

INMATE COMMUNICATION SERVICES

RFP# 1760

BATCH 1 QUESTIONS & ANSWERS

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The following questions are pending answers via Sheriff's Dept.: 1, 17, 19, 21, 22,23, 24, 25, 26, 28, 29, 39.

- 1) Please provide several recent commission reports for each facility, showing calls, minutes and revenue (or at minimum calls and minutes). This data is necessary to estimate costs and potential revenues. The current vendor has access to this information, so distributing the information to other vendors in a timely fashion will ensure a level playing field for all bidders.

PENDING

- 2) In order to help us evaluate call volumes and recognize additional revenue potential, it is very helpful to have the rates currently being charged to called parties under the current contract. Please provide the following information:

Call Category	Rate for First Minute	Rate for Each Additional Minute
LOCAL – Collect	.16	.16
INTRALATA – Collect	.16	.16
INTERLATA – Collect	.16	.16
INTERSTATE – Collect	.16	.16
LOCAL – Debit	.16	.16
INTRALATA – Debit	.16	.16
INTERLATA – Debit	.16	.16
INTERSTATE - Debit	.16	.16
International - Debit	.16	.16
LOCAL – PrePaid Collect	.16	.16
INTRALATA – PrePaid Collect	.16	.16
INTERLATA – PrePaid Collect	.16	.16
INTERSTATE – PrePaid Collect	.16	.16

- 3) Does the current vendor offer any alternate calling types, such as Advance Pay, PayNow or Text-to-Connect? If so, what are the rates and fees charged for these calls?

Historically, yes. The current provider has charged Single Pay calls with transaction fees varying between \$3.00 and \$14.99. Unclear as to whether Single Pay product is currently being offered. Cameron County reminds Providers of the following RFO requirement relative to Single Pay call products;

4) Please outline the fees that are being charged to end-users:

a. Bill Statement Fee

\$ 2.00

b. PrePaid Account Funding Fee via Web

\$3.00 plus \$0.40 3rd – Part Processing Fee

c. PrePaid Account Funding Fee via IVR

\$3.00

d. PrePaid Account Funding Fee via Live Operator

\$5.95

e. Fees for Instant Pay Calls

PENDING - unknown at this time

5) Please provide a copy of all current contracts and amendments pertaining to all services under this RFP.

A COPY WILL BE EMAILED TO EACH PROPOSING REPRESENTATIVE THAT ATTENDED THE PRE PROPOSAL CONFERENCE MEETING.

6) Please provide the commission percentage currently received on inmate telephone revenue.

75 of Gross Revenue

7) Does the County receive commissions on revenue generated by interstate calls today?

Yes, and this is a requirement for this RFP

8) Does the County require that proposals include commissions on interstate calls?

Yes, and this is a requirement for this RFP

9) Do commissions from this contract go to the Inmate Welfare Fund, the Sheriff's Office discretionary fund, or the County general fund?

County General Fund

10) Please provide a breakdown by housing unit of the inmate capacity and the number of phones each. The inmate capacity for each cell block is necessary for determining network requirements and charging stations needed to support the tablets.

CRDC ALPHA, BRAVO, CHARLIE, DELTA= 1 TERMINAL IN EACH CELL AND 2 PHONES IN EACH CELL TOTAL=6

PODS PER SECTION.

ECHO= 2 TERMINALS AND 4 PHONES, FOX=3 TERMINALS AND 7 PHONES, KILO = 3 TERMINALS AND 12 PHONES

LIMA= 3 TERMINALS AND 7 PHONES, MIKE= 3 PHONES NO TERMINALS, LIBRARY= 2 TERMINALS, BOOKING 5 PHONES NO TERMINAL

DC-1 X-RAY, YANKEE, ZULU = 1 TERMINAL PER CELL AND 2 PHONES PER CELL TOTAL OF 4 CELLS PER SECTION.

OCJ FIRST FLOOR= 3 TERMINALS AND 3 PHONES, SECOND AND THIRD FLOOR= 1 TERMINAL PER SECTION TOTAL OF 8 SECTIONS = 8 AND 2 PHONES PER SECTION TOTAL OF 8 SECTIONS = 16

11) Please provide a breakdown of the inmate population, in percentages or actual numbers, by local, DOC, or other agency.

Total inmate population as of 1/13/22 is 1,136 Inmates, CRDC = 814, OCJ = 171, DC-1 = 151

12) Jail Management Integration – Please provide the name and contact information for the current JMS vendor.

Tyler Technologies

13) In order to ensure a level playing field for all bidders, please confirm that the successful vendor must provide new equipment. Also, please verify that this applies to both new potential bidders and the incumbent provider.

Yes, brand new equipment shall be installed by the successful provider.

14) Please provide the schedule in which the inmates have access to the inmate phones.

From 5 am to 10 pm

15) Detention Center 1 and Detention Center 2 have the same address. Is there network connectivity between these two locations, or will they require separate phone rooms and separate network connectivity?

They have separate phone rooms.

- 16) Do you currently have a video visitation system installed? If so:
- How many inmate kiosks are installed?
 - How many visitor kiosks are installed?
 - Do you have any portable kiosks?
 - Do you require the same equipment counts as those described above? If not, please explain.
 - What kind of wiring connects the kiosks to the equipment room?

