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ADDENDUM

Request for Proposal

INMATE TELEPHONE SYSTEM / VIDEO VISITATION SYSTEM

Bid # 16-RCJ-001

This Addendum has been prepared by: Kenneth J. Schmidt
Racine County Purchasing Coordinator
Date: Tuesday, August 23, 2016

This Addendum is issued to address questions received from vendors requesting clarification from Racine County on the information provided for the above subject Request for Proposal:

Racine County would like to clarify to all interested vendors that Racine County desires to maintain the same infrastructure network within the Racine County Jail as that which is presently operating through the current vendor. All proposed vendor solutions should provide a vendor solution which offers a Racine County Jail and Racine County Juvenile Detention Center an infrastructure specification which operates independently of Racine County's network infrastructure.

Vendor Questions

1. Please confirm the number of inmate phones for the Juvenile Detention facility and distribution. We believe the number of day rooms to be 15 at the JV facility with 3 phones in each day room totaling 45.

Response: Dayrooms 110, 120, 140, 150, 210, 220, 240, 310, and 330 have 2 phones in each dayroom. Dayrooms 130, 160, 230, 260, and 320 have one phone in each dayroom. The total number of phones in all dayrooms is 23.

2. Please confirm that the face to face non-contact visitation booths are handled under a separate contract and are not a part of the Inmate Telephone System/Video Visitation System RFP.

Response: The face to face non-contact visitation booths located within the Racine County Juvenile Detention Center are under a separate contract and are not included within Racine County's Request for Proposal #16-RCJ-001.

3. Please confirm that each day room at the JV facility has one phone that is switched by the county to allow outbound calls over the counties PBX provided by Simplex.

Response: Each day room within the Racine County Juvenile Detention Center has one phone that is switched by the county to allow outbound calls over the counties PBX provided

by Simplex.

4. What is the total count of phones in this configuration?

Response: The total number of phones within the configuration detailed within question number 3 above is 23.

5. Will the winning vendor supply and maintain these phones?

Response: Yes, the winning vendor will supply and maintain the phones listed within question number 3.

6. If the winning vendor is required to supply and maintain the phones listed within question number 3, is it required or simply desired to have these phones a different color or style?

Response: The winning vendor is required to provide the phones detailed in question number 3 in a different color or style.

7. Please confirm the number and distribution within the multiple day rooms and intake locations to equal the 104 phones within the Racine County Jail facility.

Response: See Addendum attachment "Phone RFP Information" on tab "Phones in RCJ".

8. Please confirm that the county's desire to add phones in the bull pen areas of the Racine County Jail are included in the phone count.

Response: See Addendum attachment "Phone RFP Information" on tab "Phones in RCJ".

9. It was mentioned that there was no dark fiber within the Racine County Jail facility for use. Can this be confirmed? If there is dark fiber and it is available for use by vendors, please indicate the routes and type (single-mode or multi-mode).

Response: This is confirmed, there is no dark fiber within the Racine County Jail.

10. Can Racine County confirm the cable feeding the existing Securus video visitation system is either CAT 5 or CAT 6?

Response: Confirmed as Cat 5 cable.

11. Please confirm if traditional, face to face visitation phones at the Racine County Juvenile Detention Center will need to be replaced as a part of this RFP. If so, what is the quantity of phones to be replaced?

Response: No, the face to face visitation phones in the Racine County Juvenile Detention Center do not require replacement as a part of this RFP.

12. Please confirm if traditional, face to face visitation phones at the Racine County Jail will need to be replaced as a part of this RFP. If so, what is the quantity of phones to be replaced?

Response: See Addendum attachment "Phone RFP Information" on tab "Phones in RCJ".

13. Will PINS be required for traditional visitation at the Racine County Jail?

Response: Yes, PINS will be required. That is how the visits are tracked to the inmate.

14. Please provide a detailed call report that states all the type of calls placed at Racine Co. in 2015 (example: interstate calls, intrastate calls ...) and the minutes behind each of these call types.

Response: The current 12 months data is contained within the Addendum attachment "Phone RFP Information".

