



November 21, 2012

ATTENTION: All Proposers
SUBJECT: Request for Proposals No. C11202-P Yakima County DOC Inmate Telephone Service

Addendum No. I

Answers to Questions Received:

1. **Question:** Section 9.7.6 States: “Vendor is required to reimburse Yakima for all reasonable costs associated with the annual maintenance fees for the JMS”. Is the County saying that the winning Vendor is to pay for the annual maintenance for the County’s use of the Spillman JMS? It appears that in Section 9.7.5.2, the RFP spells out that the Vendor is financially responsible for “all reasonable cost” associated providing an interface between Spillman and the inmate telephone system. I am unclear on what annual maintenance fees would be associated with that interface. Please clarify.

Answer: Yakima County is referring to the costs associated with the interface between the inmate telephone service provide and Spillman JMS, not the overall costs of the JMS to Yakima County.

2. **Question:** The RFP states: “Vendor’s response may or may not include, at its discretion, the use or incorporation of Yakima’s current video visitation stations and equipment. Yakima currently maintains and utilizes a TANDBERG video visitation solution.”

Can you confirm the current configuration of the Tandberg equipment within Yakima County Sheriff’s facilities and does the current installation mirror the exact configuration called for in the RFP. IF not, can you detail where there are differences?

Answer: The requirements stated for the 2nd and 3rd Floors are different in the RFP from the current setup. Both the 2nd and 3rd floors will have will have video visitation units in each housing area with the new contract. The remainder of the visitation areas/units will be replacing what is already being utilized.

3. ***Question:*** Does the County view the incorporation of the Tandberg Video Visitation equipment as a positive attribute to such a proposal? In essence, do you prefer the Tandberg solution and can you characterize your experience with the Tandberg video equipment?

Answer: We do not have a preference to use Tandberg equipment over what a potential Vendor is proposing; however, costs associated with the upkeep of said equipment falls to the Vendor. For example, annual maintenance fees of the equipment.

4. ***Question:*** Page 11 – 5.4.1, 5.4.2, and 5.4.6 – Evaluation, Interview, and Contract Award Process. Will both the initial review and short-list evaluations use the same scoring matrix in Subsection 5.4.6?

Answer: Yes. Both the initial review and short-list evaluations will use the same scoring matrix.

5. ***Question:*** Page 19. This page is blank. Would Yakima confirm that there is nothing that should be on this page?

Answer: Confirmed. This page does not and should not contain any information.

6. ***Question:*** Page 37. 9.7.6 – Personal Identification Number Application. This subsection requires that the Vendor reimburse Yakima for reasonable costs for the JMS maintenance fees. Would Yakima provide those costs and define what they are?

Answer: These costs vary per Vendor and cannot be provided at this time. Yakima is referring to the costs relating to the maintenance of the interface between the inmate telephone vendor and Yakima's JMS.

7. ***Question:*** Please provide an average monthly commissions received over the past year from the current Vendor and copies of commission statements (if available).

Answer: Calling statistics have been provided via the RFP. These are the only calling statistics that will be provided at this time.

8. *Question:* Does the current Vendor offer prepaid debit phone cards or commissary-based debit calling to the inmates? If so, how does the County receive commissions on these revenues?

Answer: **No. Yakima does not currently utilize prepaid debit phone cards or commissary-based debit calling.**

9. *Question:* In lieu of debit cards, will the County consider a card-free inmate debit calling option, which will be faster, more efficient, and easier for the County to manage than physical debit cards?

Answer: **Yes. Yakima will consider a card-free debit calling option and such option should be included in Vendor's response.**

10. *Question:* Requirement 8.5.13 states: "Promotional calls are not commissioned and shall be limited to one call per unique telephone number per month. Promotional calls shall be designated as such in the Call Detail Records." Please confirm that "promotional calls" are defined as free calls to phone numbers that cannot be billed via traditional collect calling?

Answer: **Yes. Promotional calls are free calls that are processed to phone numbers that cannot receive traditional collect calls.**

11. *Question:* The RFP requires that inmate phone Vendors provide Collect, Prepaid, and Debit calling options, and that we provide rates and commissions for Collect, Prepaid, and Debit calling for evaluation purposes. Please confirm that these are the only types of calls required or allowed by the County.

Some providers may offer other types of phone calls, outside of the traditional options of Collect, Prepaid, and Debit calling. These non-traditional types of calls may include but not be limited to single-call payment by credit/debit card, and text message billing for a single call via wireless carrier. Because these billing options do not fall into the traditional categories of Collect, Prepaid and Debit calling, the calls are often billed at a much higher rate than the rates approved by the County, and the revenue is often excluded from the commissionable gross revenue amount.

