Solicitation 9594CS26Q0016 – Amendment 0002
Responses to Received Questions

1. Could you please share who the current contracted vendor is for the products and services currently in place within the program?
Answer: Refer to Solicitation Section L.11

2. Could you please provide the current contracted daily rate for the products and services that are described in the RFP.
Answer: The "current contracted daily rate" cannot be released unless authorized via a request under the Freedom of Information Act.

3. Is CSOSA using a one-piece ankle worn device, a two-piece GPS device, or both?
Answer: CSOSA is currently using one-piece location tracking devices.

4. Do you use any victim devices when a court issues protective orders that require monitoring the proximity between a victim and an offender using GPS?
Answer: This requirement does not include any victim devices.

5. Could you please confirm that proposers are financially responsible for all lost, intentionally damaged, or unrecoverable equipment?
Answer: As stated in Solicitation Attachment J-1 SOW, section C.3.3**,** "CSOSA shall not be responsible for the replacement cost for any damaged, lost, stolen, or unrecoverable units."

6. Could CSOSA please provide how many GPS location devices were lost within the last calendar year 2025 and so far in 2026?
Answer: CSOSA experienced approximately 51 lost GPS devices during the last calendar year.

7. How many offenders use 90 different zones stored on the device?
Answer: All devices must comply with Solicitation Section C.7.12 which states, "Store a minimum of ninety inclusion/exclusion zones and schedules in the onboard memory." All devices must meet this requirement.

8. Are these zones schools, parks, and daycares for sex offenders, or points of interest, or other?
Answer: Refer to solicitation Attachment J-1, Revised SOW

9. What is the user configuring and is it done dynamically or as part of the rule configuration prior to rule assignment?
Answer: Refer to solicitation Attachment J-1, Revised SOW section C.8.1.12

10. What is the user configuring in the exclusion zone?
Answer: Refer to solicitation Attachment J-1, Revised SOW section C.8.1.6.1

11. Is CSOSA currently using this type of application today for their low-risk offenders as described in these two requirements?
Answer: Historical usage is not relevant to this requirement. Quoters are instructed to propose a solution that fully satisfies the technical specifications outlined in Section C.8.2, which represents the Government's forward-looking baseline requirement for this award.

12. On page 16-17 - on page 17 – section C.15 – Section 508 Compliance – This addresses Web Content Accessibility Guidelines (WCAG) 2.0 Level AA requirements for web-content and applications. Does this requirement apply to this type of application?
Answer: Yes. Any web-based applications or user interfaces provided under this solicitation shall comply with Solicitation Attachment J-1 SOW, section C.15

13. Section C.8.3, CSOSA states that "notifications to multiple persons/agencies via text, email, and voice communication." Does the current vendor provide voice response to alerts/events to CSOSA today?
Answer: Historical or current vendor capabilities do not dictate the requirements for this new award. Section C.8.3 defines the Government's actual baseline requirement for notifications to multiple persons/agencies via text, email, and voice communication. Quoters must demonstrate their capability to perform all functions as identified in the solicitation, regardless of the agency's current operational configuration.

14. It also states in section C.8.3.5 that these types of alert notification could occur with offenders or officers. To provide the most comprehensive and competitive response, can CSOSA provide the alert protocols used that require voice communications to the offender and/or officers?
Answer: Refer to added Solicitation Attachment J-7, CSOSA Monitored Events Protocol and Notification Matrix. Attachment J-7 identifies the alert events, notification requirements, escalation procedures, and communication protocols applicable to monitoring center operations. Quoters shall base their proposed monitoring center services and pricing on the requirements contained in Attachment J-7 and the Statement of Work.

15. Can CSOSA provide the monthly volume of alerts by alert type where monitoring intervention is required, for example - where alert protocols are followed and monitored by the vendor monitoring center?
Answer: CSOSA is currently averaging approximately 1,200 to 1,400 alerts monthly requiring monitoring intervention.