15. Please provide the number of annual traditional face to face visitations at each facility.

Response: That is not a number that is currently tracked by Racine County.

16. Please provide the number of annual video visitation visits at the Racine County Jail.

Response: The current 12 months data is in the Addendum attachment "Phone RFP Information". See the RCJ Commissions tabs.

17. What is the current inmate phone system and video visitation system commission rate provided to Racine Co, WI?

Response: See Addendum attachment "Current Contract", for this information.

18. Regarding the requirement "Can Jail Administration post messages to the tablets," what specifically is meant by "post"?

- Have message display on screen every time inmate logs in?
- Send message by e-messaging to all specific inmates?
- Be able to use a document presentation application to post Jail Administration messages?
- Or other?

Response: Since the RCJ does not currently have inmate tablets. Racine County desires to be educated as to how Jail Administration may possibly utilize any alternate proposed product to get informational messages to the inmate population?

19. Regarding the requirement "Indicate your ability to provide authorized users detailed phone call reporting tools to include but not limited to the following "Phone location of originating call".

- Since the tablet is a mobile device that does not have a fixed location, would the ID of the tablet suffice for this information?

Response: Yes, if we are able to id the tablet ID to a specific inmate.

20. Can you please provide the call rates and commission statements containing call data (revenue) on call types below for the last six (6) months?

<u>Collect</u>	<u>Prepaid</u>	<u>Debit</u>
Local	Local	Local
Intralata	Intralata	Intralata
Interlata	Interlata	Interlata
Interstate	Interstate	Interstate
International	International	International

Response: The current 12 months of data is contained within the Addendum attachment "Phone RFP Information".

21. Can you confirm that the County has installed Cat5 or Cat6 cabling to the inmate phone locations throughout the facility?

Response: Racine County has not installed Cat5 or Cat6 cabling to the inmate phone locations throughout the facility.

22. Can you provide the contact names and numbers for the representatives for both the CMS (Phoenix) and commissary providers (Aramark)?

Response: ProPhoenix: Jeffrey Reit (609) 953-6850 x 251
Aramark: Jake Sweeney (262) 930-8840

23. Please provide the average number of monthly video visits and revenue generated from video visitation during the past several months.

Response: The current 12 months data is in the Addendum attachment "Phone RFP Information". See the RCJ Commissions tabs.

24. Is the inmate trust account managed through the commissary system or the Jail Management System or other system? If other, please specify.

Response: The commissary system.

25. In order to provide our best possible offer, it is very important to have historical call volume information broken down by call types. Call volume data is necessary to estimate costs as well as potential revenues. The current vendor, Securus, 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. Please provide as much data as possible from the following chart:

<u>CALL CATEGORY</u>	<u># OF CALLS PER MONTH</u>	<u># OF MINUTES PER MONTH</u>	<u>Total Revenue per Month</u>
<u>Local – Collect</u>			
<u>Intralata - Collect</u>			
<u>Interlata - Collect</u>			
<u>Interstate - Collect</u>			
<u>Local - Debit</u>			
<u>Intralata - Debit</u>			
<u>Interlata - Debit</u>			
<u>Interstate – Debit</u>			
<u>International - Debit</u>			
<u>Local – PrePaid Collect</u>			
<u>Intralata – Prepaid Collect</u>			
<u>Interlata – PrePaid Collect</u>			
<u>Interstate – PrePaid Collect</u>			

Response: The current 12 months data is in the Addendum attachment “Phone RFP Information”.

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

<u>CALL CATEGORY</u>	<u>PER CALL CHARGE</u>	<u>PER MINUTE CHARGE</u>	<u>OTHER CHARGES</u>
<u>Local – Collect</u>			
<u>Intralata - Collect</u>			
<u>Interlata - Collect</u>			
<u>Interstate - Collect</u>			
<u>Local - Debit</u>			
<u>Intralata - Debit</u>			
<u>Interlata - Debit</u>			
<u>Interstate – Debit</u>			
<u>International - Debit</u>			
<u>Local – PrePaid Collect</u>			
<u>Intralata – Prepaid Collect</u>			
<u>Interlata – PrePaid Collect</u>			
<u>Interstate – PrePaid Collect</u>			

Response: See Addendum attachment “Current Contract”, for this information.

