



SEDGWICK COUNTY, KANSAS
DIVISION OF FINANCE
PURCHASING DEPARTMENT
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www.sedgwickcounty.org/purchasing

REQUEST FOR PROPOSAL
#13-0089
INMATE TELEPHONE AND VIDEO CONFERENCING

ADDENDUM #1

September 6, 2013

The following information is in regard to **RFP 13-0089**

Questions are in bold, answers are in italics.

Building plans can be viewed at the following link.

<http://www.sedgwickcountyservices.org/construction/projects/>

This should assist proposers in determining measurements for placement and wiring requirements.

- 1. The RFP mentions that "Sedgwick County wishes to provide approximately 10 telephone numbers that inmates may call at no charge". Does this mean 10 telephone numbers that ANY inmate can call at no charge OR does it mean that each inmate has 10 phone numbers that he/she can call at no charge?**

There are approximately 10 total numbers for all inmates to call toll free, not 10 numbers per inmate.

- 2. We received the call volume data. Is it possible to get the current call rates and current commission percentage?**

The current local rate is \$4.05 per 20 minute call.

- 3. Will Sedgwick County consider changing the language in 11a-34 to read as follows? Sedgwick County requires Contractor's ITS to include voice biometric technology. Such voice biometric technology shall include both initial voice verification and automatic continuous identification. Contractor must provide an overview of the technology and detail the enrollment process.**

Sedgwick County does not wish to change the wording in this requirement, it will remain as is.

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

Call Category	Per Call Charge	Per Minute Charge	Other Charges
LOCAL – Collect	\$4.05		
INTRALATA – Collect		\$0.16	\$3.70
INTERLATA – Collect		\$0.65	\$3.00
INTERSTATE – Collect		\$0.85	\$3.00

* Note current contract does not allow for prepaid cards of debit calls.

5. Please provide a copy of the current inmate phone service agreement(s).

See attached

6. Please provide the commission percentage received from the current inmate telephone provider, an average of monthly commissions received over the past year from the current vendor and copies of commission statements (if available.)

Current commission rate is 56%

7. What is the average daily population of the work release and juvenile facilities? Please also provide the number of beds at each of these two facilities.

ADP -141 W. Elm 1086 for 2012 total beds 1158

ADP -701 W. Harry Work Release 121 for 2012 total beds 157

8. What computerized commissary system is the county using? If this system is provided by a third party vendor, please supply the vendor's contact information.

Commissary contract is out for RFP at this time. Sedgwick County has operated commissary in house until now. Cash transactions and money accounts handled through TecFriends

9. Requirement #25 on page #9 asks whether the video visitation solution is willing to share a common kiosk with the commissary vendor. Is the purpose of the commissary kiosk only to submit commissary orders or does it perform other functions as well? If other functions are performed, please specify.

We have asked the winning commissary vendor to supply an electronic request form system and other messages through their commissary kiosk.

10. Requirement #15 on page 6 states: "County does not wish to sell prepaid cards or setup inmate telephone accounts..." Since the County does not want prepaid cards or inmate telephone accounts, what is the purpose of integrating with the Lockdown system? What functionality is the county expecting from this integration?

At this time the interface between the current telephone vendor and Lockdown share the same information as to who is in custody and when they are released.

11. Page #2 lists the number of phones at the Adult Detention and Work Release locations. How many phones are required at the Juvenile facility?

Juvenile is not part of this RFP.

12. What additional equipment, besides inmate telephones, is the County requiring? Please fill out the following table with quantities required.

Equipment	Quantity at Adult Detention	Quantity at Work Release	Quantity at Juvenile Facility
TDD/TTY Devices			
Cart phones	0	0	0
Hands-free phones	0	0	0
Cordless phones	0	0	0
Enclosures	0	0	0
Pedestals	0	0	0
Workstations with Printers	1	1	0
Laptops	0	0	0

13. Requirement #4 on page 6 states: "Local service personnel must be on site at least 2 times per week to maintain/service equipment." Does the County currently have any full-time or part-time onsite service personnel provided by the incumbent?

Yes the current vendor has on-site staff three days a week.

14. Please clarify the following questions regarding the "Software Interface Application" section on page 10:

a. Please confirm that the Lockdown and ADAM integration are the only two interfaces which are required to be completed prior to go-live.

Correct

b. Does the County see any additional integrations being required throughout the term of the contract? If yes, what systems will they be and what purpose will the integration serve in terms of functionality?

Not at this time.

c. For instance, it states that "the ability to integrate with a wide variety of third-party products, including browsers, word processing, office suite applications, photo, video and audio imaging is also required". Which of these interfaces are in place today and what functionality do they provide? If any of these applications are provided by third party vendors, please provide contact information for these vendors.

Sedgwick County is a Microsoft shop. We use Windows 7 Professional, Office Professional, Open Office, IE 9, Firefox, Chrome, and Adobe products as necessary or required. Microsoft products are our County standard, the rest remain optional. Item C is to allow for additional functionality not found under the Microsoft umbrella. If you support it, then it should be noted in your response.

15. How many inmate housing units are on each floor in each building?

First floor south 213 beds

Second floor south 236 beds

First floor north 215 beds

Second floor north 386 bed

Third floor north 108

16. How many inmates are there in each housing unit?

pod 1—49	pod 9—55	pod 17—56
pod 2—52	pod 10—52	pod 18—52
pod 3—56	pod 11—56	pod 19—52
pod 4—56	pod 12—52	pod 20—52
pod 5—52	pod 13—52	pod 21—56
pod 6—52	pod 14—55	pod 22—52
pod 7—56	pod 15—15	clinic 20
pod 8—56	pod 16—52	

17. Where would the County like the visitor center, in the jail or remote to the jail?

In the jail where the non-contact visits take place now.