16. It is typical for most agencies to require and support 30% spare shelf inventory. For 300 assigned units on leg, that would mean CSOSA would have 90 devices on shelf. This is relatively close to what CSOSA is requiring. However, CSOSA is requiring that if the spare inventory (stock) goes below 100 units the vendor must then overnight 50 devices to replenish. That means CSOSA now has almost 50% spare shelf inventory. Would it be acceptable to provide CSOSA with 30% shelf inventory? Or is it expected that utilization fluctuates due to court patterns of ordering wearers to the program that would require 50% spare shelf inventory?
Answer: Refer to section C.8.5.1 of Attachment J-1 Revised SOW.

17. How many devices are active at present and what are the current spare inventory levels?
Answer: The current estimated number of actively monitored offenders is 100, and the current spare inventory level is approximately 100 devices.

18. Does CSOSA experience higher LDS levels and therefore require more inventory?
Answer: Inventory requirements are based on operational demands, continuity of operations, and anticipated supervision needs.

19. How often does the current vendor ask to return devices as excess inventory per year?
Answer: Inventory adjustments are handled operationally between the contractor and CSOSA as needed.

20. Section C.8.6, Is the current vendors Client Management System integrated with CSOSA's CMS/JMS system? If so, who is the current CMS/JMS system?
Answer: CSOSA currently utilizes the in-house SMART21 system as its case management system. Information regarding the current system architecture, interfaces, data structures, security configuration, and integration design will not be disclosed as part of this solicitation. Quoters shall propose solutions that meet the requirements of Section C.8.6 in Attachment J-1, Revised SOW, including the capability to provide secure API/data integration services. Detailed integration requirements will be coordinated with the successful contractor after award.

21. Regarding Attachment J1 – page 9 – section C.8.7 – How many times did the current vendor testify in person in calendar year 2025 and thus far in 2026?
Answer: Expert testimony requirements vary based on judicial and operational needs. Refer to Section B.4 of the revised solicitation for estimated quantities of Expert Testimony.

22. Section C.8.8, Are the 400 users described in C.8.8.3 – item a. accurate to plan on training for the implementation and ongoing training needs?
Answer: Yes. Quoters should plan for training up to 400 users as stated in the solicitation section C.8.8.3.

23. In section C.8.8.3, CSOSA describes live or a web-based venue that permits one hundred participants at any one time. Smaller sessions of 40–50 people are acceptable and highly recommended for hands-on software training and ensure questions and participate in the training/webinars. Smaller groups ensure participants can practice in the software while trainers answer all questions. If we could provide that type of training and meet the milestones needed for training, would smaller training sessions be acceptable?
Answer: Yes. Smaller training sessions are acceptable, provided the Contractor meets all required training milestones, schedules, and performance requirements identified in the solicitation. Refer to Attachment J-1, Revised SOW section C.8.8.3

24. Could CSOSA provide a number or percentage of the 400 users being trained that represent CSOSA's GPS users and/or the Rapid Engagement Team?
Answer: Approximately 20 personnel currently assigned to CSOSA's GPS Unit and Rapid Engagement Team (RET) are expected to require initial operational training on the GPS equipment and related systems. However, the requirement for training up to 400 users reflects the Government's need to provide access and training capabilities for additional authorized users, including supervisors, managers, administrators, and other CSOSA personnel who may require access to the Contractor's CMS and related applications during the period of performance. The actual number of users requiring training may vary based on operational needs.

25. Based on research into the Rapid Engagement Team's need for analytical tools to anticipate behavioral changes compared to the GPS team, have you performed role-based training in the past? It appears that more of analytical tools used to designate behavior changes would be used more frequently by the Rapid Engagement team vs the GPS Team. If this is accurate, would it be acceptable to offer CSOSA role-based training?
Answer: The Government recognizes that different user groups may utilize different features and functions of the Contractor's solution. For example, personnel assigned to the Rapid Engagement Team may have greater use of analytical, reporting, and behavioral trend analysis tools, while GPS personnel may focus more heavily on offender enrollment, device management, monitoring, alerts, and compliance activities. Quoters may propose a role-based training approach that tailors training content to specific user groups, provided the proposed training program addresses all requirements identified in Attachment J-1, Revised SOW section C.8.8.4 and ensures users receive sufficient instruction to effectively perform their assigned duties.
26. Section C.8.9.4 – Transition In – sub section b. – Equipment Transfer and return – Is CSOSA describing the collection and return of the previous technology and return of said technology back to the incumbent vendor?
Answer: Refer to Attachment J-1 Revised SOW, section C.8.9.4.1 Equipment Transfer and Return

27. Is the 5 listed in the CLIN table for expert testimony just an estimate or actual expert testimonies completed?
Answer: The quantities identified in the table in section B.4, are estimates and are not guaranteed.