27. Will the County please outline the fees that are being charges by the current vendor?
a. Bill Statement Fee?

[Response: Unknown](#)

b. PrePaid Account Set-up fee?

[Response: Unknown](#)

c. PrePaid Account Funding Fee via web?

[Response: Unknown](#)

d. PrePaid Account Funding Fee via Telephone?

[Response: Unknown](#)

e. Wireless Account Maintenance Fee?

[Response: Unknown](#)

f. State Regulatory Cost Recovery Fee or Percent of Call Cost?

[Response: Unknown](#)

g. Federal Regulatory Cost Recovery Fee or Percent of Call Cost?

[Response: Unknown](#)

h. Refund Processing Fee?

[Response: Unknown](#)

i. Ancillary Fees for Instant Pay Calls?

[Response: Unknown](#)

j. Other Fees?

[Response: Unknown](#)

28. Please provide a copy of all contracts and amendments pertaining to phones and video visitation.

[Response: See Addendum attachment "Current Contract", for this information.](#)

29. Please provide the commission percentage currently received on inmate telephone revenue, an average of monthly commissions received over past year from the current vendor, and copies of commission statements from the last six months.

[Response: See Addendum attachment, "Current Contract" and "Phone RFP Information", for this information.](#)

30. Exhibit 8 of the RFP mentions monitoring and recording of 16 visitation phones. Are these phones used to both public and professional visits?

[Response: Yes and please note that there are 16 visitation stations \(1 phone on each side\).](#)

31. Does the County intend to maintain the current number of visitation phones, in addition to video visitation?

[Response: Yes.](#)

32. Are the video visitation phones wired to the inmate telephone system for recording and monitoring today?

[Response: The video visitation phones and the inmate telephone system are being recorded and monitored, but each system operates independent of each other.](#)

33. Please clarify the number of proposal copies required. Page 4, item G states: ONE ORIGINAL AND THREE COPIES REQUIRED but the RFP also states: "Unless otherwise specified, one (1) original and four (4) copies of the proposal and the Certification of Vendor is required".

[Response: One original proposal and three copies are desired for proposal submittal.](#)

34. Within page 5, item J the way that it is written, it sounds like any attachments would need to

be on company letterhead, Please confirm that all attachments need to be on company letterhead.

[Response:](#) Attachment documentation remitted with a proposal response is not required to be on company letterhead.

35. Section VIII of the RFP (pages 11 -15) lays out the preferred format of sections A through Q; however, it does not state where to place our responses to Section IV “Scope of Services” (pages 5-11) and Exhibits 3 through 8 (pages 21 – 37). We plan to place our response to Section IV “Scope of Service” under section D, “System Description” and our response to Exhibits 3 through 8 in an attachment. Is this permissible? If not, please let us know of acceptable alternatives.

[Response:](#) Yes, this would be acceptable.

36. Page 11 of the RFP states under “Table of Contents” that vendors should “Include a clear identification of the material by section and page number.” We plan to draft our proposal so that each section identified in Part VIII (A through Q) has its own set of page numbers. Therefore, there would be no page numbers to reference in the Table of Contents, just sections A through Q and our attachments, which will be clearly separated by tabs. Is this approach permissible? If not, please let us know of an alternative.

[Response:](#) Each section can have its own set of page numbers.

37. In Section VIII on page 11, the RFP states that we should place the Certificate of Vendor Page (we assume this is page 17 of the RFP) “on top of the proposal”, however, the A through Q format described on that page, places the Certificate of Vendor under section B, which is under the Table of Contents (Section A). Is it permissible to place the Certificate of Vendor page after the Table of Contents? If not, please state an alternative.

[Response:](#) Yes, it is permissible to place the Certificate of Vendor page after the Table of Contents.

38. Section IV-1 on page five states that, “Equipment shall be new and unused”. If awarded, would the incumbent be required to furnish new and unused equipment facility-wide?

