

INMATE PHONES: EQUIPMENT, LOCAL AND LONG DISTANCE SERVICES - RFP 1760

QUESTIONS & ANSWERS *(total 47)*

1. A.8- Basis of Award (Page 11) The scoring has 15% on the rate charged to the party who accepts the charges. Are we to offer different rate structures to the County than what is proposed on Page 21, Item 13?

It can be less or equal to pg. 21 Item 13 but not more.

2. B.2 – References (Page 13) The County asks for five references, but Attachment A requests three. How many references are needed?

see Addendum 3 - references 5 ea

3. B.13 - Service & Maintenance (Page 17) Questions 4 and 6 are identical. For this reason, would the County please consider removing #6 from the RFP?

note on # 6 “see # 4”

4. B.9 - Additional Required Features (Page 15) Is the county requesting kiosks and if so how many and what type of kiosk is needed?

at every phone position and your most advanced equipment

5. B.17 – Installation and Cut- Over (Page 18) The installation is required to be completed in 60 days for phones, but will the county allow more time for the installation of video visitation?

yes and at a reasonable time line

6. C.1 – Fee, Rates & Commissions (Page 19) States that the rates charged to users shall not exceed the Set Rate Plan (Pg. #19-Item #13).

7. In section C1, the rates charged to users shall not exceed the Set Rate Plan (Pg. #19-Item #13). No cost local calls could drive called parties from calling areas carrying a charge, to getting a local number to circumvent the higher rate charge. Would the County be open to alternative rate approaches which would allow greater revenue surety while still providing reduced rate calling?

provide your best offer to Cameron County

8. Would the County please provide call records for the last twelve months?

see Exhibit 2 attached

9. Would the County please provide current rates broken down by call type?

see Exhibit 1 attached

10. At which locations is the County requiring installation of video visitation?

at all County Jail & Detention Facilities

11. How many housing units (PODS) are at each location?

Detention C 1 - 14 ea, Detention C 2 - 8 ea, Old County Jail – 6 ea, Carrizales Rucker Jail - 62 ea

12. Are there any “through the glass” visitation phones that need to be recorded?

Yes – Old County Jail 12 ea

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13. Please provide a detailed call report that states all the type of Inmate calls placed in the past six (6) months and the minutes behind each of these call types. (example: Interlata Calls, Intralata Calls, Interstate Calls, Intrastate Calls).

will not release these records for privacy concerns

14. Please provide the current call rates for all call types. (Interlata Calls, Intralata Calls, Interstate Calls, Intrastate Calls).

see Exhibit 1 attached

15. Please provide the current inmate telephone commission rate being received.

70.5 %

16. Please confirm the physical address of the facilities where the inmate phones will be located.

*7100 Old Alice Rd., Olmito, Tx. 78575
954 East Harrison St, Brownsville, Tx. 78520
1145 East Harrison St, Brownsville, Tx. 78520 (two Jails DC1 & DC2)*

17. Who is the incumbent Commissary, Trust Fund, OMS vendor(s)?

FS & More

18. B9 - Broadcast Messaging – Authorized staff can leave messages for Inmates to listen to before they can make a phone call.

Is this individual or collective messaging?

Individual

19. B16 – Equipment #3 – The proposed system must be able to utilize the current PCs that are available at the County without the need to additional PC's.

Do the current PC's operate IE9 or higher?

Would the County be opposed to the installation of new equipment?

Yes

As long as compatible with County equipment

20. On Page 7 of the document at the top of the page, Contract: Offerer will submit with their proposal completed and signed contract.

Please provide clarification regarding what specific document(s) the County would like signed/provided to meet this requirement. The Terms and Conditions included with this proposal does not provide a signature block. Does the County want these Terms and Conditions signed or is the vendor required to submit a copy of their signed contract?

Please include with your RFP a copy of a contract that you typically use and are comfortable with – this does require a signature.

21. Page 16 – Video Visitation (Onsite and Offsite) – Inmates can visit with family members from their cells. Families can visit from the convenience of their home using their computer or cell phone.

Is it the intent of the County to allow inmates to conduct visits directly from their cell or from the housing unit?

Housing Unit

22. While the “Guaranty & Performance Bond Information & Requirements” box is not checked, there are two areas in the RFP where bonds are required. “Bonding” on Page 7 states that “Before award of any contract resulting from this proposal, a surety bond of not less than \$25,000 will be required by the successful offerer.” Item 12 on Page 21 states that “A Payment Bond will be required to cover the Guaranteed MAG to be part of the Contract.” Given the bond requirements in the RFP, should the box “Guaranty & Performance Bond Information & Requirements” in the checklist on Page 2 be checked?

NO – these bonds will be required at the time of Contract preparation for presentation to Commissioners Court.

23. The RFP Instructions for Submitting RFPs, Page 5 states that “All information included will be open to the public, other proposers, media as per the Open Records Act and not be confidential in nature. If you deem any information as confidential, it should not be made part of your RFP package.” A.18, Financial Stability, Page 13 requires information we would consider highly proprietary “including statements of operations, balance sheets, and statements of cash flows for the last two fiscal years.” Will the County either remove the requirement to provide such financial information or clarify that any confidential information trade secret or confidential can be marked accordingly in accordance with the Texas Public Information Act?

Include financials in a separate sealed envelope and not “CONFIDENTIAL – FINANCIALS” on the outside. Also on page 2 Financial Statements change to X Yes to include. If open records requests are made, your firm will be contacted to discuss/address any areas that your firm would like to have withheld as confidential in nature. County Civil Dept. will coordinate this matter with Proposer and the State of Texas.