18. Is the vendor responsible for supplying power?

No

19. Would the County provide the RFP in Word form to allow the vendors to easily populate the tables on pages 6 through 10?

Please find the Word document attached to this addendum

20. Would the County provide the names of the JMS vendor and the commissary vendor?

The JMS product was written by county IT and the commissary vendor has not been chosen (currently out as RFP)

21. On Page 8 – 11b.2 – Visitation Requirements We assume the County will want video visitation units at all three locations. To allow the vendors to provide a more detailed installation plan, would the county provide the number of desired units in the visitation area?

We are looking for the vendor to give us advice on the number needed.

22. On Page 9 – 11b.16 – Visitation Requirements

Would the County provide some guidance on their intended use of the investigative stations, and where the County would like them located?

It is Sedgwick County's intent to allow access to the recordings by investigative agencies, including Sedgwick County, federal agencies, the district attorney's office, the City of Wichita and other smaller cities. The current vendor allows for offsite connections to the data and Sedgwick County would like to continue that accessibility. One station would be needed in the administrative area of the detention facility.

23. On page 9 – 11b.24 – Visitation Requirements

This section asks if the unit can detect cell telephone usage. We assume that this concerns an inmate calling a cell phone, not the ability of the unit to detect contraband cell phone usage within the facility?

Correct stationary as part of the kiosk not mobile units.

24. Why was there no Pre-bid Meeting/Facility review for this Proposal?

Pre-bid meetings are not required. Plan sets are provided online at the link on the first page of this addendum.

- 25. Page 2, Background Information –Sedgwick County includes the Juvenile Detention Facility as a location for the Inmate Telephone System install, but GTL was informed that it was going to utilize GTL service until the end of Contract in 2014. Also, there is no information regarding ADP or quantity of phones at site in RFP. Are there only two locations, Adult Detention and Work Release Facilities, being involved in this RFP?**

Correct, Juvenile is not involved in the RFP.

- 26. Page 6. Section 11a #5 -Lists the handset cord length requirements. Is this requirement for phones only or does this also apply to video visitation stations? The cord lengths listed could propose a challenge for video visitation users as their faces would need to be very close to the screen/camera, please advise.**

Sedgwick County would consider longer cords on the video visitation kiosk. Vendor may recommend a suitable length that will reduce possibility of self harm to inmates and provide a suitable visitation experience as well.

- 27. Can you please also clarify if video visitation is a requirement for the Adult Detention Facility only or if video visitation is also required in the Work Release and/or Juvenile Detention Facilities?**

141 W. Elm will be the main location, work release will need one unit and juvenile is not part of the RFP

- 28. Page 9, Section 11b #24 – “Can your kiosk detect cell telephone usage?”**

We do not understand the meaning of “detect cell telephone usage” in the context of video visitation kiosks. Please explain.

Is there any equipment enclosed in the kiosk that can detect cell phones in the area of the kiosk

- 29. Page 9, Section 11b #25 - “Is your firm willing to share a common kiosk with the commissary vendor? If so is there a fee of cost to the commissary vendor?” Please define the meaning of “share.” Is the County requesting that commissary applications be available on our Video Visitation terminals, or is the request for our Video Visitation applications (e.g. scheduling) be available on the commissary kiosks?**

Will your company allow the commissary vendor to use the functionality or application of your kiosk instead of placing two different units in each pod as a cost saving measure for both vendors?

- 30. In section 11a #28, the video visitation units will be active to remote PC’s, how is the video phone for hearing impaired different than those units?**

The ADA phone allows the person outside of the facility to receive a call without a computer. The ADA phone connects to a relay person.

- 31. Please confirm that Sedgwick County does not wish to sell prepaid cards or setup inmate telephone accounts.**

Absolutely no prepaid cards

- 32. Does Sedgwick County currently use PIN (Personal Identification Numbers) for inmates to use when making phone calls?**

Yes.

- 33. On item 11a: #20: Can Sedgwick County provide the manufacturer and model number of the current inmate phone being used?**

Unknown

- 34. On item 11b: #11e: Can Sedgwick County please clarify what is meant by a separate record for each incarceration as it pertains for visits?**

Sedgwick County wants to be able to track the persons visiting the inmates by each incarceration.

- 35. Can Sedgwick County provide what the current time limit is for visits?**

Regular inmates get 1 hour a week with 4 adults on their list

Trustees get 2 hours a week with 4 adults on their list

- 36. Will Sedgwick County accept an alternative option to provide the service requested?**

Vendors may provide clearly marked alternates with their proposal package.

- 37. Does Sedgwick County desire video visitation units for the Work Release Facility and Juvenile Detention Facility?**

Work release will need one unit. Juvenile is not part of the bid

- 38. Would Sedgwick County considered a PIN debit solution for inmate calling?**

No

- 39. On Appendix A- Call Volume by Facility: Do the call volumes, minutes and revenue provided reflect all facilities (Adult Detention Facility, Work Release Facility and Juvenile Detention Facility)?**

Adult facility only, work release has a very low usage rate

- 40. Is there a current time limit for inmate phones calls?**

Each call is set to 20 minutes


- 41. Will Sedgwick County consider Value Added Services when evaluating proposals? Where should these services be listed in the RFP?**

Any alternative or additional services/solutions must be clearly marked as such and provided with the proposal package.

- 42. Does Sedgwick County wish to record calls made by inmates at the Work Release Facility and Juvenile Detention Facility?**

Yes we want to record calls at work release

Vendors are responsible for checking the web site and **acknowledging any addendums on the proposal response form.**


Kimberly Evans
Purchasing Agent