

RFP#APD2020-01 Telephone Reporting System
QUESTIONS & ANSWERS

Client Supervision and Monitoring

1. How does ADP currently supervise its low-risk/low-needs population – or what tool(s) are being used to capture client's change of address, status, employment, etc.?

SFAPD supervises its low-risk clients via its internal case management system, CTAG. CTAG is used to store client information, including client change of address, status registration, employment, etc. Some of this information is also entered/stored in SFAPD's current automated telephone reporting system. However, CTAG is the primary system in which SFAPD-client data is captured.

2. What are the frequencies that ADP Low-Risk/Low Needs clients are required to report-in to the department (i.e. Monthly, Weekly, etc.)?

Low-risk clients are required to report to SFAPD at a minimum of every 60 calendar days via email, telephone, or mail.

3. How many of the 150 staff users are expected to utilize the System?

The number of SFAPD staff expected to utilize the automated telephone reporting system is yet to be determined.

4. Please provide examples of current templates used to support the requirement C.12 "Generate letters/correspondence templates to Clients, or for APD's editing."

One example of a letter/correspondence template that SFAPD would like to use is one for clients who fail to report at their specified time. SFAPD will consider other templates as well. Note that this requirement and others listed in RFP Section 2.2.1 are meant to be a general guidelines. Proposers may suggest other functions to those listed as part of their proposals, as long as they are identified as such in their proposals and as long as they meet the original intent of the RFP (see RFP Cover Sheet, page 1 of 16). The full extent of the automated telephone reporting system's ability to produce such templates in addition to its other capabilities will be independently evaluated by a panel of three reviewers, should a Proposal meet minimum qualifications and advance to the evaluation phase.

General Questions

5. Please confirm that there is no pre-bid vendors' conference scheduled for this RFP.

There is no pre-bidders conference for this RFP.

6. Is SFADP currently using, or has used in the recent years, an Automated Telephone Reporting System? If so, please specify which application/vendor is using, and If so, why is ADP seeking to change systems and vendors?

SFAPD is currently utilizing the OffenderLink telephone reporting system under a contract with Fieldware.

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7. Has [SFAPD] or any of their Evaluation Team members evaluated any other vendor Automated Reporting systems prior to the release of this RFP? If so, what companies and products were evaluated?

SFAPD has not evaluated other telephone reporting system vendors prior to the release of this RFP. Only the proposals received for this RFP will be screened for minimum qualifications eligibility and submission requirements. Proposals that are responsive to these items will advance to the evaluation phase.

8. In [RFP Section 1.1: Definitions, it reads], “Automated Telephone Reporting System: A software-based system that provides a program of random phone calls to a client’s phone (cell phone or home line) to verify their location. Also referred to as ‘System.’” This seems like the Agency is describing a telephone based curfew system rather than an automated reporting system for low risk supervision management as detailed throughout the rest of the solicitation. Is this definition accurate?

In the RFP, SFAPD provided details and specifications that are common to the kind of system being sought, however, other design features will be considered and fully evaluated provided that they meet the intent and needs of SFAPD, and will be further clarified during contract negotiations. The scope of work, specifications, and requirements outlined in RFP Section 2.2.1. are meant to be general guidelines. Proposers that submit proposals for the specified System may suggest additional functions to those listed as part of their proposals, as long as they are identified as such in their proposals. The full extent of the automated telephone reporting system's ability to meet SFAPD's needs will be evaluated by a panel of three reviewers, should a Proposal meet minimum qualifications and advance to the evaluation phase.

9. In [RFP Section 2.2.1.A.5: Applications and Mobile, it reads], “The system shall be able to support a wide variety of applications including unified communications, presence, instant messaging, mobility, audio conference bridge, collaboration, PC desktop call control and video conferencing, thumb print recognition capabilities, and shall have smart phone and tablet secure access capability.” We are unclear as to the need or use for these requirements with regard to Automated Telephone Reporting. Please confirm that these requirements are applicable and if so, please provide more details as to the intended use for each application.

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10. In [RFP Section 2.4: Firm Fixed Price with a Per-Call Cost Payment Structure], it mentions a Program Cost Estimate section as detailed in [RFP Attachment V]. However, [RFP Attachment V] does not appear to have a Program Cost Estimate section. Attachment V however requests a 'pricing proposal'. Please advise as to how we should proceed.

Please follow the instructions outlined in RFP Attachment VI Section B: Pricing Sheet, which state that proposers must provide an estimated Pricing Sheet that includes: a) Cost of software licenses, if any; b) Cost of leasing equipment, if any; and C) Rates and Services (by hour, unit, deliverable, etc.) by your firm for your Description of Proposed Solution on this RFP Attachment VI. The estimated Pricing Sheet must also include a statement that confirms that the prices quoted are valid for a minimum of ninety (90) days.

11. Is ADP open to the Automated Telephone Reporting System using Voice Biometrics as opposed to "thumb print recognition capabilities?"

In the RFP, SFAPD provided details and specifications that are common to the kind of system being sought, however, other design features (including those not listed in the RFP) will be considered and fully evaluated provided that they are compliant with City contracting rules, regulations, and ordinances, AND meet the intent and needs of SFAPD, which will be further clarified during contract negotiations. The scope of work, specifications, and requirements outlined in RFP Section 2.2.1. are meant to be general guidelines. Proposers that submit proposals for the specified System may suggest additional functions to those listed as part of their proposals, as long as they are identified as such in their proposals. The full extent of the automated telephone reporting system's ability to meet SFAPD's needs will be evaluated by a panel of three reviewers, should a Proposal meet minimum qualifications and advance to the evaluation phase.

Notifications and Reporting

12. Please illustrate a use-case where a client would be notifying an ADP user about a change in their "Arson" or "Sex Offender" registration status.

If a client's registration status should change, SFAPD would be notified through a court slip from the court(s). In addition, SFAPD also refers to the California Law Enforcement Telecommunications System (CLETS) to obtain information about client registration status updates. The CLETS is a computer network that connects public safety agencies across the state to criminal histories, driver records, and other databases.

Submission Requirements

13. Is it permissible to use 3-ring binders to bind and present the proposals?

Yes – it is permissible to use 3-ring binders to bind and present the proposals. Please review RFP Section 4: Submission Requirements for more details on how to prepare your RFP submission.

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14. Is it permissible to insert pictures into RFP ATTACHMENT VI: Description of Solutions or is ADP desiring a proposal with text descriptions only for this section?

Yes – it is permissible to insert pictures into RFP Attachment VI: Description of Solutions, however, please ensure that your attachment is within the maximum number of pages allowed, which is 15 pages INCLUDING the length of RFP Attachment VI template. Do not attach any documents that have not been explicitly requested, as they will not be considered in your proposal evaluation.

15. Do you wish vendors to refrain from including screenshots or images and solely use detailed text based descriptions in RFP ATTACHMENT VI: Section A, Description of Proposed Solution?

It is permissible to include screenshots or images in your RFP Attachment VI: Section A, Description of Proposed Solution, however, please ensure that your attachment is within the maximum number of pages allowed, which is 15 pages INCLUDING the length of RFP Attachment VI template. Do not attach any documents that have not been explicitly requested, as they will not be considered in your proposal evaluation.

Terms & Conditions

16. Can you please provide the exact verbiage that defines and qualifies a Local Business Enterprise (LBE) in regards to this RFP?

For more information about the Local Business Enterprise program and certification process, please visit the following website, <https://sfgov.org/cmd/lbe-certification>, or contact the Contract Monitoring Division at LBEcert@sfgov.org, or 415-581-2310.