



RSW Regional Jail
Rappahannock, Shenandoah and Warren County
6601 Winchester Road
Front Royal, Virginia 22630
Phone: (540) 622-6097
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Russell W. Gilkison
Superintendent

April 26, 2019

ADDENDUM 2

JAIL INMATE TELEPHONE AND COMMUNICATION SERVICES

RSW-2019-002

Questions answered Friday, April 26, 2019

Q1: Please provide a copy of your current ITS contract.

A1: This document is available upon request.

Q2: Please provide copies of the Revenue/Commission statements from the current Inmate Telephone Provider covering the most recent 12-month period with a breakdown of revenue and commission by Bill Type and Call Type.

A2: These documents are available upon request.

Q3: Please provide a detailed call report for the last 12 months that states all the types of calls placed (example: local, interstate calls, intrastate calls,) the minutes behind each of these call types.

A3: This information is included in the Revenue/Commission statements.

Q4: Who is the facility's current Offender Management System provider?

A4: JailTracker.

Q5: What the facility's average daily population for the last 12 months?

A5: Approximately 456.



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Q6: Under Scope of Services, General Information # 10: the RFP mentions law library access to include Virginia, West Virginia, and Maryland. Does the facility have a digital law library subscription? If yes, who is the current law library service provider?

A6: We are seeking proposals to provide law library access via the tablet system.

Q7: Under Scope of Services, Pre-Paid call Requirements # 4, the inmate telephone system must allow a called party to receive and accept a one-time free call from an inmate following normal call validation and screen one processes (i.e. a new customer that has not established a pre-paid account). Once the call has been completed, the Successful Offer must allow the called party to establish a pre-paid account or allow the called party to establish a pre-paid account from the original call. Is a 90 second complimentary call when an inmate calls a number that does not have a pre-paid account or cannot accept a collect call sufficient for the facility for this requirement or is the facility requesting a full 15-minute call for the first-time free call to the called party?

A7: No this would not be sufficient. We request the full 15 minute call.

Q8: Under Scope of Services Pre-Paid Call Requirements # 8, the RFP states "the successful offeror...must allow the ability to move money from the phone account back to their trust account at no cost." Would the facility please clarify if inmates must be able to transfer money from their phone account back to the trust fund account at any time or only upon release from the facility?

A8: Anytime.

Q9: Under Section K Call Monitoring and Recording, the RFP states "the inmate telephone system must be able to save and store unique query criteria by individual system user as established herein, to include the ability to save multiple bill-to numbers (BTN) and inmate identification numbers. Can the facility please clarify if this requirement means that individual users must be able to save and re-use custom filter searches for multiple BTNs and inmate Identification numbers?"

A9: Yes.

Q10: Under Section M Payment Options #5, the RFP states the Offeror must provide the ability to friends and families to accept and pay for a single call with a credit card or debit card without the need to establish an account or transfer to customer service. In our experience, some ITS providers do not provide commission on these types of call or very little commission and charge



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rates as high as \$15.00 per call. Will the County consider striking this requirement from the RFP?

A10: No.

Q11: Is video visitation (public comes to the facility) and/or remote visitation (public using a home PC or smartphones) offered currently? If yes, how (i.e. dorm kiosks or tablets) are video visitation and remote visitation done? If yes, what company provides the hardware to allow video visitation or remote visitation?

A11: The RFP is for Telephone/Communication Services. It is an opportunity for your company to provide a proposal to facilitate the requirements and content of the RFP.