

## Pre-Proposal Meeting Questions

- 1. Does the Sheriff's Office want PINs to be generated by the JMS?**

A. *No, the 4-digit PINs will not have to be generated by the JMS/booking system. An interface with the JMS is not required at this time. The PINs will need to be auto-generated by the proposed ITS.*
- 2. What is the length of the PIN?**

A. *The length of the PIN used for inmate telephones will need to be 11 digits and shall comprise of the assigned 7-digit inmate ID (generated by the JMS/booking system) and the 4-digit auto-generated PIN.*
- 3. Is the SIMS system County-created? If not, who was it created by?**

A. *Yes, the SIMS system was created by the County; this application was not bought off the shelf.*
- 4. Who is the commissary provider?**

A. *The current commissary provider is Aramark.*
- 5. Section 6.2.4 references a bid bond; however, a bid bond is not mentioned anywhere else in the RFP. Can you clarify?**

A. *The reference to the bid bond is an error – a bid bond is not required for this RFP.*
- 6. How many inmates are released in a year?**

A. *That information is not tracked on an annual basis; however, on average 70-75 inmates are released daily. Vendors can utilize this information to formulate the annual number.*
- 7. Regarding the coin payphones, can call data be provided (6-12 months worth)?**

A. *The calling statistics will be obtained from the incumbent provider and will be disseminated in a subsequent addendum.*
- 8. Does the Sheriff's Office wish the rates for the coin payphones to mirror the collect calling rates?**

A. *Yes, as stated in the RFP, the calling rates for the coin payphones shall mirror the collect calling rates chosen for the ITS.*
- 9. Regarding section 6.9.10 – because Call Forwarding is not currently available by any Vendor, does the Sheriff's Office just want to know the status of the research regarding this technology?**

A. *Yes, because this technology is of interest to many institutions around the United States, the Sheriff's Office would like each Vendor to advise on the status of developing technology that detects this type of activity.*

**10. Regarding section 6.11.2 – can you clarify “indefinitely” and can you confirm that this refers to a back-up supply of call recordings? Does that timeframe refer to the contract term?**

A. *The offline specification relates to back-up of call recordings. “Indefinitely does not refer to the contract period; rather this indicates a longer period of time. If Vendor is unable to meet this requirement due to system limitations, Vendor is encouraged to propose an alternative method for addressing how call recordings will be stored and/or backed-up. Also, please note this requirement does not refer to inmate data (PINs, CDRs, etc.). This requirement specifically refers to call recordings.*

**11. If a vendor is unable to meet a requirement, is the vendor’s response viewed as non-compliant?**

A. *No. This is a competitive negotiation process. As such, we recognize that there will be considerable technical variability between offerors. The County is interested in finding the one vendor that best meets our needs; it does not mean that each and every need is met.*

*There are several levels of technical “compliance”; first you will be able to perform as stated in the contract, if not you may then propose what you do offer that maybe perfectly adequate for our needs, and lastly you may not be able to provide the service and may not have alternatives. It is the job of the Selection Advisory Committee to determine first, which offerors can best meet our technical and operational needs and provide the services that they claim to be making available to us. The significance of the things you can not provide or the alternatives you propose are weighed by that team.*

**12. Will the Sheriff’s Office require proof regarding a Vendor’s technology or will the Vendor’s written word be accepted?**

A. *The Sheriff’s Office will be contacting each Vendor’s references to inquire about that technology and/or services which Vendor is proposing in its response to this RFP.*

*Further, the offeror’s surety bond will be used as a guarantee that the Vendor does perform under the contract and meets the contractual obligations as outlined in the RFP and subsequent agreement which is executed.*

**13. Does the Sheriff’s Office want international AND domestic calls to be allowed with pre-paid cards?**

A. *Yes, the ITS shall have the capability to allow domestic and international pre-paid card/debit calls.*

**14. Does the commissary currently sell the pre-paid cards? Where are the cards purchased?**

A. *No, the cards are currently sold through Inmate Finance but are distributed by Aramark representatives.*

**15. Please clarify that an inmate is able to purchase a pre-paid card using the available balance after the \$1/day and other debts are reconciled.**

A. *That is correct – inmates are allowed to purchase items from their trust fund accounts if there an available balance remains once all liens, \$1/day charges, etc. have been deducted.*

