Addendum # 3
Detainee Communication Services
RFP# FY21-SCDC-02

1. **Please <mark>provide several recent call volume reports</mark> for the Facility, showing calls and minutes. This data is necessary to estimate costs. 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.**

Call volume/revenue report for past 12 mos. (11/2019 – 10/2020):

International	**$0.00**	**0**	**0**	**$0.00**
Interstate	**$5,803.11**	**27,813**	**2,614**	**$0.00**
Intralata	**$14,679.24**	**122,327**	**10,517**	**$0.00**
Intralata/Interstate	**$0.00**	**0**	**0**	**$0.00**
Local	**$58,730.52**	**489,421**	**42,051**	**$0.00**

Totals:	$79,237.71	639,768	55,218	$0.00

2. **In order to help us evaluate call volumes and recognize additional calling 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	$0.12	$0.12
INTRALATA – Collect	$0.12	$0.12
INTERLATA – Collect	$0.12	$0.12
INTERSTATE – Collect	$0.25	$0.25
LOCAL – Debit	$0.12	$0.12
INTRALATA – Debit	$0.12	$0.12
INTERLATA – Debit	$0.12	$0.12
INTERSTATE - Debit	$0.21	$0.21
International - Debit	Variable	
LOCAL – PrePaid Collect	$0.12	$0.12
INTRALATA – PrePaid Collect	$0.12	$0.12
INTERLATA – PrePaid Collect	$0.12	$0.12
INTERSTATE – PrePaid Collect	$0.21	$0.21

3. **Does the current vendor offer any alternate calling types, such as Advance Pay, PayNow or Text-to-Connect? No**

   If so, what are the rates and fees charged for these calls?

   N/A

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
   c. PrePaid Account Funding Fee via IVR - $3.00
   d. PrePaid Account Funding Fee via Live Operator - $3.00
   e. Fees for Instant Pay Calls – N/A

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

   Attached Above.

6. **Will the County allow for a proposal to present multiple rate options for the County's consideration?**

   Yes

7. **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.**

   13 Pods In total

   A – Pod (Inmate capacity 24) 2 inmate phones and 2 video visitation kiosks with voice call capabilities
   B – Pod (Inmate capacity 24) 2 inmate phones and 2 video visitation kiosks with voice call capabilities
   C – Pod (Inmate capacity 24) 2 inmate phones and 1 video visitation kiosks with voice call capabilities
   D – Pod (Inmate capacity 33) 3 inmate phones and 2 video visitation kiosks with voice call capabilities
   E – Pod (Inmate capacity 35) 3 inmate phones and 2 video visitation kiosks with voice call capabilities
   F – Pod (Inmate capacity 35) 3 inmate phones and 2 video visitation kiosks with voice call capabilities
   G – Pod (Inmate capacity 33) 3 inmate phones and 2 video visitation kiosks with voice call capabilities
   MRU - (Inmate capacity 66) 4 inmate phones and 3 video visitation kiosks with voice call capabilities
   Pod 1 - (Inmate capacity 48) 3 inmate phones and 2 video visitation kiosks with voice call capabilities
   Pod 2 - (Inmate capacity 48) 3 inmate phones and 2 video visitation kiosks with voice call capabilities
   Pod 3 - (Inmate capacity 48) 3 inmate phones and 2 video visitation kiosks with voice call capabilities
   Pod 4 - (Inmate capacity 48) 3 inmate phones and 2 video visitation kiosks with voice call capabilities
   Pod 5 - (Inmate capacity 48) 3 inmate phones and 2 video visitation kiosks with voice call capabilities
       8 - visitation kiosks at the front desk for onsite visitation

       1 - visitation kiosk for scheduling at the front desk

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

   Detainee Population as of 12/10/2020 = 80. 62 males and 18 females.

   The facility is currently under renovation with 7 pods shut down. We do not currently have the federal detainee population. Our average, before COVID and the construction our daily population was 420.

   25% of population state, local detainees

   25% of population Tribal detainees

   50% of population Federal Population

   Population numbers are also lower due to COVID-19.

9. **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 <u>and</u> the incumbent provider.**

   This question has no relevance to RFP FY21-SCDC-02. The offeror will be required to install new or refurbished operational equipment that supports the technology that vendor bid for.