- Please confirm that these types of billing options outside the required Collect, Prepaid, and Debit options will not be allowed by the County.

Answer: **Confirmed. These types of billing options are currently not allowed by Yakima.**

- If these types of calls will be allowed, where in the RFP response are bidders required to disclose calling rates and commission rates associated with these calls, and how will they be evaluated?

Answer: **Not applicable.**

12. *Question:* Please confirm that the maintenance cost of \$35,000 per year that was mentioned in the pre-bid meeting applied only to the Tandberg inmate-facing video visitation units and not the Polycom visitor units. What is the annual cost to maintain the Polycom units?

Answer: **The annual maintenance costs to maintain both the Tandberg and Polycom video visitation units is approximately \$36,000.**

13. *Question:* Moving forward, how many of the video visitation units will be in the inmate pods and how many units will remain in the current booth setup?

Answer: **The video visitation configuration is provided in the RFP via section 9.10.1.**

14. *Question:* How many of the inmate video visitation units need to be speakerphone units as opposed to the standard handset units?

Answer: **Yakima has not made a final determination on the number of inmate video visitation units to be speakerphone units.**

15. *Question:* How many free video visits does each inmate receive and over what time period (for example, one free visit per week, two free visits per month, etc.)?

Answer: **The Vendor shall provide each inmate with 2 free onsite visits per week.**

16. *Question:* Are paid video visitation sessions a part of the current video visitation system? If yes, how many paid visits do the County average per month and what is the cost structure for these visits?

Answer: **Yakima does not have paid video visitation sessions as part of the current video visitation system.**

17. *Question:* Requirement 9.10.3.11 states: "Vendor shall identify if its VVS includes a card reader mechanism to allow for the inmate's ID card to be swiped for verification of the inmate's identity to begin the registration process and to schedule a visit."

- Is the County currently utilizing inmate ID cards?

Answer: **No. Yakima does not currently utilize inmate ID cards. Inmate identification is provided by the JMS in the form of wristbands.**

- Does the current VVS system have this capability?

Answer: **No. The current VVS does not have the capability to swipe or scan inmate ID's.**

18.Question: Please clarify the number of payphones required and their locations.

Answer: **There is one payphone located in the lobby of the main jail that will be required by Yakima to be maintained by the awarded inmate telephone vendor.**

19.Question: Are Vendors allowed to submit multiple offers for inmate telephone service with and without video visitation?

Answer: **Yes, offers with and without video visitation can be submitted per the instructions in the RFP and as allowed on Appendix B. Additionally, if Vendors would like to propose alternative calling rates for inmate telephones, Vendor shall submit no more than 1 option for the calling rates.**

20.Question: Will the call time limit of 15 minutes for phone calls change?

Answer: **No, the call time limit will not change and will remain 15 minutes.**

21.Question: Is there any wiring through fiber?

Answer: **No.**

22.Question: Is there enough power in the facility for Vendors to run power to the video visitation units?

Answer: **Yes, it is believed there is sufficient power. However, Vendor is responsible for power to each video visitation unit.**

23.Question: What is the required cord length for the visitation phones?

Answer: **The preferred cord length is 12"; however, Yakima is open to options which can be provided in Vendor's proposal and/or during an onsite interview.**

24. *Question:* Does Yakima own the Tandberg equipment?

Answer: **Yes. There is an annual maintenance cost of approximately \$36,000. Should Vendor propose to take over the existing video visitation equipment, the annual maintenance costs shall become the responsibility of the Vendor.**

25. *Question:* What type of wiring is currently used for the visitation system?

Answer: **It is believed that CAT 5 cabling is utilized.**

26. *Question:* How many general public stations are there currently in the visiting center?

Answer: **There are currently 29 stations.**

27. *Question:* Will the onsite interviews be conducted before January 1, 2013?

Answer: **The timing is not certain; however, it is not anticipated that the interviews will be conducted before January 2013.**

28. *Question:* What is Yakima doing to schedule visits today and can that be automated?

Answer: **Visitation scheduling is handled by Yakima staff at the visiting center. The RFP requires that Vendor propose an automated scheduling software solution to fully automate the process.**

29. *Question:* Please provide a current inventory for the visitor center to include any equipment that would be available for the Vendor to acquire.

Answer: **The available inventory is enclosed.**

30. *Question:* Is Yakima happy with Polycom?

Answer: **Yakima has not experienced negative service with the Polycom equipment; however, the units are 7-8 years old.**

31. *Question:* Can you please provide the contact for Tandberg?

