

# Request for Proposals for Inmate Phone Services

## Responses to Questions Submitted by Potential Proposers

May 5, 2021

1. We understand that the County does not wish to receive any commissions generated by the Inmate Telephone Services. Are any other shared revenues or contributions allowed, such as technology grants, signing bonuses, or endowments?

No.

2. Tab 4 on RFP p. 14 requires disclosure of costs to the County but does not mention rates or fees charged to inmates and public users. Are rates and fees required to be disclosed?

Yes. All rates and fees passed on to the inmates and the public need to be disclosed in vendors' proposals. Fees and charges include, but are not limited to, collect calling rates for local and interstate calls; prepaid and debit calling rates for local, interstate and international calls; charges for inmate voicemail messages; and any other billing or processing fees related to the use of inmate telephone services.

3. Section V, the formatting section starting on pg. 11 of the RFP does not provide for a table of contents. Would it be acceptable to have a table of contents and if so, will it count against the page limit?

Yes, it is acceptable to have a Table of Contents and it will not count against the page limit.

4. Although tabs may have page numbers, can the County confirm the tabs will not count against the page limit since they will only have the headings?

The tabs will not count against the page limit.

5. Tab 2 – Philosophy and Service Model is limited to 3 pages max and appears to be where we describe our products and how we will meet the scope of work. Answering just the required questions will take at least 3 pages. Would the County consider increasing the page limit in this section to 23 pages to get a full explanation of products? This would extend the RFP to 40 pages total not including attachments, exhibits, charts, tabs, TOC...

Vendors are encouraged to be as clear and concise as possible in their responses. However, the County will increase the page limit for “Tab 2 – Philosophy and Service Model” to 13 pages.

6. In the event the County does not increase the page limit in Tab 2 to 23 pages, can the County waive the page limit for this section?

No.

7. The schedule has responses to questions released on May 5, 2021. Since it would be difficult to fully prepare the response without answers to questions, would the County consider releasing at least the formatting answers earlier or in the alternative, extending the deadline to two weeks (5/20) after the response?

The County will extend the deadline one week to 4:00 p.m. PST on Thursday, May 20, 2021.

8. Please confirm the 12-point Arial font does not apply to headings, tables, fonts for illustrations, exhibits and attachments.

The 12-point Arial font does not apply to headings, tables, fonts for illustrations, exhibits and attachments.

- 9.** Will the County please provide calling data on all call types for 6 to 12 months with the associated ADP?

The Sheriff's Office requires further clarification about the meaning of this question prior to responding.

- 10.** Will the County please confirm the network infrastructure at both facilities. What is in place today for Video Visitation?

The County uses a fiber connection from Maple Street Correctional Facility to Maguire Correctional Facility which is connected to a fiber panel and patched to the Adtran switch FTP ports. Both facilities have the same network infrastructure.