[Response:](#) Yes, all equipment shall be new and unused as quoted within your response proposal.

39. In the RFP you have provided an ADP of 673 adults and 31 juveniles in 2015. Could you please confirm that this number is still current?

[Response:](#) Currently both facilities are over that ADP.

40. Please provide the daily inmate population by month for the past 12 months or indicate whether the County has undergone any significant increases or decreases in ADP in the last 12 months.

[Response:](#) See the Addendum attachment “Phone RFP Information”, the tab “ADP”.

41. The County predicts a projected ADP for juveniles in 2017 to be 55. Does the County anticipate any significant increases or decreases in ADP for adults during the contract term?

[Response:](#) No.

42. What is the average stay for inmates?

[Response:](#) In 2015, the releases averaged a length of stay of 27.41 days.

43. How many inmates are booked per day, on average?

[Response:](#) There were 9,090 bookings in 2015.

44. How long do inmates stay in bookings?

[Response:](#) Up to 72 hours.

45. What is your operating capacity?
[Response: 876 housing beds + intake](#)
46. Does the County house any ICE detainees? If so, what is the average population?
[Response: No.](#)
47. How many inmates are state (DOC) inmates within your facility?
[Response: None by contract, only on WRITs.](#)
48. How many inmates are from US Marshals Service?
[Response: None by contract.](#)
49. How many inmates are from outside the County?
[Response: None by contract.](#)
50. The County has stated its overall equipment distribution on page 6. Could you please break this number down by housing unit/pod?
[Response: See Addendum attachment "Phone RFP Information" on tab "Phones in RCJ".](#)
51. Please provide the location of your phone room(s) where our equipment will go.
[Response: The current infrastructure is in Room 1E84C. All new equipment will also be installed within this room.](#)
52. Please provide a pod lay-out, with the number of inmates per pod/housing unit.
[Response: See Addendum attachment "Phone RFP Information" on tab "Phones in RCJ", for max # inmates per dayroom. And see Addendum attachment, "Jail Lay Out", to see where the pods/floors are located.](#)
53. Please provide a blueprint of your facility/facilities.
[Response: This will not be provided do to safety and security concerns.](#)
54. How many floors does your facility have?
[Response: 3-4.](#)
55. Are there any uninhabited housing units?
[Response: Yes, currently 3A, 2A, and 4C. Also, day rooms #1 & #3.](#)
56. Do you have any planned demolition or facility expansion within the period of this contract?
[Response: No.](#)
57. Please list which housing units have restricted access.
[Response: See Addendum attachment "Phone RFP Information" on tab "Phones in RCJ", for classification.](#)
58. Please describe inmate access to control common areas, including what hours inmates are allowed into those areas.
[Response: Inmates are allowed access to common areas according to their classification. Minimum security is 6:00 am – midnight, Medium security is 6:00 am – 10:00 pm, Maximum security is 6:00 am – 9:00 pm.](#)
59. Are inmates charged a daily fee for their incarceration?
[Response: Only working Huber inmates are charged a daily fee for their incarceration..](#)
60. Would the facility allow the awarded vendor to use dark fiber that has already been installed?
[Response: There is no dark fiber located within the Racine County Jail.](#)

61. Which internet/cable service provider do you recommend for your area?

[Response:](#) Time Warner Cable is the current provider within the Racine County Jail and Racine County Juvenile Detention Center.

62. Do you currently have an inmate communications contract outside your phones and video for inmate grievances, requests, commissary ordering, and inmate kiosks?

[Response:](#) We have a commissary contract that includes ordering commissary through dayroom kiosks.

63. Please provide a copy of your inmate communications contract for inmate messaging, grievances, requests, commissary ordering and inmate kiosks.

[Response:](#) Commissary ordering is not part of this RFP.

64. Due to the complexity of the RFP and our desire to give you the most competitive and thorough response, will the County consider extending the due date of the proposal?

[Response:](#) No, Racine County is not open to extending the due date for this RFP.

65. Would the County consider scheduling a mandatory live product demonstration as part of your evaluation criteria?

[Response:](#) There will be a vendor product demonstration on Wednesday, 09/21/2016 @ 10:00 am CDT, if required.

