

Addendum 3: EVENT ID 39029
RFI: #25-78012-000, Enhanced Supervision Services
DSH Responses to Vendor Questions

To: Prospective Respondents
Reference: RFI: 25-78012-00
Enhanced Supervision (Monitoring) Services

VENDOR QUESTION(S) #1:

Received 6/17/26

Respondent's Info:

Security Guard Solutions, Inc.

1. How many CONREP SVP clients currently receive Enhanced Supervision services statewide?

RESPONSE: We are unable to provide client specific data, however the current number is <11.

2. Approximately how many clients require Enhanced Supervision services at any given time?

RESPONSE: The number of clients requiring Enhanced Supervision services can vary from none to one or more.

3. Is Enhanced Supervision intended to consist of:

- Physical on-site monitoring personnel,
- Remote monitoring personnel,
- Patrol officers,
- Or a combination of the above?

RESPONSE: Enhanced Supervision, also referred to as “Monitoring”, will generally include the following: observing, maintaining regular surveillance of, listening and reporting on CONREP clients and the surroundings. The Monitoring requirements will change depending on the circumstances.

4. What is the typical staffing model for a client assignment?

- One monitoring officer per shift?
- Multiple monitoring officers per shift?
- Dedicated supervisors?
- Dispatch or monitoring center personnel?

RESPONSE: Client assignments vary and Monitoring requirements will depend on the circumstances of the client. Monitoring services may be up to twenty-four hours per day, seven days per week with at least one Monitoring staff assigned for each shift in a day. An assignment may also require more than one Monitoring staff during the same shift or overlapping shifts. DSH, and/or its designee work with a vendor's point of contact for assignment scheduling, reporting and any other monitoring related issues.

5. What percentage of assignments require 24-hour coverage?

RESPONSE: We are unable to provide client specific data. However, it is not uncommon for clients to have 24-hour coverage, typically done in 8-hour shifts.

6. What is the average duration of an Enhanced Supervision assignment?

RESPONSE: The average duration of an Enhanced Supervision assignment has not been tracked, however the duration can be a 3-day assignment or up to several years.

7. Is there a current contractor or contractors providing these services?

RESPONSE: DSH currently contracts with National 50 Security and Investigations, Inc. for Enhanced Supervision Monitoring services.

8. If services are currently contracted, is information regarding the current contract and pricing publicly available?

RESPONSE: To obtain copies of a contract, please submit a Public Records Act request at: [https://californiadsh.govqa.us/WEBAPP/_rs/\(S\(tvln3fuw5yakyrbxgsqlevju\)\)/SupportHome.aspx](https://californiadsh.govqa.us/WEBAPP/_rs/(S(tvln3fuw5yakyrbxgsqlevju))/SupportHome.aspx)

9. Does DSH anticipate a future solicitation being awarded statewide, regionally, or by county?

RESPONSE: There are no upcoming solicitations for Enhanced Supervision services planned at this time. DSH released this RFI to improve our understanding of the current marketplace and to establish a potential vendor pool for possible future solicitations. Interested parties can contact DSH to inquire about providing services.

10. Are contractors expected to provide transportation services for clients on a routine basis, and if so, what is the approximate frequency?

RESPONSE: Transportation to appointments or outings may be needed on occasion, however it is not typically a service provided by Enhanced Supervision Monitoring staff on a routine basis.

11. Are contractors expected to provide surveillance monitoring services in addition to physical monitoring personnel?

RESPONSE: Enhanced Supervision, also referred to as “Monitoring”, will generally include the following: observing, maintaining regular surveillance of, listening and reporting on CONREP clients and the surroundings.

12. If surveillance monitoring is required:

- Are cameras provided by DSH or another entity?
- How many cameras are typically monitored per client assignment?
- Are contractors expected to provide a monitoring center and monitoring personnel?

RESPONSE: Enhanced Supervision Monitoring staff are not responsible for monitoring cameras.

13. Are contractors expected to provide GPS monitoring services, or only respond to information generated by an existing GPS monitoring system?

RESPONSE: Enhanced Supervision Monitoring staff are not responsible for monitoring GPS. Monitoring staff are on site with the client so the client’s GPS location(s) will be in close proximity to the monitoring staff.

14. Does DSH have sample Post Orders, Daily Activity Reports (DARs), incident reports, or other standard documentation available for review?

RESPONSE: A sample of a Post Order is now attached to this posting.

15. Is there a preferred pricing structure DSH would like respondents to utilize when providing cost estimates (hourly, daily, monthly, per assignment, or another format)?

RESPONSE: The preferred pricing estimates would include a Standard hourly rate and OT/Holiday hourly rate. If vendor has any additional breakdown or structure, vendor is encouraged to provide.

VENDOR QUESTION(S) #2:

Received 7/3/26

Respondent:

Starside Security & Investigation, Inc.

1. How many participants are currently receiving Enhanced Supervision (monitoring) services, how many participants received Enhanced Supervision (monitoring) services in FY2025-26, and can DSH provide a current county-level snapshot? (Cover page; Attachment 2 Section G, p. 10)

RESPONSE: We are unable to provide client specific data, however the current number of clients receiving Enhanced Supervision services is <11. The number of clients requiring Enhanced Supervision services can vary from none to one or more.

2. Does DSH have any planning estimate or recent average-intake figure indicating expected monitoring demand in FY2026-27? (Section A, Purpose, p. 4)

RESPONSE: We do not have an expected number of clients needing Enhanced Supervision services for FY2026-27. Each case is unique and the need for services varies.

3. The cover page notes residences may be "fixed or non-fixed." Of participants currently monitored, approximately what share are at fixed residences versus non-fixed placements? (Cover page, p. 1)

RESPONSE: We are unable to provide client specific information.

