



**RSW Regional Jail**  
**Rappahannock, Shenandoah and Warren County**  
**6601 Winchester Road**  
**Front Royal, Virginia 22630**  
**Phone: (540) 622-6097**  
**Fax: (540) 622-2846**

*Russell W. Gilkison*  
*Superintendent*

May 3, 2019

**ADDENDUM 3**

**JAIL INMATE TELEPHONE AND COMMUNICATION SERVICES**

**RSW-2019-002**

Questions answered Thursday May 2, 2019

Q1: Will the Jail allow for a proposal to present multiple pricing options for the Jail's consideration?

**A1: No.**

Q2: Please provide the inmate capacity and the number of phones in each housing unit.

**A2: The current capacity is 600. The facility has 63 total phones.**

Q3: Please provide a breakdown of the inmate population, in percentages or actual numbers, by local, DOC, or other agency.

**A3: This information fluctuates. As of May 2, 2019, there are 340 local and 134 DOC inmates.**

Q4: What is the average daily population?

**A4: The average daily population in March 2019 was 436.**

Q5: Is the inmate trust account managed through the commissary system or the Jail Management System or other system? If other, please specify.

**A5: It is managed through the commissary system**

Q6: Commissary Integration – Please provide the name for the current commissary vendor.



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**A6: Oasis.**

Q7: Please provide the name for the current deposits services vendor.

**A7: Wells Fargo.**

Q8: The RFP does not say how calling rates charged to inmates and called parties per call will be evaluated. Does the Jail require vendors to disclose proposed calling rates for all domestic and international calls in their proposals, and how will they be evaluated?

**A8: Yes this information must be disclosed. Please refer to section 11 of the Request for Proposal for evaluation criteria.**

Q9: Please provide the schedule in which the inmates have access to the inmate phones.

**A9: 0630 – 2200 daily.**

Q10: How is commissary ordered today?

**A10: Commissary vendor kiosks, telephone, or paper order form.**

Q11: Does the current vendor provide debit calling? If so, how are debit accounts funded – e.g., through an inmate's trust account, lobby kiosk, phone / website payments, etc.? Please list all available methods.

**A11: Yes. The inmates may transfer funds to their phone account from their commissary account.**

Q12: Are calling cards being used today? If so, how are they purchased and given to the inmate? What denominations are available?

**A12: No.**

Q13: **For each facility**, please fill out the following table with quantities of equipment required and/or desired.



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**A13:**

Equipment	Quantity	Required or Desired?
Standard inmate telephones	63	Required
Visitation phone stations (monitored/recorded)		
Video Visitation kiosks – Inmate		
Video Visitation kiosks – Visitor		
Pay (coin) phones		
TDD/TTY devices	1	Required
Cart phones		
Hands-free inmate phones		
Portable cordless phones		
Enclosures	16	Required
Pedestals		
Workstations with printers	1	Required
Laptop computers		
Wireless inmate tablets	One for One Ratio	Required
Cell phone detection devices		
Other? <b>Wireless Access Points</b>	29	Required

Q14: 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 Jail please confirm that vendors are required to pay the same commission amount for all calls, including premium, prepaid, debit and collect?

**A14: Yes.**