



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 10, 2019

ADDENDUM 4

JAIL INMATE TELEPHONE AND COMMUNICATION SERVICES

RSW-2019-002

Questions answered Wednesday May 8, 2019, Thursday May 9, 2019, and Friday May 10, 2019.

Q1: Section M.5 on RFP p. 12 states: “The Successful Offeror shall provide the ability for inmate families and friends to accept and pay for a single call with a credit or debit card without the need to establish an account or transfer to customer service.” Is this payment option available to call recipients today? If so, please state the rate that is charged for each call, and the amount of commission the County receives on this type of call.

A1: Pay Tel currently provides a single call option (Just1Call) for those customers who do not wish to set up an account.

The cost for these calls is the standard rate per minute based on the actual call duration plus the standard/FCC approved automated payment processing fee.

For example, a Local Just1Call lasting 10 minutes is calculated as follows:

$\$.20 \text{ per minute} \times \text{actual call duration (10 minutes)} = \2.00
+
\$3.00 per call Automated Payment Processing Fee
\$5.00 Total Cost to Consumer

Full Commission is paid on the call charge of \$2.00 (just like any other prepaid call)

Q2: Providers who offer the single call payment options described above typically pay little to no commission on this type of call. Additionally, we have found that many facilities were unaware that this type of call was being offered at their facility. If these types of calls are allowed, please confirm that bidders will be required to disclose all associated rates, fees, and commissions in their proposals.

A2: Yes, all rates, fees, and commissions must be disclosed.



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Q3: Please also state how these costs and commissions will be evaluated as part of the Financial Offering.

A3: Please see the attached updated version of the evaluation criteria for the RFP.

Q4: RFP p. 33 requires several applications to be available on the tablets. How does the County want paid content on the tablets, such as text messages and video entertainment, to be paid for?

A4: Text messages are to be paid for out of the inmate's accounts.

Q5: RFP p. 33 states "The e-tablets must be capable of ... sending and receiving text messages..." Is email sufficient to meet the text messaging requirement?

A5: No, there is not a pilot program. We require a full installation (please refer to the RFP Section III #10).

Q6: Please provide current rates (per minute) charged for Inmate calling along with any Fees/Surcharges?

A6: \$0.21

Q7: Please provide the current commission structure?

A7: We received 62.3% commission.

Q8: Please define and/or expand on "individuals committed to RSW Regional Jail"? RFP Pg. 5; Section D; # 1; Pre-Paid Call Requirements (The Successful Offeror must provide two (2) completed, free fifteen (15) minute phone calls for individuals that are committed to RSW Regional Jail. These phone calls should be able to be completed from any inmate phone or device in the facility.)

A8: Any person who is incarcerated (processed/booked in) to the RSW Regional Jail facility.

Q9: Please provide a housing breakdown by housing unit and facility along with the current ADP for that housing unit and its maximum capacity?



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A9:

HOUSING UNIT	CURRENT POPULATION	MAXIMUM POPULATION
A	0	64
B	60	64
C	0	64
Classification	4	10
D	59	64
F	0	4
GMax	18	24
GMed	20	24
H	31	32
I	30	32
J	25	32
K	31	32
L	18	20
M	37	30
Medical	5	6
N	25	28
O	37	48
P	37	50
Q	7	16



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Q10: Please provide site plans for the facility?

A10: This document is available upon request.

Q11: Are manual cutoff switches utilized at any of the locations?

A11: Yes, there are individual and master manual cutoff switches.

Q12: Does RSW Regional Jail currently utilize voice biometric inmate identification?

A12: Yes.

Q13: Please provide the current call duration limit, if applicable?

A13: 15 Minutes.

Q14: Do the inmates currently use PANs or Allowed Number Lists?

A14: Inmates use Personal Identification Numbers (PINs) to access their accounts. Allowed Number Lists are not used.

Q15: If PANs are used, are they currently manually entered or are they entered through an automated process?

A15: Inmates use Personal Identification Numbers (PINs) to access their accounts. These are assigned automatically.

Q16: Are in-pod kiosks currently being used in each pod/cell?

A16: Yes.

Q17: Is there currently an interface for Inmate ID Number/PIN transfer from the JMS to the inmate telephone system?

A17: Yes.

Q18: What portion of the ADP will have access to the tablets?

A18: All inmates in General Population will have access and a one to one ratio must be maintained.

Q19: How many hours per day will inmates be allowed to access the tablets?