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

Sunday

	On Time:		Off Time:	
	07:00		13:15	✖
	13:35		20:35	✖
	20:55		22:30	✖

Monday

	On Time:		Off Time:	
	03:00		13:15	✖
	13:35		20:35	✖
	20:55		22:30	✖

Tuesday

	On Time:		Off Time:	
	07:00		13:15	✖
	13:35		20:35	✖
	20:55		22:30	✖

Wednesday

	On Time:		Off Time:	
	07:00		13:15	✖
	13:35		20:35	✖
	20:55		22:30	✖

Thursday

	On Time:		Off Time:	
	07:00		13:15	✖
	13:35		20:35	✖
	20:55		22:30	✖

Friday

	On Time:		Off Time:	
	07:00		13:15	✖
	13:35		20:35	✖
	20:55		22:30	✖

Saturday

	On Time:		Off Time:	
	07:00		13:15	✖
	13:35		20:35	✖
	20:55		22:30	✖

11. **Do you currently have inmate tablets installed? If so:**
    a. **How many tablets does the County have today?**
    b. **Who is the tablet manufacturer?**
    c. **Do inmates share the tablets? How do they check them out?**
    d. **Exactly what services and applications are offered on the tablets?**
    e. **Are the tablets interfaced with the JMS and for what purpose?**
    f. **Please provide all the rates and fees associated with the tablets.**
    g. **Please provide tablet usage reports for the past several months.**

    SCDC does not currently have Tablets.

12. **Do you have an ankle monitoring service today? If so, who is the manufacturer?**

    SCDC Does not currently have an Ankle Monitoring service.

13. **Is the existing JMS provided as part of the inmate phone contract?**

    Yes

14. **Roughly 60% of the Scope of Work is very detailed specifications that describe the incumbent vendor's system. For example, sections A4 through A11, A19 and A12 are restrictive to the incumbent vendor only. Therefore:**

    a. **To your knowledge, does the County use any of this technology today? If so, is the County charged (via invoice or commission deductions) for the use of any of these services?**

       The Detention Center currently uses Biometric Voice analysis during administrative and criminal investigations to properly identify detainees who are in fact using the phone system. The County is not charged for these services.

    b. **To allow for competition with the incumbent vendor, will the County consider removing these requirements or converting these sections to "optional" requirements and state the impact, if any, that the provision of these services will have on the proposal evaluation?**

       Please provide software options that are similar for the Detention Center to use and operate. The Sandoval County Detention Center wants the most current and up to date technology for investigation and litigation purposes.

    c. **All the major inmate phone vendors have ITS systems which operate in slightly different ways but generate the same functional end goal. Therefore, if a vendor can meet the spirit of these requirements, would**

"Company has Read, Understands, and will comply" be an acceptable response? Yes

15. **Is it possible for any vendor to receive the maximum evaluation score under the "General Requirements" if they're not able to provide the Securus system in response to this RFP?**

   Need clarification to this question. Do not understand what you mean by "Securus system". The Sandoval County Detention Center is seeking to obtain the most current and up to date technology that benefits the detainee population as well as the staff regardless of what vendor provides it.

16. **What is the anticipated start date for this contract?**

   January 2021

17. **After the first round of questions is answered, will the County accept additional questions if clarification is needed for any of the County's responses?**

   Yes, all other questions will need to be submitted no later than end of day on December 16, 2020. Questions will be answered by December 17th, 2020.

18. **What JMS/OMS system are you currently operating that we would be interfacing with?**

   The current JMS is XJAIL (Archonix). The JMS could change based off of who is awarded the RFP.

19. **Regarding JMS, how many desktops/laptops will be connected to the JMS?**

   Approximately 40 desktops/laptops.

20. **On average, how many employees will be using the JMS at the same time?**

   20

21. **Regarding JMS training, does the client prefer a train the trainer method or train the user method?**

   Train the user.

22. **How many persons will need to be trained on how to use the JMS?**

   100 staff members

23. I noticed the RFP was posted for phone service providers, but it did not include JMS or Mobile inmate tracking. Will that be a separate RFP?

It is included in the RFP. Section A27.