Yes

- Carrizales Rucker: 35/Old County Jail: 18/Detention Center 1: 14**
- CRDC: 2 / OCJ: 3 / DC – 1: 2**
- CRDC: 3 / OCJ: 1 / DC – 1: 2**
- Would require more for Detention Center 2 and Mike section in Carrizales Rucker**
- N/A**

- 17) Does the Facility currently offer remote video visitation? If so, please provide recent usage information. Approximately how many remote visits take place each month?

PENDING - Yes, information requested to be found in commission report once furnished.

- 18) Do you currently have an inmate tablets program? If so:
- How many tablets does the County have today?
 - Who is the tablet manufacturer?
 - Do inmates share the tablets? How do they check them out?
 - Exactly what services and applications are offered on the tablets?
 - Are the tablets interfaced with the JMS and for what purpose?
 - Please provide all the rates and fees associated with the tablets.
 - Please provide tablet usage reports for the past several months.

a - 800

b - Securus Technologies

c - Community tablets are available and must be requested to the jailer assigned to the area

d - Phone, Ebooks, Movies, Music, Games, Law Library, E-messaging, Pod casts, News, FM Radio

e - Yes

f - \$5.00 (+tax) for monthly subscription; all other fees vary from type of purchase (i.e. music, games)

g - Information requested located in commission report

19) Please provide average monthly revenue data for any additional services offered under the current contract, such as voicemail, messaging and tablets.

PENDING - Yes, information requested to be found in commission report once furnished.

20) What is the anticipated start date for this contract?

July 1, 2022

21) Please provide the quantities of equipment currently installed (as applicable):

- a. Inmate telephones
- b. TDD/TTY devices
- c. VRS devices
- d. Visitation phones (connected to the inmate phone system)
- e. Cart phones
- f. Hands-free inmate phones
- g. Portable cordless phones
- h. Enclosures / pedestals (specify type)
- i. Workstations
- j. Wireless inmate tablets
- k. Wireless access points
- l. Cell phone detection devices
- m. Video visitation kiosks – inmate
- n. Video visitation kiosks – visitor
- o. Lobby kiosk
- p. Other kiosks (specify type)
- q. Other equipment (specify type)

PENDING

22) Specify the quantities of equipment required in this contract, if different than quantities currently installed.

PENDING

23) Is the County interested in any additional equipment that is not required? If so, specify the type(s) and desired quantities?

PENDING

24) Some vendors provide alternate payment options, such as the ability to purchase a one-time phone call using a credit or debit card, without the necessity of setting up a prepaid account, and typically pay little to no commission on these calls. Will the County please confirm that vendors are required to pay the same commission amount for all calls, including premium, prepaid, debit and collect?

PENDING

25) 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)

PENDING

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

PENDING

27) Please provide the current video visitation rates.

\$12.99 per Session

28) Please provide the current inmate tablet rates for all services allowed on the tablets.

PENDING

29) Please provide the required hardware counts for inmate phones, video visitation stations and inmate tablets broken down by location (housing pod/unit).

PENDING

30) Requirement 8.4.25.1 states: the creation, modification and deactivation of user accounts; Question: is this requirement referring to friends and family accounts or staff user accounts?

This requirement relates to staff user accounts. Cameron County personnel will not be involved in managing friend & family accounts with the selected provider.

31) On page 6 of the RFP, at the bottom of the page, Contract: Offeror will submit with their proposal a completed and signed contract.

Question: 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?

The vendor is required to submit a copy of their standard contract (signed).

32) Will the County permit the inclusion of a Letter of Transmittal with our response to the Request for Proposal? If so, where should the letter be included in the proposal?

Yes, please insert immediately after the Cover Sheet of your RFP.

33) The Checklist includes Financial Statements and indicates that when this information is required a form must be included with the proposal.

Question: Will the County please advise which form in the issued RFP this requirement is referring to?

The Financial Statements information would not be specific to this RFP.

34) Section 5.3.3 requests 3 references for facilities where Proposer provides the equipment and services comparable to the requirements in the RFP.

In addition, Section 8.15.1.2, 8.15.3.3, 8.15.3.2, 8.15.4.1, 8.15.5.1, 8.15.6.2, 8.15.7.2, indicates that the Proposer must provide 3 references.

Question: Should Attachment A be included in each section where references are required?

References are required for each reference of Facilities where this feature has been implemented for at least six (6) months.

35) Page 2 of the RFP references a payment and performance bond that proposer understands are meant to be submitted by the awarded vendor. We'd like to seek clarification on the sentence that reads, "Please read carefully and fill out completely." Is there a Bond Information Form that vendors are meant to return with their proposal response that was not included within the RFP file?

At the time of Contract presentation to Commissioners Court for approval a Payment Bond to cover the Minimum Annual Guarantee (MAG) offer will be required. A Performance Bond will not be required.

36) Would the County please provide detail on who their current JMS provider is?

Tyler Technologies

37) On page 2 of the RFP under "Attachments" there is a reference to "RFP Guarantee & Performance Information & Requirements". The instructions describe this as a form that must be filled out completely. This form does not appear to be part of the RFP. Can the County please provide the required form or advise where we can obtain it?

This form applies only to certain proposals. All public works contracts at specified dollar limits.

38) Is there a page limit on the response to the RFP?

NO

39) "Appendix A Facility Specifications" does not provide all of the information listed in the table. Will the County be providing this information?

PENDING

40) Will the county consider allowing the response to be e-mailed due to the current pandemic?

NO