

Questions asked (in red) and answered (in blue) on US Courts RFP USDC 2008.2559.2

1. “RFID tag requirements include id number (EPC), descriptive information and a barcode”

Is there a sample of the information/label schema? Are there specific barcode requirements?

(Refers to Page 2, Item 2) *Language in this section has been updated for clarity.*

We don’t have a sample. What we need is a unique identifier that contains basic location information with room enough for a barcode. Below are samples of the kind we use now. These measure .75” tall by 1.5” wide but any barcode would need to house the same location information the RFID tag would, if possible.



2. “Vendor will initiate and oversee the implementation of a complete physical inventory...”

What are the expectations of the contractor vis-a-vis the government staff?

(Refers to Page 3, Item 5) *Language in this section has been updated for clarity.*

The contractor is to provide the tools we’ll need including training, hardware, software, and troubleshooting any problems along the way.

3. “Contractor shall: 1. Perform work as assigned by court IT management.”

This is open ended - the contractor should perform those tasks identified within the RFP to accomplish the identified objectives and deliverables.

(Refers to Page 3, List of Contractor performance measures)

This item relates to Item 10. IT management requires the vendor to work within the Court’s existing environment including adhering to existing security and database standards.

4. “Contractor shall: 4. Provide formal requirements document in accordance with court IT standards.
10. Utilize standards outlined by court IT staff.”

Are there specific standards that can be referenced or provided?

(Refers to Page 3, List of Contractor performance measures)

Item 4: The requirements document should include a project plan identifying the scope of the project, required tasks, materials, and implementation plan (including timelines) to provide a fully functioning solution.

Item 10: Depending on the level of integration required with our existing database(s)/systems, we would expect the vendor to work within the structure and standards of the court’s existing database environment. Court staff will coordinate with the vendor to provide information and instructions to accomplish this requirement.

- 5. “Contractor shall: 15. Provide post implementation support
16. Provide ‘break/fix’ repair for any issues surfacing after implementation
17. Provide minor modifications as appropriate.”

Please confirm that these are all components that would be covered under the warranty agreement.
(Refers to Page 3, List of Contractor performance measures)
Yes these would be covered under the warranty.

- 6. “Contractor shall: 19. Provide documentation in the format specified by court IT personnel.”

Is a sample format available?

(Refers to Page 3, List of Contractor performance measures)

User documentation should be easy to follow with graphical representations included as appropriate.

The preferred format for user documentation would look something like the following:

	<p>During the call, click the trackwheel and select 3-Way Call.</p> <p>Type a name or select a contact <i>or type a phone number and press Enter</i></p> <p>(The first party is now on hold and hears silence while waiting for the 3-way call to be completed.)</p> <p>You are now connected to your 2nd party.</p> <p>To bring the 1st party back into the call, click the trackwheel and select Flash.</p>
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	<p>(The screen only shows that you are connected to the second party even though you are connected to both calls)</p>
 	<p>Ending the 3-way Call:</p> <p>To disconnect from the second call while maintaining the first call, click the trackwheel. Select Flash.</p> <p>To disconnect from both parties, Click the trackwheel. Select End Call.</p>

System administration documentation should be submitted with a table of contents and searchable text. This documentation should include, but is not limited to: System Overview, Points of Contact, System Configuration information, Data Flows, Permissions and Passwords, and complete instructions for administering the system. It should also include manufacturer technical information and information related to the set up and maintenance of the solution offered.

7. “We retain the right to have in-person meetings with the vendor as often as we require”

For pricing purposes, can the government provide an estimate of the anticipated number of in-person meetings?

(Refers to Page 4, Implementation Consultation / Lead)

We’re unable to determine at this time but any such meetings would be related to development and/or tech support. Would it be possible for the vendor to inform us of the cost of vendor meetings?

8. “Timelines for each project will be provided by the contractor...”

For this RFP, only one time line is required, correct?

(Refers to Page 4, Implementation Consultation / Lead)

Correct

9. “Vendors provide demonstrations of proposed RFID technology in fully implemented environment”
What does a “fully implemented environment” constitute?

(Refers to Page 5, Section C.5 Project Plan Timeline) *Language in this section has been updated for clarity.*

It will be the RFID system as you’ve proposed it functioning with another customer. We are willing to travel to any vendor customer site, if they’re not in the Seattle area.