4. Approximately what share of assignments is expected to be at or near 24/7 coverage versus partial coverage? (Attachment 2 Section G, p. 10; Section D.1.F, p. 5)

RESPONSE: We are unable to provide client specific data. However, it is not uncommon for clients to have 24-hour coverage, typically done in 8-hour shifts.

5. Attachment 2 sets one monitor per shift, allowing additional monitors at DSH's expense. Would DSH consider a two-person minimum as the standard staffing configuration due to practical challenges of continuous single monitor coverage (for example breaks, transport, remote placement)? What is DSH's current practice on staffing ratio? (Attachment 2 Section G, p. 10; Section O, p. 11)

RESPONSE: Client assignments vary and Monitoring requirements will depend on the circumstances of the client. Monitoring services may be up to twenty-four hours per day, seven days per week with at least one Monitoring staff assigned for each shift in a day. An assignment may also require more than one Monitoring staff during the same shift or overlapping shifts. DSH, and/or its designee work with a vendor's point of contact for assignment scheduling. DSH is open to various staffing options, but in many cases a two-person minimum is neither necessary nor responsible, cost-effective use of State funds.

6. Would DSH accept differentiated metro-versus-remote zone rates or expect a single flat rate? (Section E.1.B, Cost Estimates, p. 6)

RESPONSE: The preferred pricing estimates would include a Standard hourly rate and OT/Holiday hourly rate. If vendor has any additional breakdown or structure, vendor is encouraged to provide.

7. Are CONREP SVP participants fitted with GPS ankle monitors? If so, will the contractor be alerted to movement/exclusion-zone alerts, or will the contractor have real-time access to GPS location? (Section B.2, Background, p. 4; Attachment 2 Section BB, p. 12)

RESPONSE: Enhanced Supervision Monitoring staff are not responsible for monitoring GPS. Monitoring staff are on site with the client so the client's GPS location(s) will be in close proximity to the monitoring staff.

8. The RFI states contractors shall prevent anyone from entering the property without authorization and report any concerns to DSH and their designee immediately and within two (2) hours of occurrence. Is the contractor provided with a list of individuals who are authorized to be at the location, and when? (Attachment 2 Sections JJ and KK, p. 13)

RESPONSE: Yes, the necessary information will be provided to the Enhanced Supervision Monitor(s) on the assignment.

9. Will a contractor be able to submit a response to the RFP for a specific county or counties? (Cover page, p. 1; Section D.1.F, p. 5)

RESPONSE: Vendor is encouraged to provide all details relevant to the services they can provide, which would include specific county/counties, region(s) and/or statewide.

There are no upcoming solicitations for Enhanced Supervision services planned at this time. DSH released this Request for Information (RFI) to improve our understanding of the current

marketplace and to establish a potential vendor pool for possible future solicitations. Interested parties can contact DSH to inquire about providing services.

10. Does DSH have a requirement or preference regarding uniformed versus plain clothes staff? (Attachment 2 Section II, p. 13)

RESPONSE: Any requirements regarding uniformed versus plain clothes staff would be discussed during contract negotiations.

There are no upcoming solicitations for Enhanced Supervision services planned at this time. DSH released this RFI to improve our understanding of the current marketplace and to establish a potential vendor pool for possible future solicitations. Interested parties can contact DSH to inquire about providing services.

11. Attachment 2 Section WW references an "Exhibit C" that does not appear to be included in the RFI package. Would DSH kindly make Exhibit C available to respondents? (Attachment 2 Section WW, p. 14)

RESPONSE: Exhibit C can be located by searching GTC at <https://www.dgs.ca.gov/OLS/Resource> and then selecting GTC 02/2025 - General Terms and Conditions for non-IT services contracts except for Interagency Agreements.

12. The RFI lists the required insurance types. To help respondents prepare accurate cost estimates, would DSH share the required coverage limits (e.g., general liability per-occurrence/aggregate, automobile liability, employer's liability, and any umbrella/excess requirement)? (Section D.1.G, pp. 5-6; Attachment 2 Section 2.D, p. 9)

RESPONSE: Any required insurance types would be discussed during contract negotiations.

There are no upcoming solicitations for Enhanced Supervision services planned at this time. DSH released this RFI to improve our understanding of the current marketplace and to establish a potential vendor pool for possible future solicitations. Interested parties can contact DSH to inquire about providing services.

13. Attachment 2 Section CC states the contractor shall remain with the client on other approved or scheduled outings such as the grocery store or other locations. Given that routine transport requires a dedicated, insured vehicle on standby: (a) will DSH reimburse vehicle costs beyond mileage (e.g., vehicle availability/standby rate, lease/amortization, required auto/liability insurance), or is reimbursement limited to per-mile only? (b) Is a separate transport/vehicle line

item acceptable for pricing? (c) Approximately how frequently is transport scheduled for appointments and routine outings? (Attachment 2 Section CC, p. 12)

RESPONSE: Transportation to appointments or outings may be needed on occasion, however it is not typically a service provided by Enhanced Supervision Monitoring staff on a routine basis. DSH reimburses for mileage per the rates provided by CalHR.

14. Attachment 2 Section BB requires hourly patrol of the "property perimeter"; however, "residence" is not defined, and residences may be "fixed or non-fixed." How should the perimeter-patrol duty be interpreted for non-fixed placements and for multi-unit or apartment settings where a single-family-home perimeter model may not apply? (Attachment 2 Section BB, p. 12; Cover page)

RESPONSE: If the client is placed in a non-fixed residence location, such as a motel, arrangements are made so that the monitoring staff are in close proximity to the client in order to provide monitoring services. If Monitoring services are needed for other types of non-fixed locations, DSH works with the vendor to determine an appropriate arrangement to allow the vendor to provide Enhanced Supervision Monitoring services in the most effective manner.