



CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES



REQUEST FOR QUOTATION GOODS AND SERVICES

Inmate Welfare Check System

#12-039-ITS

Addendum #2

March 26, 2013

BACKGROUND

The California Department of Corrections and Rehabilitation (CDCR), California Correctional Health Care Services (CCHCS), is requesting quotes for all hardware, software, and services for procurement of an Inmate Welfare Check System (IWCS). The IWCS solution shall be implemented in all thirty-three (33) adult institutions statewide, including the California Correctional Health Care Facility (CCHCF) and Dewitt-Nelson Annex in Stockton, California, and other mental health/correctional facilities.

This Request for Quotation (RFQ) is not subject to provision of the Public Contract Code (PCC) pertaining to bidding and awarding of contracts, but rather uses substitute procedures authorized by the Plata Court. See Court Order dated June 4, ~~2077~~ 2007 at <http://www.CPHCS.ca.gov/plata.aspx>. No administrative protest of award of the contract resulting from this RFQ is available. CCHCS reserves the right to modify or cancel, in whole or in part, this RFQ at any time prior to contract award.

By submitting a quote, bidder agrees to the terms and conditions stated in this RFQ, and bidder's response, which will be made part of CCHCS' Purchase Order and procurement file.

Bids are due by 4:00 p.m., Friday, April 19, 2013. Bids and any required documents must be submitted by electronic mail (i.e., e-mail) and clearly labeled to the Department contact noted below.

CONTACT PERSON

California Department of Corrections and Rehabilitation
California Correctional Health Care Services
Attention: Mike Monteverde
P.O. Box 588500
Elk Grove, CA 95758
(916) 691-0324
Mike.Monteverde@cdcr.ca.gov

ACTION(S)

Addendum #2 makes all of the following substantive revisions in ~~strikeout~~ and underline format:

1. RFQ #12-039-ITS, page 1 of 18, 2nd paragraph, 2nd sentence, is revised to read:

See Court Order dated June 4, ~~2077~~ 2007, at <http://www.CPHCS.ca.gov/plata.aspx>.

2. IWCS, Statement of Work, page 4 of 5, Training – required for all sites, Item 3.b., is revised to read:

Onsite training per institution for use of Quality Assurance (QA) and Quality Control (QC) testing, emergency shutdowns, and proper maintenance of ~~imaging plate and CR accessories~~ equipment (i.e., software, hardware, etc.); and

3. IWCS, Statement of Work, page 5 of 5, Service and Maintenance – required for all sites, sub-item 1.f., is revised to read:

For all equipment and peripheral devices that are offline or out of order, service repair (SR) ~~examinations shall be required by contractor within twenty-four (24) hours of initial service request~~ may require an onsite visit by vendor to facility (e.g., correctional institution) where equipment/peripheral devices reside and/or return of the good(s) to vendor for SR;

- i. ~~This service may require an on-site by contractor to the institution~~ Contractor shall receive prior approval for any onsite repair service that may be requested by CDCR/CCHCS staff.

4. IWCS, Statement of Work, page 5 of 5, Service and Maintenance – required for all sites, sub-item 1.g., is revised to read:

Provide customer support telephone number(s) that are currently in use and staffed ~~twenty-four (24) hours a day~~ from 8:00 a.m. to 8:00 p.m., Pacific Standard Time (PST), Monday through Friday. Contractor shall also provide telephone answering service(s) for any after-hour support request(s) three-hundred sixty-five days (365) per year for service calls initiated by CDCR/CCHCS staff.

- i. For support requests made by CDCR/CCHCS staff during after-hours PST, Contractor shall verbally respond with resolution within two (2) hours of receiving said request(s).

All other RFQ terms and conditions remain the same.