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24. Would the County please provide the monthly Revenue/Commission statements from the current Inmate Telephone Provider, covering the most recent 12-month period?
Reports should include Revenue and Commission totals, broken out by Call Type and Bill Type.

see Exhibit 1 + 2 + 3 attached

25. Would the County please provide the current contract between Cameron County and ICSolutions, for provision of Inmate Telephone Service?

see Exhibit 4 attached

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26. A14. How many facilities does Cameron County SO have that the phones are going in? Are they in the same location / on same piece of property?

Total of 4 facilities:

Carrizales-Rucker 7100 Old Alice Road, Olmito, Tx. 78575

Ruben Torres Detention Center 1 & 2 1145 East Harrison St., Brownsville, Tx. 78520

Old County Jail 954 East Harrison St., Brownsville, Tx. 78520

27. Can you clarify in detail exactly what you are wanting regarding the below?

B6. Fraud Management

The proposed system shall be able detect, notify and prevent three-way or conference calls, except for those calls to attorney's or other approved numbers. We understand that there are industry patents in this area. Please provide a description of the process you have deployed on your platform and why you feel the technical approach provides the best 3-way detection solution.

Prevent Inmates from calling one line and then being switched to another user.

28. Can you clarify in detail exactly what you are wanting regarding the below?

B8. PREA Follow up Automation

The software must have a unique ability to meet all the required steps for dealing with the PREA call. The agency must be able to set up the SOP for dealing with the PREA calls and all the steps identified in the SOP will be automatically be scheduled and managed with the software.

PREA Reporting Line Inmates are able to report sexual misconduct and have this call sent to the appropriate personnel. This system shall also allow and be able to print a report of complaint.

29. B9. Does the facility currently have onsite and offsite video visitation?

NO

30. B13.2 Does the facility currently have/want a full time (Mon-Fri) onsite technician?

Not necessarily, however the ability to fix issues remotely or be able to make service calls.

31. C2.11 What happens if at year end the average daily population for the year drops below the justified MAG amount paid at the beginning of the year? Is the difference refunded back to the phone vendor?

Commission paid monthly – average monthly population x Guaranteed MAG per Inmate = monthly commission.

Based on the formula the monthly fluctuations would be addressed based on the Commissions paid as per the monthly average population.

32. Does the Sheriff's Office want tablets as an option?

NO

33. C2.13 Why is there no per minute charge for local calls?

see Addm 2 w/ correction should be .25 cents per minute

34. Please provide the last 3 months of call revenue reports. This helps us determine the proposed MAG and see what the facility has been producing in call volumes and revenue generated.

see Exhibit 1 attached

35. C2.15 What if an inmate phone company is in acquisition or possible pending acquisition by another inmate phone provider in the corrections industry? How would the above stated position/status affect the company's ability to bid on the inmate phone services?

answer to follow – on web

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36. Requirement #A18 on p. 13 requires financial statements, and #18 on p. 21 requires vendors to “provide a summary of leveraged debt.” For privately held companies, such financial information is confidential and not available to the public. Conversely, the Check List indicates that financial statements are not required, and the Instructions on p. 5 advise vendors not to submit any confidential information with their RFP package since “all information included will be open to the public.” Please confirm, should financial statements be available to the County separately from this RFP, upon the County's request, but not submitted with this RFP package?

YES – Include financials in a separate sealed envelope and not “CONFIDENTIAL – FINANCIALS” on the outside. Also on page 2 Financial Statements change to X Yes to include. If open records requests are made, your firm will be contacted to discuss/address any areas that your firm would like to have withheld as confidential in nature. County Civil Dept. will coordinate this matter with Proposer and the State of Texas.

37. Requirement #13 on p. 21, in the C2. Commission Structure section, shows \$0.00 as the required local rates. Did the County intend for the local rates to be \$0.25 per minute like the non-local in-state rates?

see Addm 2 w/ correction should be .25 cents per minute

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38. On page 16, the RFP refers to on-site and remote video visitation. Is this a part of the RFP request?

YES

39. Can you tell me if the facility has been wired for CAT 5 or CAT 6 cabling?

YES CAT 5

40. Are there any early release programs that will have an effect on the ADP over the next 12-24 months?

NO

41. What is the average length of stay for an inmate?

3 to 6 months

42. Can the vendor offer more than one call rate and commission plan for your consideration?

YES

43. Who is the provider of the JMS system and can you provide the contact information?

Odyssey – Tyrus Cooper (972) 713-3770 X 113330

44. Who is the commissary company and can you provide their contact information?

FS & More Joe Doniaz – cell 525-3097

45. How many Video Visitation stations would Cameron County like to have installed at each location?

Carrizales/Rucker - 10

Old County Jail – 6

DC 1 – 3

DC 2 – 2

46. **Can you please provide the call counts and minutes of use for the past 6 months broken out in the following manner?**

Collect Prepaid Debit Free

Local Local Local Local

Intralata Intralata Intralata Intralata

Interlata Interlata Interlata Interlata

Interstate Interstate Interstate Interstate

International International International International

see Exhibit 1 +2 +3 attached

47. **Can you please provide the current call rates and commissions for the following call types?**

Collect Prepaid Debit

Local Local Local

Intralata Intralata Intralata

Interlata Interlata Interlata

Interstate Interstate Interstate

International International International

see Exhibit 1 +2 +3 attached