

December 2, 2018

TO: All Bidders

RE: RFP 2019-08 Detention Center - Inmate Service

ADDENDUM NO. 2

This **ADDENDUM #2** forms part of Moore County's Request for Proposal for the County of Moore Sheriff Department Detention Center- Inmate Service. All requirements of the original specifications remain in effect in their respective order. **Receipt of this Addendum must be acknowledged by its inclusion with the Proposal and noted as an inclusion on the sealed envelope.**

The following changes and/or clarifications are hereby made to the original Proposal:

- **The Bid Opening has been extended until 4:00 pm Thursday, January 3, 2019.**
- **Questions will be accepted until 10:00 am December 10, 2018.**
- **A copy of the pre-bid sign in sheet is attached to this addendum.**
- **The award standard will be to the best possible solution based on the following evaluation criteria: Experience 20%; Support 20%; References 20%; Features 20% and Overall Package 20%.**

1. Question: On page 11 the county requires for free calls from designated phones. Are these all local calls?

Answer: Yes

2. Question: Does the county expect any expansion of the jail or increase of your average daily population during the duration of the contract

Answer: Yes

3. Question: Does the county expect any expansion of the jail or increase of your average daily population during the duration of the contract

Answer: 2016-2017

4. Question: Will the County provide the current commission rates for all call types?

Answer: Attached to addendum'

5. Question: Will the County provide a copy of the current ITS/VVS/Commissary vendor agreement?

Answer: Yes

6. Question: Does the county allow one time calls where no pre-paid account is required and called party can charge the call to a credit card or to their mobile device? If yes, can you provide the current fees charged and commissions paid on these types of calls?

Answer: No

7. Question: Will the County also provide the days and times for both onsite and remote Video Visitation?

Answer: Monday thru Sunday 9 am – 9 pm Offsite: Tuesday & Thursday 1 pm – 4pm onsite

8. Question: Is the County interested in replacing the current Jail Management System?

Answer: No

9. Question: Will the ITS/VVS provider be responsible for maintaining remote video services between the detention facility and the courthouse? If yes, what service does the County currently use?

Answer: Yes

10. Question: Reconfirm: Clarify # of telephones & VVS units needed by area and location (include commissary kiosk.

Answer: Refer to RFP

11. Question: Are you using CAT 5 or CAT 6 in to the existing Kiosks and CAT 3 or CAT 5 for Phones?

Answer: Cat 6

12. Question: Can we get a copy of the current visitation schedule?

Answer: Refer to question 7

13. Question: Can the Agency provide Floor Plans of the facility?

Answer: No

14. Question: Will there be any "hands free" (cordless) telephones required?

Answer: Not required – may be used in the future

15: Question: Can the County provide a list of ADP by housing unit/pod?

Answer: Level 1 Green and Yellow – 16 each; Blue 32 and Red 24

Level 3 – four housing units at 32 per unit

15. Question: Who is the current bandwidth provider?

Answer: Current provider Century Link. Vendor must provide.

16. Question: Does the County have any available IDF rack space for Endovo use?

Answer: Yes

17. Question: Does the County anticipate adding any new video visitation kiosks or moving any of the current kiosks?

Answer: Yes

18. Question: Please specify the intended coverage areas for tablets? In-cell vs Out-cell, classrooms, library, etc?

Answer: All of the above

19. Question: What is the number of individual coverage areas intended for inmate use in a group setting?

Answer: One device per eight inmates for visitation.

20. Question: In the event additional power receptacles are needed will that be provided by the site or will this be provided by vendor?

Answer: Should be available at the site.

21. Question: In the event conduit needs to be installed will this be installed by the site or will this be provided by vendor?

Answer: Yes

22. Question: Will Agency allow vendor to install a dedicated internet circuit to ensure adequate bandwidth is available; will this approach be utilized or will existing infrastructure be used?