28. What does the 12 that is under the quantity for API/Data Integration Access represent?
Answer: The contractor shall provide both integration and ongoing access to data through the API. Refer to Attachment J-1, Revised SOW, Section C.8.6.4.

29. Please confirm that the integration needs to be completed within 30 days of purchase order award?
Answer: As stated in the solicitation section C.8.6.2, the API shall be "...accessible to authorized CSOSA staff within thirty days of purchase order award.?

30. Is there specific information that CSOSA wants included in the cover letter or can proposers state that they meet the requirements and provide additional information about product, services, and company?
Answer: Refer to Attachment J-4, Cover Letter.

31. What constitutes a completed cover letter besides a signature from a representative from our company that can bind our company to a contract?
Answer: Refer to Attachment J-4, Cover Letter.

32. How do you want proposers to display compliance with J-1?
Answer: Refer to Section M.3.1 in the Revised Solicitation Section B thru M and Attachment J-2, Compliance with Statement of Work.

33. Do you want proposers to respond point by point between C.3 through C.15 or do we only list any exceptions that we might take to the provided requirements?
Answer: Quoters shall complete Revised Attachment J-2 and provide all requested supporting information. The Government will use Attachment J-2 as the primary tool for evaluating compliance with the Statement of Work. Failure to complete Attachment J-2 may adversely affect the evaluation of the quotation.

34. Form J-2 would qualify as compliance to J-1 except that Contractor Compliance only covers section 13.
Answer: Refer to Revised Attachment J-2, SOW Compliance

35. If proposers are required to complete a point-by-point response to J1, can proposers refer to J2–Contractor Compliance for section 13?
Answer: Refer to Revised Attachment J-2, SOW Compliance

36. What constitutes proof of FedRAMP authorization or documentation from our cloud provider? Would a letter from the provider suffice?
Answer: Refer to Attachment J-1, Revised SOW section 13.5. If FedRAMP authorization is not applicable to the proposed solution, Quoters shall provide an explanation describing the proposed architecture and basis for non-applicability.

37. Earlier we had asked if CSOSA uses a one-piece GPS device. If CSOSA uses several GPS devices and since they could have different pricing, could CSOSA please confirm they only use a one-piece ankle worn device?
Answer: Refer to Attachment J-1, Revised SOW section C.3

38. If vendors have clients submit Past Performance Questionnaires directly to Mr. Collins instead of submitting CPARs as explained in section L.4.3.4., would vendors omit File 4 from their submission packages? If they shouldn't omit File 4 in this case, what information should be submitted?
Answer: Refer to Amendment 0001.

39. It is stated that factors 1 and 2 combined are more important than Factor 3 and that factors 1, 2, and 3 are more important than price combined. Is there a standard or evaluation criteria that CSOSA will use to calculate the quality of factors for each submission?
Answer: The Government will evaluate the quality of all technical submissions based strictly on the evaluation criteria and relative importance of factors set forth in the solicitation (i.e., Factors 1 and 2 combined are more important than Factor 3, and non-price factors combined are significantly more important than price). Per federal procurement standards, the specific internal rating schemes used by the Technical Evaluation Panel are proprietary to the Government and will not be disclosed. Award will be based on a qualitative, holistic assessment of the merits of each quote against the stated criteria.

40. Section L.6 Due Date for Submission of Questions - We have observed that, at times, responses to vendor questions may lack clarity, possibly due to how the original question was framed. Following the release of CSOSA's initial responses to vendor questions, will vendors be permitted to submit follow-up clarification questions if the responses are not fully understood?
Answer: No further questions will be answered.