10. “Vendor travel costs cannot be paid separately, and should be included in the proposal cost”

See #7 above (issue appears multiple times in RFP)

(Refers to Page 5, Section C.6, Subsection 1.1 – Location for Performance)

Addressed in #7 above.

11. Type of Contract: “This is a labor-hour type contract.”

Is this the same as a time and materials contract? If not, please clarify.

(Refers to Page 9, Section F.5 – Type of Contract) *Language in this section has been updated for clarity.*

It is indeed Time and Materials. We have made the change to the RFP.

12. “The Offeror must submit an implementation plan ...identified in Section { }”

Please clarify the section reference.

(Refers to Page 25, Section L.5 – Format and Instructions for Submitting Proposals) *Language in this section has been updated for clarity.*

Page 25 has been adjusted to take away this reference.

13. “Key personnel”

Are all team members considered key personnel or only the project manager(s) and training personnel?

(Refers to Page 25, Section L.5 – Format and Instructions for Submitting Proposals) *Language in this section has been updated for clarity.*

We envision key personnel as anyone assigned to project but please include them in order of command, identifying lead person with the name/title/role if each person involved with project.

14. “Page 28 - End of Section A”

The evaluation factors are not listed.

Section A? Evaluation criteria are in Section M, page 28

15. **I see you have 14 locations, 14 rooms or 14 separate buildings and the software will need to run on 14 separate servers?**

(Refers to Page 2, Section C.1, Description)

The software will only need to run on one server, which feeds all of our locations

16. **If it is 14 locations will you need 3 handhelds per location?**

(Refers to Page 2, Section C.1, Description)

We will only need 3 handhelds and transport them to our separate locations as needed

17. **Is there only one location that new product comes into when received for tagging? A central warehouse?**

We have no central warehouse. We will make trips to the different locations, tag and enter items that have been received since we were there last.

18. It sounds more like asset Management systems if you only want to know where the product is (i.e.) room number. Or do you want a Warehouse management system?

We are indeed looking for an asset management system. We are basically two courthouses with smaller outside offices. Our intent here is to use RFID to keep track of our furniture and other important items as far as the item's location, assign the item to the person using it and other information about the item.

19. Under proposal content (page 24), the 1st and 4th boxes appear to indicate the same thing, although one is for the cover letter and the second implies a stand-alone letter. I assume we can just address in cover letter, but want to be sure we are compliant with instructions.

(Refers to Pages 24, Section L.4, Format and Instructions for Submitting Proposals) *Duplicate language in this section has been deleted for clarity.*

It is indeed a duplicate and the 2nd reference to a separate letter has been deleted.

20. In regards to the 6th box (Experience) and 12th box (References), are these one and the same?

(Refers to Pages 24, 25, Section L.4, Format and Instructions for Submitting Proposals)

On the Experience/References sections, these two sections have the potential to overlap so it's fine to list the same 3 projects/customers in the References section, making sure to include the dollar values and specific contact persons not requested in the Experience section.

21. Is it possible to give us some idea of the approximate breakdown of assets since the type of tags and cost vary considerably depending on the application? For example, tags applied to metalized objects need a shielded, raised backing where tags applied to non-metal assets can be simple laminates and are considerably cheaper.

Our assets are a split between typical office furniture (chairs, desks, credenzas, book cases) and IT items like laptops, desktops, monitors and servers.

22. I see you are requesting a program that you want to modify. Is it that you just want to change label formats, add products, or do you want the source code?

We are indeed looking for a program we are able to modify in the future but are not requesting any source codes.

23. Because tag type can be influenced by the asset type, is there an estimate of the percentage of items that are metal versus non-metal or plastic?

We have a small percentage of items that are all metal, like file cabinets, and those items can be tagged on the outside in plain sight and scanned if necessary. Other than that, we have IT items like servers and laptops, which have the potential to involve metal. Most laptops have plastic housings but the servers (about 25 of them) are encased in metal.

24. Regarding the bullet item that asks for brochures, technical manuals for the reader, tags, printer and other proposed equipment, will we need to provide brochure information on the software application as well? Also, do manuals have to be printed in hard copy or are electronic copies acceptable?

(Refers to Pages 24, 25, Section L.4, Format and Instructions for Submitting Proposals)

We'd like manuals on the software application and all manuals can be in electronic format, preferably in PDF, MS Word or WordPerfect format.