

**ATTACHMENT B: QUESTIONNAIRE**

**(1) Describe the connectivity and integration capabilities between your product and County’s current software (Tyler Solutions).**

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**(2) Is the proposed system/equipment a ‘turnkey’ solution to be able to integrate with any/all Youth management systems?      Yes      No**

**(3) Does the proposed system/equipment meet all California requirements in relation of welfare checks, juvenile detention youth movement, program accountability, etc.? Please describe.**

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**(4) Define ‘real-time tracking.’ Is your organization alerted if there is a communication failure to record data? What proactive, corrective action measures would your organization take?**

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**(5) Does your organization provide 24/7 monitoring and technical support?      Yes      No**

**(6) What is your organization’s response time to equipment and material failure?**

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**(7) Does your organization hold a current contract with another California county or city? If yes, please list all California government entities.      Yes      No**

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**(8) Describe your mitigation, customization, and upgrade process.**

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**90) Describe your data integrity and protection standards, data backup, recovery and secure storage solutions.**

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**(10) Describe your strategy related to implementation, integration and use of installation partners (if installation is sub-contracted).**

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**(11) Describe your organization's training program, once system is ready to 'go-live.'**

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**(12) What is the warranty and replacement standards for purchased mobile devices?**

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**(13) If mobile devices are leased, what is the warranty and replacement standards?**

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**(14) What is your organization's standard contract/licensing term?**

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(15) **Can the proposed system operate at full functionality through WiFi and Radio Frequency Identification (RFID)? If no, please describe.** **Yes No**

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(16) **Have there been historical discrepancies with service while operating through WiFi? If yes, please describe.** **Yes No**

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(17) **Have there been historical discrepancies with services while operating through RFID? If yes, please describe.** **Yes No**

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(18) **Does the proposed system (equipment and software) require routine maintenance? If yes, please describe frequency and services.** **Yes No**

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(19) **What is the frequency of software upgrades?**

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(20) **What type of on-premise infrastructure is required to transmit and receive data?**

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(21) **Does the proposed solution allow individual login for Juvenile Institutional Officers, as well as an 'Administrative' login for visibility to all records for supervisory and management staff? Please describe login standards.** **Yes No**

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(22) **Are there additional fees, or cap, for individual logins? If yes, please describe.** **Yes No**

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-- *End of Attachment B* --