Answer: Vendor can install a dedicated circuit; existing infrastructure will not be used

23. Question: Will Agency allow vendor to install a dedicated wireless network; will this approach be utilized or will existing wireless network be used?

Answer: Yes, No to existing wireless

24. Question: Will Agency provide separate dedicated switched network; will this approach be utilized or will existing switches be shared for use?

Answer: No switches provided; no existing switches will be shared.

25. Question: What is the current Vendor charging for remote Video Visitation services?
Answer: 10 dollars per 20 minute visit
26. Question: Can we receive a copy of the current vvs service agreement?
Answer: Yes – attached.
27. Question: Can we receive a copy of the last three commission/revenue statements for VVS?
Answer: Yes – attached.
28. Question: Are there any early release program that will have an effect on the ADP over the next 12-24 months?
Answer:
29. Question: Can the vendor offer more than one call rate and commission plan?
Answer: Yes. County anticipates vendor to provide the best option for the County.
30. Question: Are there any booths or pedestals that will need to be installed/replaced?
Answer: No
31. Question: Will the county require that we interface with the (JMS) jail management system provider?
Answer: Limited
32. Question: If so, who is the provider of the JMS system and can you provide the contact information?
Answer: Southern Software (JMS)
33. Question: Will the county require that we interface with the commissary provider>?
Answer: Limited
34. Question; Are you looking to add or delete any of the inmate phones installed today?
Answer: Potentially
35. Question: Can you confirm the intended contract length, including extension years?
Answer: Intent to award a contract for a five year term.
36. Question: Will the County allow for a proposal to present multiple pricing options for the County’s consideration?
Answer: Yes. County anticipates vendor to provide the best option for the County.
37. Question: In order to ensure a level playing field for all bidders, please confirm that the successful vendor must provide new equipment. Also, please verify that this applies to both new potential bidders and the incumbent provider.
Answer: Yes
38. Question: Please provide the schedule in which the inmates have access to the inmate phones?
Answer: 8 am – 10 pm
39. Question: 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. Providers that offer this option charge as much as \$14.99 for a single call. We have also found that many facilities were unaware that this type of call was being offered at their facility. In light of this information, we respectfully ask the County to consider disallowing this charging practice at the Facility.
Answer: No
40. Question: Providers who offer the single call payment options described above typically pay little to no commission on this type of call. For example, providers who charge \$14.99 typically pay only \$0.61 in commissions (4.07%) to their clients because they categorize this call type as “bonus” and don’t pay the proposed commission rate on these calls. If these types of calls are allowed, please confirm that bidders will be required to disclose all associated rates, transaction fees, per call cost, and what part will be

allocated to the County as commissions. Please also state how these costs and commissions will be evaluated as part of the Financial Offering.

Answer: No

41. Question: Can the County please provide the current commissary list with pricing?

Answer: Attached.

42. Question: Please provide the amount of products sold over the last three full months for all commissary items.

Answer: Attached.

43. Question: Please provide the monthly sales, less phone time or tax (net of), over each of the last three full commissary months.

Answer: Attached

44. Question: Please provide the monthly sales, less phone time or tax (net of), over each of the last twelve full commissary months.

Answer: Attached

45. Question: What is the current commission rate for commissary? Does the County receive the same commission rate on all categories of items (excluding postage).

Answer: Attached

46. Question: How many individual inmate commissary orders were delivered per month for August, September, October?

Answer: Attached

47. Question: What is the current amount of commission paid back to the facility per month over the last 3 months for commissary only?

Answer: Attached.

48. Question: Please confirm that the County will not accept any on-site commissary pulling and that the vendor must perform the pulling of commissary orders off-site at the vendor's warehouse.

Answer: Yes, off-site.