**16. Is the Sheriff’s Office willing to speak with a facility comparable in size, also utilizing the \$1/day program and other deductions which has successfully implemented debit and have not experienced a decline in commissary sales?**

A. *Yes, Vendors are encouraged to include this information in the RFP response.*

**17. Does the Sheriff’s Office currently allow collect calls only?**

A. *Currently collect and pre-paid collect (destination pre-pay) are allowed methods for placing calls at the ADC. At the PRC, pre-paid cards are allowed in addition to collect and pre-paid collect calling.*

**18. What are the international pre-paid card rates? They are not included in Appendix B.**

A. *The current international pre-paid card rates were inadvertently omitted; the rates are \$3.00 surcharge and \$1.00 per minute.*

**19. How many variations of calling rate options will be allowed?**

A. *The Vendor is encouraged to offer at least 2 calling rate options as described in Appendix B; the Sheriff’s Office is interested in options that help secure the best possible calling rates for its inmates and general public balanced against its commissions received.*

**20. Section 1.5 mentions identifying a caller’s identity beyond “judicial scrutiny.” Can you please clarify this term?**

A. *Inmates often provide information in the phone recordings that lead to convictions. The conviction can be upheld if the judge is satisfied that the person alleged to be on the phone can be proven to actually be the person on the phone. To satisfy “judicial scrutiny” means the process you incorporate in your phone system must identify the caller to a judges satisfaction to uphold a conviction. Offerors must explain how their system authenticates the caller and provide available information on how well it has passed judicial satisfaction. Although we have a preference to examine biometric options other offerings will certainly be considered*

**21. Page 1 references Appendix G but no Appendix G is included in the RFP; was this a typo or should there have been an Appendix G attached?**

A. *There is not an Appendix G.*

**22. Can you please clarify whether the technical proposal should include the statement and the Vendor's response or just the item number and the Vendor's response?**

A. *Vendor's technical response shall include the RFP specifications in the same order as the RFP as well as Vendor's response to the specification/requirement.*

**23. Can you please clarify how proposals should be submitted – how many volumes?**

A. *Vendor shall submit a technical proposal; vendor's business proposal (financial offer) shall be in a separate binder and shall be submitted separately.*

**24. Please clarify sections 6.12.3 and 6.12.7 – what do these requirements actually mean?**

A. *At this time, PANs are not in use at the Facilities. Item 6.12.3 means that the Vendor's proposed ITS shall have the capability to allow funds to be deposited into an inmate's trust account (for the purpose of debit calling) by facility-approved depositor or member of the inmate's PAN. Item 6.12.7 states that Vendor's debit application shall have the capability to specify whether a refund is directed to the facility or the inmate (for release purposes).*

**25. If the Sheriff's Office wishes to implement debit, what timeframe after an inmate's release does the Sheriff's Office want the Vendor to issue a refund? The smaller the timeframe, it will impact the financial piece.**

A. *The Sheriff's Office prefers that Vendor's proposed ITS allows for refunds to be processed at the time of release.*

**26. Does section 8.3 refer to the method used by the Vendor to derive its proposal or the just that there should be a separate technical response and separate business response?**

A. *It means that your business proposal must be in the format specified (Appendix B).*

**27. Please verify the last day questions can be submitted.**

A. *The last day for written questions will be August 11, 2008.*

### Site Evaluation Questions

**1. Are the DT cells single or double beds?**

A. *It can vary; some DT cells house several inmates.*

**2. Is there only 1 inmate telephone in the DT cells?**

A. *Yes, there is one inmate telephone in DT 1 through DT 6.*

- 3. Are attorney phones separate from the inmate telephone system? Are they part of the RFP?**

A. *The attorney phones are not part of the ITS and are not included in this RFP.*
- 4. Are the phones in the DT cells damaged frequently?**

A. *No, the inmate telephones are not frequently damaged. Most repairs for the inmate telephones in the DT cells are the result of normal wear/tear.*
- 5. How many cordless phones are used in the receiving area?**

A. *The receiving area currently uses three (3) cordless phones.*
- 6. Are the cordless phones damaged frequently?**

A. *The cordless phones have not been damaged since they have been installed.*
- 7. Please clarify the 5-free calls.**

A. *Each inmate is allowed to complete up to 5 free calls from the receiving area. Upon transfer to the general population, inmates are only allowed to make free calls to pre-approved attorney, bail bonds, court services and probation/parole telephone numbers.*
- 8. Are the free attorney calls placed through the designated attorney phones?**

