



OFFICE OF COUNTY PURCHASING

Ramona Womack
Purchasing Director

040-2011-370

**INMATE PHONE SYSTEM & SERVICE RFP
 QUESTIONS & ANSWERS**

	QUESTIONS	ANSWERS
1.	Is attendance at the Pre-Proposal Conference on June 27 mandatory?	No
2,	Request that the County provide at least six (6) months of call data (calls made and minutes), segmented by Collect, Prepaid (collect), and Debit, and further segmented by Local, IntraLATA, InterLATA, Long Distance, and (if applicable) International.	The County will provide the traffic breakdown report history with Addendum I to the RFP.
3.	Page 2: Regarding "Offeror shall sign and date the offer as requested on each page. Offers, which are not signed and dated in this manner may be rejected. To clarify, is every page of the offer's proposal to be signed and dated? If so, is there a preference where the signature shall be placed on the page (top, bottom, etc.)?"	The documents shall be signed and/or initialed in spaces provided on the RFP. It is not necessary to initial every page, unless the page specifically calls for a signature.
4.	Section 1.18, "Evaluation Criteria": a) These criteria do not match the "Selection Criteria" stated in section 9.1. Please clarify which criteria take precedence. b) Regarding the criterion "County's special needs and requirements," please specify these special needs and requirements.	a) Refer to RFP documents. 9.1.1 states criteria are among those that will be used to evaluate submitted proposals. Weighted criteria is listed in Section 1.18. b) This item will be addressed in Addendum I.
5.	Section 5.1.6, "Project References": This section states that proposer is to provide five (5) references, but the "Vendor Reference Information Sheet" on page 31 has only three entries. Please clarify	Please provide 5 references, use the back of the Vendor Reference Information Sheet, or a separate page attached to the Vendor Reference Information Sheet.



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6.	Section 5.1.11, "Proposed Detailed Commissions": Regarding the separate package or envelope marked "COMMISSION INFORMATION," should the proposer provide 10 copies of this as well?	Please provide 10 copies of all documents as requested in the RFP.
7.	Section 5.4, "Selection Criteria": This section states proposal content requirements such as "Include resumes" and "state your approach." It is not clear where these required elements correspond to the mandated proposal formatted stated in Section 5.1. Please clarify for each required element where this should be included in the proposal format.	Please refer to RFP documents.
8.	Section 5.4, "Selection Criteria": Under "Project Approach," letter "f" states "Indicate hourly rates of individuals involved and the fee structure for additional work outside the contact." The equipment and services proposed are at no cost to the County. Please verify that therefore there are no hourly rates or fee structure applicable in this proposal, and the requirement should be removed.	The County is not aware of cost structures and/or lack thereof from any vendor; therefore item (f) will remain. Any costs to Comal County shall be clearly defined. The misspelling will be addressed in Addendum I.
9.	Section 6.3, "Inmate Telephone Systems Specifications": Since Section 8 provides Mandatory Requirements and requires a detailed response to each requirement; does the proposal also have to include a point by point response to each of the requirements stated in this section?	The County cannot instruct vendors on how to submit an RFP. Please submit according to RFP instructions.
10.	Section 7.1.4 "All audio inputs will be converted to mp3 format." The MP3 format has licensing issues associated with it. Is .WAV format acceptable?	MP3 format is required.
11.	Section 7.1.14. "Graphic display windows must be provided to give the user a quick reference of the position of inmate conversations within selected telephone locations." Please clarify this requirement. Does this mean (1) the physical location of the inmate telephone within the facility	Items to be displayed: Location calling from, length of call, number that was called, and inmate's PIN number.



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	must be displayed or (2) that the location in time within the duration of the call must be displayed (e.g., the “progress” bar on a YouTube video)?	
12.	Regarding workstations, how many workstations are to be provided to the County as part of this contract?	This question will be addressed in the Addendum I.
13.	Section 7.1.4 “A printer capable of directly connection to the recording system must be included for each work station.” Our system does not require a workstation to be directly connected to the recording system to listen to call recordings or run reports. So may this requirement be omitted in this case?	Please refer to requirements of the RFP.
14.	Page 20, Item #7.1.4 All audio inputs will be converted into MP3 format. Would the County please clarify what audio inputs are being referred to here?	Anything downloaded would be considered audio input.
15.	Page 18 Item 6.1 – Visitation phones- county indicates there are 10 visitation phones and 2 attorney client phones. Since there are 10 visitation telephones are there 5 visitation booths? Are the two attorney client phones in addition to the 10 or included?	There are 24 booths, 4 attorney/client, 20 inmate phones (10 public/10 Jail).
16.	Are the visitation telephones currently recorded and monitored?	Yes
17.	Do the visitation telephones currently require inmates to use PINs?	Not currently. However, this is a feature the County wants to include.
18.	Page 14 Item 4.3 Performance and Payment Bond: \$50,000 Performance and Payment Bond will be required for this project. Is this \$50,000 for both or \$50,000 each thus \$100,000.	A Performance Bond of \$50,000 and a Payment Bond of \$50,000 will be required.



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19.	Page 21 Item #7.2.8 The footprint of the system will not occupy the area of the current centralized system. Please clarify what is meant by this.	This question will be addressed in Addendum I.
20.	Who are your current commissary and jail management system providers?	Keefe, Tyler Technologies respectively.
21.	Page 20 Item 6.4.26 would the county find it beneficial to have an interface to your Jail Management Service provider in order to automatically populate the inmates PIN information in the telephone system?	Please provide any additional services offered by your firm. Please note that the County currently utilizes Ableterm from Tyler Technology for Jail Management Service. The County is scheduled to be upgraded to Tyler Technology's Odyssey software by the end of 2012. Any additional services must be compatible with both systems.
22.	Schedule of Phone Availability	Five (5) phones are available 24 hours a day, 7 days a week. All other phones are scheduled 6:00 A.M. to 11:00 P.M., 7 days a week.
23.	Booking Area Phones	The County's IP phone system is, and will continue to be used in the booking area. Time allotted per call on booking phones is five (5) minutes.
24.	What is the number of visitors per day, week, month?	Number of visitors is not currently tracked.
25.	Page 18, 6.1, All Offerors shall understand that after the initial installation the number of inmate telephones may increase or decrease based upon need. Clarify.	The need for additional equipment may increase with future County growth. The system needs to be capable of accommodating that growth.