49. Question: What is the current level of staffing the current vendor provides to Moore County?

Answer: One

50. Question: How many hours per week do the current vendors employees work?

Answer: Average 5 hours on site

51. Question: What are the delivery times set aside for commissary?

Answer: Friday morning before commissary pass

52. Question: Will vendors be able to utilize inmate labor to assist in the commissary operation?

Answer: No

53. Question: Does the jail currently utilize any package programs? If so what is the current commission rate? If so what are the current gross sales on the package program for the last 3 months? How many orders are placed through the package program per month/quarter? What is the spending limit on the package program?

Answer: No package programs.

54. Question: What is the weekly spending limit per inmate for commissary?

Answer: \$75

55. Question; Is the current commissary vendor interfaced with your JMS vendor?

Answer: Limited

56. Question: Please provide the following: JMS company name and contact person; JMS company contact's phone number; JMS company contact's email address:

Answer: Southern Software JMS – Southern Pines, NC 910-695-0005

57. Question: Does the jail currently utilize any type of deposit services? If so what is the fee structure? i.e. Credit card, phone, web deposits, cash via kiosk. Please breakout the average dollar amount received by type for each of the following: - Phone, Web, Kiosk. Please breakout the average transaction volume by type (phone, web, and kiosk)?

Answer:

Gross Amount Deposited	Credit Card Web	Credit Card Phone	Credit Card at Lobby Kiosk	Cash at Lobby Kiosk
\$0.01 - \$19.99				
\$20.00 - \$99.99				
\$100.00 - \$199.99				
\$200.00 - \$300.00				

\$3.00 for Cash deposit, percentage if deposited by credit card

58. Question: Does the County currently receive a commission percentage on trust fund deposits? If so, what is it?

Answer: No

59. Question: Will the vendor be responsible for the wiring and installation of the kiosks required in the RFP?

Answer: Yes

60. Question: Will the vendor be able to utilize the existing County network and internet connection?

Answer: No, can use existing network cables where available.

61. Question: Does the jail utilize any other programs in which inmates purchase food items outside of commissary? If so what is sold and what are the current sales for August, September, October? If so what is the commission rate on these products?

Answer: NO

62. Question: Who is the current food service provider?

Answer: Aramark

63. Question: How does the County handle confidential documents submitted by the vendor such as financial statements or customer references? Typically, Keefe will include financial statements in a sealed envelope marked "confidential" to ensure those documents are excluded from being released as public information. Customer references will be stamped confidential as well to prevent public release.

Answer: Will discuss with successful vendor

64. Question: On average how many inmates are released each month? What is the average dollar amount that a released inmate has?

Answer: 300 booked, 300 released

65. Question: Does the County intend to issue a debit card to all inmates being released? Or, is there a dollar threshold that must be met?

Answer: Yes on all releases

66. Question: Can the county list the average number of bond transactions received each month and the average total dollar amount received each month?

Answer: County does not do bond transactions

67. Question: Can the county list the average number of bond transactions received each month and the average total dollar amount received each month?

Answer: Not applicable

68. Question: Can the County please provide the current fee structure in place for bond payments?

Answer: Not applicable

69. Question: Will the County continue to accept bond payments from friends & family, or will the awarded Vendor be the only option?

Answer: Not applicable

70. Question: Would the county accept two proposals where in one proposal no fees are charged for cash deposit and in a second proposal, fees are charged?

Answer: Yes. County anticipates vendor to provide the best option for the County.

71. Question: If no fees are proposed for cash deposits, is the county going to pick up the cash from the lobby kiosk and deposit it into their own bank account?

Answer: Yes

72. Question: Is the county going to pick up the cash from the intake kiosk?

Answer: Yes

Questions will be accepted until 10:00 am Monday December 10, 2018. Sealed proposals are due to Terra Vuncannon by 4:00 pm Thursday, January 3, 2019.

END OF ADDENDUM NO. 2

Terra Vuncannon
Purchasing Manager
County of Moore

INFORMAL BID 2019-08 - DETENTION CENTER INMATE SERVICES
 PRE-BID MEETING
 NOVEMBER 15, 2018

(please write all items legibly)

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