Agreements:</b></p> <p>Participating Entity may negotiate their own Service Level Agreements ("SLAs") per Exhibit C. At a minimum, proposer shall meet the following requirements including but not limited to:</p> <ul style="list-style-type: none"><li>A. Exhibit C. Service Level Agreement and Maintenance and Support</li><li>B. Performance Objectives</li></ul> <p>Performance objectives will inform collection of data, reporting of outcome metrics, and monitoring of trends in performance. The performance metrics below are distinct from service level agreements, which are described in the scope of work. Final metrics to track proposer performance, along with the methods by which key data will be collected and reviewed, will be agreed upon through Participating Addendum between Participating Entity and awarded Contractor. Metrics may include measures to track activities conducted, efficiency, service quality, outcomes, and equity. Metrics may be reviewed by Participating Entity, or by third-party entities in partnership with Participating Entity, to monitor and audit performance, safety, and adherence to data security protocols. Participating Entity may address additional metrics in their respective Participating Addendum. Significant metrics to be collected by the awarded Contractor, reviewed by the Participating Entity, and used to evaluate the awarded proposer's performance may include:</p> <ul style="list-style-type: none"><li>1. Number of Product and/or Service malfunctions per day, week, and month, along with descriptions of the nature and cause of malfunctions and associated plans to avoid future errors.</li><li>2. Speed of proposer's resolution of malfunctions, errors, or other Product and Service maintenance requests.</li><li>3. Frequency of regular servicing and upkeep maintenance for devices, and</li></ul> |  |
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|     | <p>adherence to any maintenance plan created by Participating Entities and proposer.</p> <ol style="list-style-type: none"> <li>Adherence to court-ordered schedules for installation and removal of Products and Services.</li> <li>Compliance with reporting deadlines and timelines agreed upon by Participating Entity and proposer.</li> <li>Results of Participating Entity specific government evaluation forms documenting proposer performance.</li> <li>Participating Entity satisfaction with training materials and presentations.</li> <li>Participating Entity satisfaction with 24/7 help desk services at monitoring centers</li> </ol> <p>Describe how proposer will meet these requirements.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |
| 2.0 | <p><b>Service Requests from Participating Entity and/or Product User:</b></p> <ol style="list-style-type: none"> <li>Proposer shall respond to Product and Service request(s) from the User and Product User per the Participating Entity's Participating Addendum.</li> <li>Product User damage as defined as Product User misuse, neglect or abuse of an installed Product and/or Service will not be covered by proposer, and proposer may bill the Purchasing Entity and/or Product User, at a fee schedule negotiated per the Participating Entity's Participating Addendum.</li> </ol> <p><b>Maintenance, Support and Servicing Agreements For Products and Services:</b></p> <ol style="list-style-type: none"> <li>Participating Entity may negotiate and incorporate into its Participating Addendum, Product maintenance, support and/or servicing agreements for any Products and/or Services purchased outright, leased and/or rented by the Participating Entity.</li> <li>Unless otherwise determined by the Participating Entity, pricing shall be based on a flat rate monthly fee which at a minimum includes but is not limited to; proposer time and materials, and preventative maintenance. The term of such an agreement cannot exceed the useful life of the Product(s) and/or Services rendered as determined by either the Product</li> </ol> |  |