41. Page 26, Solicitation 9594CS26Q0016, Paragraph L.7 Submission of Quotations - Responses to vendor questions are critical to each proposer's ability to develop well-informed technical approaches and cost-effective pricing. If responses are not provided at least ten (10) business days prior to the solicitation closing date, will CSOSA consider extending the proposal due date to ensure vendors have sufficient time to prepare thoughtful and responsive submissions?
Answer: Refer to Amendment 0001.

42. Will CSOSA please provide the current contract pricing for the following: GPS Monitoring, RF Monitoring, Equipment Install/Removal, Equipment Retrieval, Monitoring Center Services, Staff Training.
Answer: The "current contract pricing" cannot be released unless authorized via a request under the Freedom of Information Act.

43. Will CSOSA please clarify if Quoters are allowed to propose optional monitoring solutions outside the Scope of Work/Services (i.e., victim monitoring, alcohol monitoring, self-check-in monitoring etc.) for CSOSA's consideration.
Answer: Optional monitoring solutions outside the solicitation requirements will not be considered.

44. Will CSOSA please specify the number or percentage of spare inventory allowance at no additional cost?
Answer: Refer to revised Attachment J-1, SOW Section C.8.5.1

45. Will CSOSA also please clarify if you are obligated to pay a daily rate on spare inventory above the allotted allowance? If yes, will CSOSA please provide the daily rate?
Answer: Refer to section C.3.3 which states that the Contractor may only invoice for units that are actively in used.

46. Will CSOSA please provide the number of lost/stolen/damaged devices over the past 12 months on the following: GPS Devices, RF Devices, Alcohol Devices.
Answer: Approximately 33 GPS devices were reported lost in 2024, 51 in 2025, and 15 to date in 2026.

47. Will CSOSA please specify the number or percentage of lost/stolen/damaged device allowance provided at no cost?
Answer: Attachment J-1, SOW C.3.3 states "CSOSA shall not be responsible for the replacement cost for any damaged, lost, stolen, or unrecoverable units."

48. Will CSOSA please provide the total dollar amount paid for lost/stolen/damaged devices over the past 12 months?
Answer: No such dollar amount will be provided.

49. Will CSOSA please provide the daily average number of active offenders being monitored on GPS Monitoring, RF Monitoring.
Answer: CSOSA currently averages approximately 100 actively monitored GPS offenders daily. Monitoring levels may fluctuate based on operational and judicial requirements.

50. Given the public safety nature of electronic monitoring and advancements in technology since your last procurement, would CSOSA consider conducting live product testing of proposer's units as part of the quotation evaluation process prior to award?
Answer: The Government will evaluate quotations in accordance with the evaluation criteria set forth in Sections L and M of the solicitation.

51. Can CSOSA please clarify that they will be needing 100 spare units on shelf at their respective facility in addition to the potential 300 active units on the leg of monitored individuals?
Answer: Per solicitation section C.8.5.1, "The Contractor shall maintain no fewer than 100 devices, excluding lost devices, for immediate activation."

52. Please confirm whether CSOSA requires a full-time onsite Account/Program Manager for the duration of the contract, or whether a hybrid/remote management approach with onsite support resources as needed would be acceptable.
Answer: The solicitation does not currently require a dedicated onsite Account/Program

53. We kindly ask the CSOSA to extend the proposal due date by two weeks after the release of all addenda(s). This will ensure all Quoters have appropriate time to thoroughly review all addenda(s) and modify their proposal response accordingly.
Answer: Refer to Amendment 0002.

54. The acquisition is checked for Unrestricted and also Small Business. Please confirm that the procurement is designated as Unrestricted to ensure access to the broadest possible pool of qualified manufacturers.
Answer: Amendment 0001 corrects the SF1449 to reflect only a 100% Small Business Set-Aside.

55. The solicitation lists NAICS code 334220, however the SAM.gov Notice ID 9594CS26Q0016 lists NAICS code 334290. To eliminate the discrepancy and maximize competition among capable GPS equipment manufacturers, will the agency please clarify that NAICS code 334290 is the governing code for this procurement?
Answer: Amendment 0001 changes the solicitation NAICS code to 334290.