A. *The ITS shall be configured to allow free calls to the pre-approved attorney phone numbers.*
- 9. Are the 5-free calls State policy?**

A. *No, this policy has been established so that the inmates can bond out as quickly as possible.*
- 10. Do the 5-free calls start after booking?**

A. *Yes, once the inmate is booked and is provided with the inmate ID and PIN, the inmate is allowed access to the inmate telephones.*
- 11. Do the inmates typically use all 5 free calls before bonding out or moving to the general population?**

A. *Yes, for the most part the initial free calls are exhausted while the inmates are in the receiving area. However, if the inmate does not use all of his/her 5 free calls before being moved to general population, the inmate will only be able to complete free calls to pre-approved attorney, bail bonds, court services and/or probation/parole telephone numbers.*
- 12. What is the average timeframe for the booking process?**

A. *Booking normally takes about 30 minutes to one hour. Inmates then stay in a General Holding cell for 24 to 48 hours prior to being moved to DT section where they remain for a few more days until they get used to the jail environment. Inmates are allowed (5) free calls during this time.*

- 13. Is the Sheriff's Office aligned with other regional jails?**  
A. *No.*
- 14. Do the facilities hold inmates from other jurisdictions and/or ICE, US marshals, etc.?**  
A. *Yes, however, that number is very small.*
- 15. Do the facilities have beds reserved for specific types of inmates?**  
A. *No.*
- 16. Are the inmate telephones connected to switches? Can they all be turned off at one time?**  
A. *Yes, the inmate telephones are wired to switches which can be used, if necessary, to shut down all of the phones at one time.*
- 17. Who is the LEC?**  
A. *The LEC is Verizon.*
- 18. What is the exact number of inmate telephone stations at the ADC?**  
A. *The ADC has 187 inmate telephones.*
- 19. Are there multiple demarc locations?**  
A. *There is one MAIN demarc, located in the phone room. However, there are several other small phone rooms.*
- 20. When was the original system installed?**  
A. *The current inmate telephone system was installed in late 2005.*
- 21. Is the phone room the room where all of the phones are wired to or is there an intermediary room?**  
A. *There are some inmate telephones which are wired directly to the phone room and there are some locations wired to an intermediary room which then lead to the main phone room.*
- 22. How are inmate telephone repairs reported?**  
A. *Inmate telephone repairs are currently directed by the facility staff to the maintenance section and Praeses. A technician is scheduled for preventative maintenance twice per week.*
- 23. Are inmate telephone dialing instructions posted by the phones?**  
A. *Yes, there are dialing instructions posted around the inmate telephones.*
- 24. Will all of the A-Floor cells have an inmate telephone and a jack for a portable phone?**  
A. *Yes.*
- 25. What time does lunch get served to the inmates?**

A. *Lunch is served to inmates from 1100 to 1230.*

**26. Will an onsite supply of inmate telephones be allowed?**

A. *No. All equipment storage will have to be accounted for due to ACA and DOC standards, plus storage is an issue. Currently have tech on site two days a week and he brings with him the replacement parts.*

**RFP Changes**

**1. Item 3.2 of the RFP is hereby deleted in its entirety and replaced with the following:**

3.2 This contract may be cancelled at any time by the Sheriff's Office by giving sixty (60) days advance written notice to the other party.

**2. Item 5.3 of the RFP is hereby deleted in its entirety and replaced with the following:**

5.3 There are currently 187 inmate telephones in the Adult Detention Center (ADC). There are also six (6) payphones in the ADC, three (3) cart phones, three (3) cordless phones and two (2) TDD phones. In addition, the Sheriff's Office manages the remote booking station – Mt. Vernon. There are three (3) inmate telephones and one (1) cart phone at this location which are configured to be part of the existing ITS. Service to this same number of phones will be maintained and may increase as the ADP continues to rise. Inmate telephones within the general ADC inmate population are available from 8:00 am until 11:00 pm each day. Inmate telephones within the ADC Receiving Area (male and female) as well as those at Mt. Vernon are available twenty-four (24) hours per day.