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|  | <p>and/or Service manufacturer and/or the Participating Entity.</p> <p><b>Maintenance, Support and Servicing Technicians, Preventative Maintenance and Repair Parts and Service Logs:</b></p> <p>1. Proposer shall provide an adequate quantity of maintenance, support and servicing technicians ("Service Technicians") to accommodate the diverse needs and fluctuation in volume of service requests within each respective Participating Entity.</p> <p>2. Service Technicians shall be trained by the Original Equipment Manufacturer ("OEM") and obtain and retain for the Term of the Participating Addendum, licensed and/or certified per the manufacturer.</p> <p><b>3. Preventative Maintenance &amp; Repair Parts, if applicable:</b></p> <p>Proposer shall:</p> <p>i. Perform all preventative maintenance services at the Product manufacturer's directed intervals, or as specified by a Participating Addendum.</p> <p>ii. Guarantee the availability of repair parts for a minimum of five (5) years after the Participating Entity's acceptance of any Product(s).</p> <p>iii. Ensure all Product components, spare parts, and ancillary equipment that is supplied under the Master Agreement, must conform to manufacturer specifications including for use interfacing with proposed information technology solution(s).</p> <p>iv. Be responsible for ensuring that any repair parts are operable and installed in accordance with manufacturer specifications.</p> <p>v. Ensure repair parts are new.</p> <p><b>4. Service Logs:</b></p> <p>Proposer shall:</p> <p>i. Maintain a digital service log that describes any preventative maintenance and/or repair services performed by Service Technicians and</p> |  |
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**Request for Proposals for  
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the **State of Connecticut**  
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|  | <p>track any additional information as warranted by the Participating Entity.</p> <p>ii. Provide digital service log(s) and/or requested information from the Participating Entity within three (3) calendar days of written request.</p> <p><b>Product and Service Delivery Specifications:</b></p> <ol style="list-style-type: none"><li>1. Proposer may be required to provide a shipping quote prior to order placement from a Participating Entity.</li><li>2. Proposer must ship Product(s) within three (3) calendar days from the date of Participating Entity request, and all shipments must be Freight on Board ("FOB") Destination, unless otherwise specified by the Participating Entity.</li><li>3. Proposer must also be able to ship Product(s) overnight in emergency cases as deemed necessary by the Participating Entity and pursuant to the timeframes specified in the Participating Entity's Participating Addendum.</li></ol> <p><b>Monitoring Services and Requirements for Products and Services:</b></p> <ol style="list-style-type: none"><li>1. Proposer shall maintain secure central monitoring center(s) with an uninterruptible power supply, within the United States. Proposer's monitoring center(s) shall be equipped with redundant internet and telephone connectivity, as well as all other equipment required for performance of all monitoring activities required pursuant to the proposed and awarded Products and Services under the Master Agreement.</li><li>2. In order to monitor Product User activity including activities in violation as defined by each respective Participating Entity's Participating Addendum, monitoring Service(s) must be staffed and operate continuously, twenty four (24) hours per day, seven (7) days per week, and three hundred sixty five (365) days per year ("24/7/365").</li><li>3. At a minimum, proposer shall perform data backup on a daily basis to prevent data loss due to power failure</li><li>4. Proposer shall provide monitoring Service(s) and indicate proposed availability, scheduling, system uptimes, downtimes, and</li></ol> |  |
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|  | <p>performance metrics and any other information pursuant to the Exhibit C. redline submittal.</p> <p>5. Proposer's monitoring staff shall be OEM trained staff and include staff that can effectively and efficiently deliver technical assistance to the Users and Participating Entity staff and when applicable, to the Product User.</p> <p>i. Proposer's monitoring center operations staff must be fully trained in all proposed Products and Services including software platforms, and fulfill the requirements codified in each Participating Addendum with respect to monitoring Services.</p> <p>6. Proposer shall allow unlimited access to and an unlimited number of service requests by the Participating Entity regarding Product User inquiries and/or service requests.</p> <p>7. Proposer shall maintain and retain Product User data including but not limited to: term of home/residential detention, curfew, schedule modification, Product assignment and configuration, violations, Product status, and any other data sets required by the Participating Entity.</p> <p>8. Proposer shall provide customizable methods and parameters of violation notification to the Users and shall accommodate changes and customization at the Participating Entity's request. At a minimum, methods for notification of Users and Product Users shall include immediate and next calendar day notifications via secure email, phone voice message, and cellular text message.</p> <p><b>Product User Monitoring and Activity Reports:</b></p> <p>i. Proposer shall provide digital activity reports for all Products and Services deployed by the Participating Entity. Participating Addendums will specify exact activity report content but at a minimum include, but not be limited to, the following:</p> <p>a. Product User missed calls and/or notifications</p> <p>b. Product User non-compliance with pre-determined Product User curfews</p> <p>c. Product User location</p> |  |
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|  | <p>d. Malfunctions of Product User equipment<br/>e. Product User tampering with the Product transmitter or receivers and any other components<br/>f. Detection of Product's low power or battery<br/>i. Inclusion, exclusion and zone violations upon occurrence.</p> <p>ii. Proposer reports shall be accessible from any web-enabled computer, and proposer shall provide login credentials for Users. Printing, and downloading of activity reports both scheduled and on-demand, should be in a standard format (Word, Excel, PDF) unless otherwise specified by the Participating Entity.</p> <p>iii. Proposer's proposed monitoring information technology solution must have the ability for the referring Users to enroll, terminate, modify, generate reports, add notes and otherwise perform Product User case activities by fax, email, and/or telephone.</p> <p><b>Monitoring Service Requirements:</b></p> <p>i. If Proposer is authorized by a Participating Entity to invoicing a Product User directly, proposer must establish in writing with the Participating Entity the fee schedule including but not limited to any late fees. Proposer must comply with any Participating Entity's directive and timeline for installing or removing Products and Services.</p> <p>ii. Upon written request of the Users and/or Product User, proposer must disclose information pertaining to how Product User data is collected and utilized by the proposer and/or any subcontractor.</p> <p>11. Training Requirements for Users and Product Users:</p> <p>i. Proposer shall provide a web-based, on-site, and/or on-line training option(s) for both Participating Entity authorized Users and Product Users for Category of Need awarded. Proposer training materials must be available both in a digital format and upon request, paper format, unless otherwise specified by a Participating Entity.</p> <p>ii. Proposer Product and Services training shall be tailored for Participating Entity authorized Users and Product Users and include but not be limited to:</p> |  |
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|  | <p>a. Operation of the Product and/or Service including any software.</p> <p>b. Installation, deactivation, removal and operation of Products and Services.</p> <p>c. Product and Service return processes.</p> <p>d. Other as specified by the Participating Entity.</p> <p>iii. Proposer shall provide the training within ten (10) calendar days of Participating Entity's request unless otherwise specified in the Participating Addendum.</p> <p>iv. Upon request of the Participating Entity, proposer shall provide Participating Entity employee(s) virtual training for any new Product and Service features, at no additional charge to the Participating Entity.</p> <p>v. Proposer may offer additional training beyond the requirements outlined above, for a flat rate fee including per Exhibit B. Price Schedule. This fee may be negotiated by the Participating Entity and memorialized within a Participating Addendum.</p> <p>vi. Proposer shall provide digital user-manuals for each Product proposed under each proposer awarded Category of Need, and provide unlimited access to on-line resources, if available, at no charge to the Participating Entity.</p> <p>iii. At a minimum, Proposer shall provide a toll-free phone number for any technical support issue and/or service request required by a Participating Entity. Contractor shall respond to any support and/or service request within two (2) hours of Participating Entity's initial request for assistance. Participating Entity reserves the right to enact more comprehensive response times per their Participating Addendum.</p> <p>Describe how proposer will meet these requirements.</p> |  |
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**Proposer Name:**