A19: 24/7 Access.

Q20: Will RSW Regional Jail allow vendors to offer an alternative ratio of inmates to tablets other than 1:1 if the vendor's solution allows every inmate access to a tablet?



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(Section III Scope of Services; A General; #12 “The Successful Offeror shall provide e-tablets for inmate usage at a one-for-one basis. The e-tablets must be capable of placing calls, sending and receiving text messages, providing legal law library access to include Virginia, West Virginia and Maryland, providing video entertainment and e-book access, educational programs and services to include GED and Special Education, religious programs, and allowing e-courses and programs. The Successful Offeror will provide twenty-four (24) hour tech support for e-tablets and programs.)

A20: No.

Q21: Please confirm that RSW Regional Jail doesn't want streaming music on the tablets.

A21: There is currently streaming music on our tablets.

Q22: Who is RSW Regional Jail's Commissary vendor?

A22: Oasis.

Q23: Who is RSW Regional Jail's Inmate Trust Accounting vendor?

A23: Lockdown.

Q24: Who manages the County's Inmate Trust Accounting?

A24: The Jail's inmate accounts are managed by the Inmate Accounts Clerk.

Q25: Does RSW Regional Jail wish to have any payment services kiosks?

A25: No.

Q26: Please confirm that a vendor may submit multiple financial offers to allow RSW Regional Jail options to best select an approach that benefits the Facility, the Region, the inmates, and the public?

A26: No, we want your single best offer.

Q27: Is there a deadline to have the project complete?

A27: July 1, 2019.

Q28: Is there an expected RFP award or contract signature date?

A28: This is still to be determined.

Q29: Attachment E is listed as being required in the Introduction section and then again as a stand-alone section Pricing Attachment E. Please clarify where you would like Attachment E in our response document?



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A29: It is acceptable as a standalone attachment.

Q30: Attachment F is listed as being required in the Introduction section and then again as a stand-alone section Submittal of References Attachment F. Please clarify where you would like Attachment F in our response document?

A30: It is acceptable as a standalone attachment.

Q31: The Scope of Services is required in the Executive Summary. Please clarify if you would like the Scope of Services as part of the Executive Summary or as a stand-alone section?

A31: Please include as part of the Executive Summary.

Q32: Does RSW Regional Jail want Section IV – Security Requirements and Section V – Fees, Rates and Commission answered as part of the Scope of Services? If not, where would these sections need to be within our response?

A32: Yes, please include as part of the Scope of Services.

Q33: Does RSW Regional Jail want company information III as part of the Scope of Services? If not, what section would RSW Regional Jail want this information?

A33: Include in Scope of Services.

XI. PROPOSAL EVALUATION/SELECTION PROCESS:

- A. Offerors are to make written proposals, which present the Offeror's qualifications and understanding of the work to be performed. Offerors are asked to address each evaluation criteria and to be specific in presenting their qualifications. Proposals should be as thorough and detailed as possible so that the RSW Regional Jail may properly evaluate your capabilities to provide the required goods/services.
- B. Selection of the Successful Offeror will be based upon submission of proposals meeting the selection criteria. The minimum selection criteria will include:

	EVALUATION CRITERIA	WEIGHT
1.	Requirements <ul style="list-style-type: none"> • Extent to which the proposed solutions satisfy the RFP requirements • Ease of use of proposed system • System support • Clearly demonstrated understanding of the work to be performed • Equipment and systems proposed 	30
2	Experience and Qualifications <ul style="list-style-type: none"> • Financial Stability of Firm • Prior Successful experience completing a project of similar magnitude. • References • Staff, licenses, and qualifications • Team organization and amount of experience as a team 	20
3	Implementation of Services/Project Management <ul style="list-style-type: none"> • Project Approach • Project Plan and Schedule • Project Management • Project Team • Current Workload and ability to complete work within RSW Regional Jail time restraints • System training 	20
4	Commission and Rates	25
5	Quality of proposal submission/oral presentations	5
	TOTAL	100

- C. Selection shall be made of two or more Offerors deemed to be fully qualified and best suited among those submitting proposals. Negotiations shall then be conducted with each of the Offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each Offeror so selected, the RSW Regional Jail shall select the Offeror, which, in its opinion, has made the best proposal, and shall award the contract to that Offeror. Should the RSW Regional Jail determine in writing and in its sole discretion that only one Offeror is fully qualified or that one Offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that