Answer: **The contact for Tandberg is Miretta Bono. She can be reached at 804-451-4270 or mbono@solutionzinc.com.**

32. *Question:* Who is the JMS provider?

Answer: **The JMS provider is Spillman.**

33. *Question:* Please clarify Yakima is open to allowing remote video visitations.

Answer: **Yes, Yakima prefers that in addition to the onsite video visitations, Vendors propose a remote visiting solution meeting the requirements set forth in the RFP.**

34. *Question:* Please provide a picture of the phone room for the Annex.

Answer: **A copy of the requested picture is enclosed.**

35. *Question:* Please provide a picture of the toggle switches which need to be replaced.

Answer: **A copy of the requested picture is enclosed.**

Additional Items discussed/clarified during Site Survey:

- All cutoff switches will be replaced and maintained by the Vendor, at no cost to Yakima.
- All attorney video visits will be free, regardless if onsite or remote.
- In its proposal, Vendors must propose a process for validating attorneys automatically – this should be done for the inmate telephone system as well as video visitation.
- Vendors may not utilize Yakima's network for the inmate telephone system or video visitation. However, Vendors must indicate any impact on Yakima's bandwidth for retrieving/streaming/downloading recordings.
- All phones in the booking area shall be configured to allow up to 2, free calls per inmate. The calls must be free within the County of Yakima, not just the local calling area. Calls outside Yakima County should not be free from booking.
- The PIN and debit interfaces must be complete and tested prior to the initial implementation. Each Vendor is responsible for solidifying the interface details with the JMS and commissary provider(s).
- No documents will be disclosed to Vendors until the subsequent contract has been executed.
- Any request for documentation must be done in accordance with the Open Records Act as stated in the RFP. Vendor financial documents will not be released. Vendors may mark certain information trademark/proprietary; but not excessively. Yakima will not view it as an exception if information is provided and marked as confidential versus not providing the requested information with a statement that the information is proprietary.

Please acknowledge receipt of this Addenda No. I on the signature page of your proposal.

NO OTHER CHANGES.

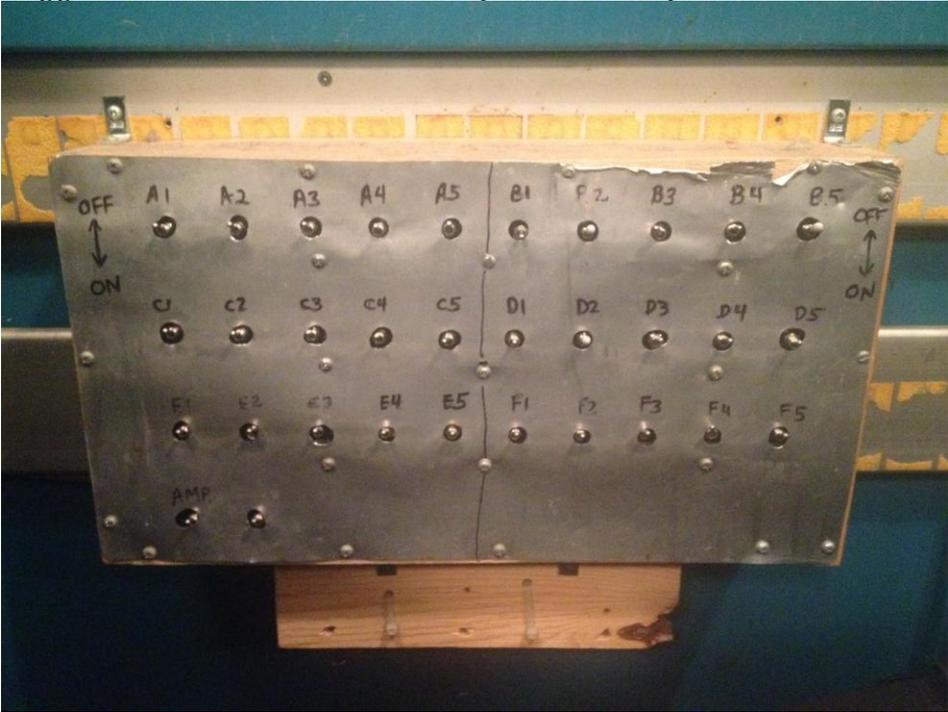
Sincerely,

Sue Ownby

Sue Ownby, CPPO
City/County Purchasing Manager

cc: All Vendors receiving proposal package
Kevin Charlton, DOC
Matt King, Praeses
File

Toggle switches that need to be replaced from question 35



4th floor switches



3rd floor switches



2nd floor switches