66. Thank you for providing the statistics of usage and summarizing phone minutes used in 2015. Please provide the monthly ITS revenues and commissions reports for the last 12 months.

[Response:](#) The current 12 months data is in the Addendum attachment "Phone RFP Information". See the RCJ Commissions tabs.

67. How many free calls are inmates given?

[Response:](#) Currently one.

68. Does the incumbent inmate phone provider currently take any deductions from commission revenue? If so, what are the deductions and how much?

[Response:](#) No.

69. Please provide a list of current fees charged.

[Response:](#) Racine County does not charge fees.

70. Please provide the last 12 months of call traffic data broken down by call type.

[Response:](#) See Addendum attachment "Phone RFP Information". See the RCJ Commissions tabs.

71. Please provide a copy of the current ITS agreement and all addenda.

[Response:](#) See Addendum attachment "Current Contract", for this information.

How many video visitation visits are completed on an average month?

[Response:](#) The current 12 months data is in the Addendum attachment "Phone RFP Information". See the RCJ Commissions tabs.

72. How many video visitation visits are paid for visits in an average month?

[Response:](#) The current 12 months data is in the Addendum attachment "Phone RFP Information". See the RCJ Commissions tabs.

73. How many visits by bail bondsman and Public Defenders are expected in an average month?

Response: There are no bail bondsmen in Wisconsin. The Public Defenders phone system was hooked up just recently. We have no historical data to provide.

74. Does the County intend to maintain face-to-face visitation capabilities?

Response: Yes, at least until we are able to identify a reliable alternative.

75. Does the County want to keep its existing point-to-point visitation solution?

Response: Yes.

76. How many free on-site video visitations does the County wish to allow?

Response: 2 per visitor per week and/or 2 per inmate per week.

77. Please provide visitation hours by facility. Will these hours change when remove visitations are in place?

Response: Our current hours for video visitation are 8:00 am – 11:00 am, 1:00 pm – 4:30 pm, and 6:00 pm – 9:00 pm. These hours are 7 days a week.

78. How many face-to-face visitation phones does the facility currently have?

Response: There are sixteen (16) face-to-face visitation stations. Each station contained two phones, one on each side.

79. Are the visits recorded?

Response: Yes.

80. Please provide a copy of the current inmate video-visitation service agreement and all addenda.

Response: See Addendum attachment “Current Contract”, for this information.

81. Does the County expect us to use the existing video - visitation system furniture currently in use?

Response: The County does not have any plans to upgrade the video – visitation furniture.

82. Can the existing rigid conduit be used if proper straps, security fasteners and security caulk are added?

Response: Yes, if it is modified to meet our standards.

83. Does the equipment in the electronics closets in the E wing, or any other wing have to be relocated to the basement? If yes, will we be able to install a patch panel or IDF and avoid running all new phone lines?

Response: a) All infrastructure should be targeted for the current location – next to the classification office located on the first floor. Room 1E84C.
b) If yes, will we be able to install a patch panel or IDF and avoid running all new phone lines? Yes.

84. At the site visit, we were told that holding would need lights over the door of the dayrooms to indicate that the cutoff switches were on.

a. Will the County confirm that this is a requirement?

b. If it is a requirement, can both phones in the dayroom be on the same switch and one light?

Response: This is not a requirement of the RFP, but was a Racine County Jail Administration suggestion/option for vendors to consider proposing.

85. Are the phones in the face-to-face visitation area small format or large?

Response: The current phones in the face-to-face visitation area are standard size phones.
(See picture below)



86. It is noted in the RFP the following phones are located at the Racine County Jail – 104 fixed inmate telephones and 2 TDD/TTY units.

- a. Can the County confirm if any new phones are required in the jail? If yes,:
 - i. How many?
 1. Fixed inmate telephones
 2. TDD/TTY units
 - ii. What locations?
 - iii. ADA height?

Response: See Addendum attachment “Phone RFP Information” on tab “Phones in RCJ”.