**Category of Need:**

**Section 5.0 Best Value**

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| 1.0 | Explain and substantiate with data how Participating Entities are receiving best value for the proposed Products and Services under this Category of Need? |  |
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**Proposer Name:**

**Category of Need:**

**Section 6.0 Quality Control & Assurance Protocols and Customer Service Delivery**

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| 1.0 | <p><b>Quality Control/Assurance Plan:</b></p> <p>Provide a quality control/quality assurance plan that will be used for including but not limited to; the sourcing, inspection, delivery, implementation/installation maintenance, servicing, removal and disposal of proposed Products and Services under this Category of Need.</p> |  |
| 2.0 | <p><b>Customer Service Policy(ies):</b></p> <p>Provide proposer's customer service policy including those of any subcontractors that proposer will utilize under this Category of Need.</p>                                                                                                                                           |  |

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**Proposer Name:**

**Category of Need:**

**Section 7.0 Product and Service User Training**

|     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |
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| 1.0 | <p>For Participating Entities:</p> <p>Describe proposer's training strategy inclusive of materials, delivery methodologies and scheduling relative to the proposed Products and Services under this Category of Need and differentiate between training for Product Users and Users (Participating Entity staff).</p>                                                                                                                                                                                                                 |  |
| 2.0 | <p>Specific to this Category of Need:</p> <p><b>Scenario:</b></p> <p>I am a Participating Entity User installing your Product.</p> <p><b>Proposer Response:</b></p> <p>1. How will proposer train me to use the Product properly?</p> <p><b>Scenario:</b></p> <p>I am a Participating Entity User using your Services and/or proposed information technology solution.</p> <p><b>Proposer Response:</b></p> <p>How will proposer train me to use your Services and/or proposed information technology solution to full potential?</p> |  |

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| 3.0 | <p>Specific to this Category of Need:</p> <p><b>Scenario:</b></p> <p>I am a Product User using your Product and/or Service.</p> <p><b>Proposer Response:</b></p> <p>How will proposer training me to effectively use the Product and/or Service?</p> |  |
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**Proposer Name:**

**Category of Need:**

**Section 8. Monitoring Services**

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| 1.0 | For this Category of Need, describe what steps proposer takes to detect and prevent misuse or tampering of Products and Services. |  |
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**Proposer Name:**

**Section 9 : Optional Submittal**

**Category 4. Value-Added Technology and Services:**

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| 1.0 | <p>Proposer shall submit a response conforming to the requirements in this section. For each alternative solution and/or system proposed, Proposer shall provide the following:</p> <ul style="list-style-type: none"><li>A. A detailed summary of each alternative solution and/or system proposed and its advantages to this contract portfolio.</li><li>B. A detailed listing of the manufacturer(s) and model number(s) of all equipment proposed, including but not limited to detailed specifications, manuals, and the examples of how the equipment is deployed in service and/or operated.</li><li>C. A detailed written summary outlining how the alternative system meets each service requirement specified in the RFP.</li><li>D. A detailed written summary of how the alternative system integrates into a single reporting system. Provide a sample of the report.</li></ul> <p>Proposer shall provide a comprehensive narrative and supporting proposal for all value-added technology and services proposed.</p> <p><b>Do not submit any price or cost information in this response requirement as it must be included per Exhibit B. Cost Proposal and Narrative for Category 4. Value Added Technology and Services submittal.</b></p> |  |
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