56. Please confirm that, as an unrestricted acquisition in the District of Columbia, this acquisition is a competitive procurement process that is open to all qualified businesses—both large and small—without any socioeconomic set-asides (such as local, small, or disadvantaged business reserves).
Answer: Amendment 0001 corrects the SF1449 to reflect only a 100% Small Business Set-Aside.

57. Standard Form 1449, Please confirm Quoters are not required to provide pricing information in blocks 23 and 24 of this form.
Answer: Section L.5.1 states pricing is to be submitted using Attachment J-6, Solicitation Price Sheet. No pricing is to be included on the SF1449.

58. We kindly ask the Agency to extend the proposal due date by two-weeks after the release of all addenda(s). This will ensure vendors have appropriate time to thoroughly review addenda(s) and modify their proposal response accordingly.
Answer: Refer to Amendment 0002.

59. Because live phone call notifications can significantly affect offeror labor costs, and in order to support consistent pricing across contractor proposals and encourage the most competitive pricing, please provide the following information, if available. Which alert types require live phone call notifications?
Answer: Refer to Attachment J-1 Revised SOW section C.8.3 and Attachment J-7, CSOSA Monitored Events Protocol and Notification Matrix. Monitoring center live call notifications shall be performed in accordance with the alert events, notification requirements, and escalation procedures identified in Attachment J-7. The specific alert types requiring live-agent notification may vary based on offender supervision requirements, operational needs, and the applicable monitoring protocols.Quoters shall base their pricing on the capability to provide live monitoring center communications and notifications in accordance with Attachment J-7 and the Statement of Work.

60. Which alert types require notification by text message or email? If the incumbent provider currently performs live phone call notifications, please provide historical data reflecting the average number of outbound calls placed by the contractor on a monthly basis? Please confirm whether the Agency requires live phone calls from monitoring center staff to communicate violation notifications.
Answer: Refer to Attachment J-1 Revised SOW section C.8.3 and Attachment J-7, CSOSA Monitored Events Protocol and Notification Matrix.

CSOSA currently averages approximately 1,200 to 1,400 monitored events per month requiring monitoring center intervention. Historical outbound call volumes are not tracked in a format suitable for release and are not provided.

61. Please confirm whether the Agency requires such live phone call notifications for all violations involving all monitored offenders. Please confirm whether these live phone call notifications are required on a 24/7/365 basis?
Answer: Refer to Attachment J-1 Revised SOW section C.8.3 and Attachment J-7, CSOSA Monitored Events Protocol and Notification Matrix.
Live monitoring center telephone notifications are not required for every event involving every monitored offender. Notification requirements vary based on the monitored event type, offender supervision requirements, and the applicable protocols identified in Attachment J-7. Monitoring center services, including live-agent monitoring and required notifications, shall be available on a twenty-four (24) hour per day, seven (7) day per week, three hundred sixty-five (365) day per year basis in accordance with Section C.8.3.

62. G.3.1 Electronic Invoicing and Payment Requirements, In what format would payment request be accepted? I.e. – PDF, Excel, etc.?
Answer: Invoicing shall be submitted per solicitation section G.3.5. The invoice document to be attached in the invoice platform (IPP) can be in any format. Pdf does preserve the content assuring that no changes were inadvertently made; however, Word or Excel may also be used.

63. Reference C.8.3.19(e), Monitoring Center Security Policies and Procedures – Within 3 days of Award. Is this a request for Physical or Digital Security Policies?
Answer: Refer to Attachment J-1, Revised SOW section C.8.3 and section C.13. The requirement includes monitoring center operations, physical security, personnel security, and information security policies and procedures applicable to services performed under the contract. The Contractor shall submit policies and procedures addressing each applicable security domain identified in the solicitation.