87. It is noted in the RFP the following phones are located at the Juvenile Detention facility – 25 fixed inmate telephones and 1 TTD/TTY unit.

- a. Can the County confirm if any new phones are required in the Juvenile facility? If yes:
 - i. How many?
 1. Fixed inmate telephones?
 2. TTD/TTY units?
 - ii. What locations?
 - iii. ADA height?

Response: No.

88. It is also noted in the RFP the County has the following as it relates to video visitation:

53 video visitation stations in the Racine County Jail
47 dayrooms / common areas (not including the intake area)
5 free public video visitation stations with two handsets at each station and one free public defender station located in the Racine County Jail facility.

2 registration stations located in the Law Enforcement Center

- a. As part of this RFP solicitation, will the County confirm if any new video visitation stations are being required? If yes:
 - i. How many for the jail?
 - ii. What location(s)?
 - iii. Will any be required at the Juvenile facility?

Response: There are no new video visitation stations required in this RFP, but suggested alternative options will be considered.

89. From the date of contract award, what is the County's desired timetable for installation and cutover of the new system?
- Is there a maximum time limit for installing the new equipment after the old is removed?
 - Is there a maximum time limit to install, test and activate the new system?

Response: In the RFP, section VIII. CONTENTS OF PROPOSAL, E. Project Plan and Timetable -

Describe first in summary and then in specific detail, the project plan recommended by your firm to ensure that the required services are met or exceeded. A migration schedule should demonstrate the vendor's plan to migrate all current services to the new services without interruption and should highlight all milestones and deliverables including starting dates, completion dates, project reporting, issue definition and resolution and acceptance testing.

You will need to remit your project timeline within your proposal response.

90. If the biometric subsystem does not match the PIN, does the biometric subsystem block the call? Does it flag the call and text a warning to an investigator? Exhibit 3 specifies both systems but does not identify the hierarchy.

Response: Racine County desires that you explain in detail what your proposed system does.

91. What is the County's existing:
- Jail Management System
 - Law library provider?
 - Commissary provider?

Response: a. Phoenix
b. Fastcase.com
c. Aramark

92. It is noted that ADP in the jail was 673 in 2015. Does the County expect the ADP to increase, decrease or stay the same over the next three (3) years?

- If the County expects a change in ADP, please estimate the expected percent change.

Response: The County is not expecting a change.

93. It is noted that the inmate phone minutes used in 2015 for both the jail and the Juvenile Facility per Exhibit 9. In addition to the phone minutes, will the County provide the following for the same time period?

- # of minutes and # of calls by:
 - Call Type (e.g., collect, prepaid, debit, ect)
 - Tariff type (e.g., local, intrastate, interstate)
- The rates and fees for the time period reported – by call type and tariff type to include connection fees, process fees, first minute rates, etc.
- Amount paid to the County in cost recovery fees and other funds paid by the inmate phone provider (e.g., technology fund)
- Commission rate (%)
- # of calls

Response: a) See Addendum attachment "Phone RFP Information", the RCJ Commissions tabs for this information.
b) See Addendum attachment, "Current Contract", for this information.
c) See both Addendum attachments "Phone RFP Information" and "Current Contract" for this information.
d) See Addendum attachment, "Current Contract", for this information.
e) See Addendum attachment "Phone RFP Information", the RCJ Commissions tabs for this information.

94. What are the County's current rate fees by call type and tariff type (including processing fees)?

Response: See Addendum attachment "Current Contract", for this information.

95. What is the County's current commission rate?

Response: See Addendum attachment "Current Contract", for this information.

96. Does the current inmate telephone provider offer a single payment product to inmates' friends and family members?

a. If yes, is revenue from the single payment products commissionable?

Response: The County is not aware of this product.

97. With the anticipated response to questions due on August 23, the current proposal due date of August 30th, we respectfully request an extension of at least two additional weeks given the responses to the questions can substantially impact our offer to the County.

Response: No, Racine County is not open to extending the due date for this RFP.

Please sign, date and attach a copy of this addendum to your Proposal.

Firm: _____

Signature: _____

Date: _____