64. As written, the solicitation appears to require the contractor to maintain a minimum of 100 shelf devices; however, the current language could be interpreted to require shipment of an additional 50 units whenever the shelf inventory falls below 100. For example, if the spare equipment inventory decreases to 90 units, this interpretation would require the contractor to ship 50 additional units, resulting in a total shelf stock of 140 units. Please confirm that the contractor is only required to ship the number of units necessary to restore the inventory to the 100-unit minimum.
Answer: Refer to Attachment J-1, Revised SOW section C.8.5.1

65. Will the Agency please confirm the requirement amount for spare shelf equipment.
Answer: Solicitation section C.8.5.1 states, "The Contractor shall maintain no fewer than 100 devices…"

66. SOW C.8.6.1 Application Programming Interface (API). The Contractor shall provide a Representational State Transfer (REST) Application Programming Interface (API) affording CSOSA the opportunity to fetch records relevant to its use of the Contractor's Case Management System (CMS) on demand over a secured Hypertext Transport Protocol (HTTPS) connection. Please confirm that CSOSA will also accept APIs in Simple Object Access Protocol (SOAP).
Answer: CSOSA will not accept APIs in Simple Object Access Protocol. Section C.8.6.1 requires the Contractor to provide a Representational State Transfer (REST) Application Programming Interface (API) over a secure HTTPS connection. Quoters shall propose solutions that comply with the requirements of Section C.8.6.1.

67. Will the agency please provide as much detail as possible on what data will be sent to the vendor's system and what the vendor will be expected to do with the data?
Answer: Refer to Attachment J-1, Revised SOW section C.8.6 API/Data Integration. CSOSA anticipates exchanging data necessary to support offender enrollment, device assignment, monitoring operations, alerts, status updates, and related case management activities. Data exchanged may include offender identifiers, supervision information, device information, location and monitoring status data, alert information, and other operational data necessary to support electronic monitoring services. The specific data elements, interfaces, mappings, and technical integration requirements will be coordinated with the successful contractor after award. Quoters shall propose solutions capable of supporting secure bidirectional data exchange and integration with CSOSA systems in accordance with Section C.8.6.

68. Section C.8.3 Monitoring Center. C.8.3.6 The monitoring center shall provide live agent monitoring services who execute steps to notify CSOSA staff and/or offenders of certain events or violations generated by the device in accordance with the Monitored Events Protocol. The CSOSA Monitored Events Protocol is attached (see Appendix J-x). (pg. 6). There is no Appendix J-x attached. Would the agency please release Appendix J-x.
Answer: Attachment J-7, CSOSA Monitored Events Protocol, is provided via amendment.

69. Would the agency please provide a list of predetermined monitoring events for which the incumbent currently provides live monitoring communication?
Answer: Refer to Attachment J-1 Revised SOW section C.8.3 and Attachment J-7, CSOSA Monitored Events Protocol and Notification Matrix.

70. In the electronic monitoring industry, many vendors have well-established, ongoing service agreements that represent long-standing partnerships with government agencies. Please confirm that in addition to completed or substantially completed projects, vendors may use such ongoing service agreements as Past Performance references.
Answer: Service agreements may not be used as a completed or substantially completed project**.**

71. Would the agency please confirm whether File 5 and File 6 are required formats for submission?
Answer: There is no File 5 or File 6. The list of files in section L.7.2 identifies submissions for Files 1 through 4 and then File 7. Only submissions for those file numbers are required.

72. If File 5 and File 6 are required, will the Agency please provide what documents are required to ensure compliance with submission.
Answer: Refer to question 71.

73. Has the incumbent provider received a Corrective Action Report (CAR) within the past 24 months of service?
Answer: Contractor performance information is procurement-sensitive and will not be disclosed.

74. Will the Agency please confirm whether CSOSA requires the vendor's system itself to be FedRAMP Authorized, or whether an agency-issued ATO within a FedRAMP Moderate authorized cloud environment would be acceptable?
Answer: CSOSA does not require the Contractor's application or GPS monitoring platform itself to possess a separate FedRAMP Authorization. However, any cloud environment used to store, process, transmit, host, or provide access to CSOSA data shall be hosted within a FedRAMP Moderate Authorized cloud service offering or a cloud environment that has received an Agency Authorization to Operate (ATO) utilizing a FedRAMP Moderate Authorized cloud service provider. Quoters shall identify the proposed cloud hosting environment and provide documentation demonstrating the applicable FedRAMP authorization status and/or Agency ATO. Refer to Section C.13.5, FedRAMP and Cloud Hosting Requirements.

75. Will the Agency please clarify whether there is a file size limit for email attachments?
Answer: Solicitation section L.7.3 states, "If the size of all the above identified files attached to the email total more than 10MB, provide multiple emails with the subject line "Response to RFQ 9594CS26Q0016, Email 1 of ..." and so on."

76. If the proposal and supporting documents exceed the allowable file size, will the Agency accept the submission in multiple emails to ensure complete delivery of all required materials?
Answer: Solicitation section L.7.3 states, "If the size of all the above identified files attached to the email total more than 10MB, provide multiple emails with the subject line "Response to RFQ 9594CS26Q0016, Email 1 of ..." and so on."

77. In the Scope of Work, CSOSA states that reporting requirements are listed in F.9. There is not section F.9. to reference. Will the Agency please provide reporting requirements.
Answer: The Government has identified that the reference to Section F.9 appears to be incorrect. Refer to amendment 0002. For Reporting requirements, refer to Attachment J-1, Revised SOW section C.9.

78. Would the Agency please provide the name(s) and model number(s) of the device(s) currently in use under the existing contracts?
Answer: CSOSA currently utilizes one-piece GPS ankle monitoring devices under the incumbent contract. Additional manufacturer and model information will not be disclosed.

79. Would the Agency please disclose the current rates charged by the incumbent vendor for GPS services, as well as for any other products or services provided under the current contract?
Answer: The "current rates" cannot be released unless authorized via a request under the Freedom of Information Act.

80. Does the incumbent vendor provide on-site staff support for the program on either a full-time or part-time basis? If so, please specify the number of staff assigned and their respective working hours.
Answer: No vendor staff are currently assigned off-site under the existing ~~contract~~ award.

81. If additional clarification is needed after the Agency issues its initial responses to vendor questions, would the Agency consider allowing a second round of questions?
Answer: No further questions will be answered.

82. Over the past 24 months, respectively, how many units have been reported as lost, stolen, or damaged?
Answer: Approximately 33 GPS devices were reported lost in 2024, 51 in 2025, and 15 to date in 2026.

83. Will the Agency require oral presentations or device field testing as part of the evaluation process for this RFP? If so, will the Agency please provide expected dates and allotted timeframe per vendor demonstration.
Answer: No.

84. Will the agency provide how many devices have been lost or damaged during the last three years per 12-month average?
Answer: Refer to question #82 for historical data.

85. C.8.1.7 states, "The supervision officer shall be able to toggle the alert of exclusion zone entry audible or nonaudible for the offender and for the supervision officer." Question: Could the agency clarify whether the intent of this requirement is to ensure configurable offender and officer notification behavior for exclusion zone events, rather than requiring a specific alert architecture? Would solutions that allow configurable notification workflows, escalation rules, and selective alerting based on user role, event severity, or operational policy be considered responsive if they meet or exceed the operational intent of the specification?
Answer: Refer to Attachment J-1, Revised SOW section C.8.1.6.1. The intent of Section C.8.1.7 is to ensure that authorized users can configure notification behavior associated with exclusion zone events. CSOSA is not prescribing a specific system architecture or technical implementation. Quoters may propose solutions that provide configurable notification workflows, escalation rules, alerting methods, and user-specific notification settings, provided the proposed solution meets or exceeds the operational intent and functional requirements of Section C.8.1.6.1.

86. C.8.1.11 states, "The CMS shall allow CSOSA the capability to create custom notification profiles by CSO and by offender alerting CSOSA to violation events." Will the agency provide how many average calls per month does the current monitoring center make regarding alerts to offenders and the average calls per month made to officers?
Answer: CSOSA currently averages approximately 1,200 to 1,400 monitoring alerts monthly requiring intervention. Call volumes fluctuate based on operational activity and supervision levels.

87. C.8.1.13 states, "Notification profiles shall include the CSO(s) to be contacted (including simultaneous multiple-party notification) and methods of contact (phone, email, text, etc.). Could the agency clarify whether all listed notification methods (phone, email, text, etc.) are required simultaneously as native functionality within the platform, or if equivalent workflows utilizing configurable escalation protocols, monitoring center intervention, or integrated communication services would satisfy the requirement?
Answer: Refer to Amendment J-1, Revised SOW section C.8.13. The intent of Section C.8.1.13 is to ensure that authorized users can configure notification recipients and communication methods associated with monitored events. CSOSA is not requiring a specific communication architecture or delivery mechanism. Quoters may propose equivalent or enhanced notification workflows, configurable escalation protocols, monitoring center intervention processes, integrated communication services, or other approaches, provided the proposed solution satisfies the operational requirements of the solicitation and supports notification of designated recipients.

88. Would the agency consider alternative notification architectures that provide equivalent or enhanced operational efficiency, auditability, and delivery reliability?
Answer: Yes. CSOSA will consider alternative notification architectures that provide equivalent or enhanced operational efficiency, auditability, delivery reliability, and notification effectiveness, provided the proposed solution meets or exceeds the operational intent and functional requirements identified in the solicitation. Quoters shall clearly describe how the proposed notification architecture satisfies the notification, escalation, monitoring, documentation, and reporting requirements identified in the Statement of Work.

89. Additionally, is the agency currently utilizing a 24/7 monitoring center, where there is an agreement and script used by the monitoring center staff to call either offenders or staff on specific alerts?
Answer: Yes. CSOSA currently utilizes 24/7 monitoring center operations with established operational procedures and scripted communication protocols for specified alert events.

90. C.8.1.18 states, “The CMS shall provide capabilities, such as: a. Statistical tools to help CSOs quickly identify and prioritize highest risk offenders.” Could the agency please clarify if they are looking at travel patterns, number of alerts, etc., or other tools and, if so, please identify?
Answer: Refer to section C.8.1.18 of Attachment J-1, SOW

91. C.8.2.1 states, “The Contractor shall provide a mobile software application for users which utilizes an authorized username and login to access and manage system features and data stored in the CMS. Could the Agency clarify whether the intent of this requirement is to provide secure mobile access to CMS functionality, regardless of whether access is delivered through a native mobile application, mobile-responsive web platform, or hybrid application architecture? Would solutions utilizing secure browser-based mobile access with role-based permissions and multi-factor authentication be considered acceptable if they provide equivalent functionality and security controls?
Answer: Yes. Refer to Attachment J-1, SOW Revised section C.8.2.1. The intent of Section C.8.2.1 is to provide authorized users with secure mobile access to the Contractor's Case Management System (CMS) and associated functionality. CSOSA is not requiring a specific mobile application architecture. Quoters may propose native mobile applications, mobile-responsive web applications, hybrid application architectures, or other secure mobile access solutions, provided the proposed solution satisfies the operational, security, and functional requirements identified in the solicitation, including user authentication, role-based access controls, and applicable security requirements.

92. C.8.3.20 states, “The Contractor shall provide multilingual services, at a minimum including Spanish, and other languages as requested by COR.” Will the agency identify any other preferred languages?
Answer: Refer to Attachment J-1 SOW section C.8.3.20. Spanish is currently the primary additional language requirement and is the only language specifically identified by the Government at this time. Other language support may be required based on offender population demographics, court-ordered conditions, operational requirements, and emerging program needs. CSOSA does not currently identify additional preferred languages beyond Spanish.

93. C.8.4.8 states, “Notify the COR within thirty minutes by telephone and email when any services provided within this purchase order have been, or will be, interrupted for any length of time and for any reason.” Question: Can the agency clarify if both telephone and email notification are required?
Answer: Yes.

94. Will the agency clarify how many officers would need to be trained?
Answer: Refer to Attachment J-1, SOW section C.8.8 Training

95. F.9 is not locatable. Can the agency provide the reporting requirements?
Answer: The Government has identified that the reference to Section F.9 appears to be incorrect. Refer to amendment 0002. For Reporting requirements, refer to Attachment J-1, Revised SOW section C.9.

96. C.8.5 Shelf Inventory and Replenishment. The Contractor shall maintain a minimum shelf inventory of one hundred (100) GPS tracking devices available for immediate activation at all times throughout the period of performance.
Answer: Refer to Attachment J-1, Revised SOW Section C.8.5.