

## RFP 2013-010 "Inmate Phone Service"

### Questions and Answers

**NOTE:** ALL QUESTIONS SUBMITTED BY VENDORS WERE CONSOLIDATED AND ARE LISTED BELOW WITH NO CHANGES.

1. Could we inquire whether or not you are selling calling cards or interfacing with the commissary to provide paperless debit. **Yes, Inmate phone service provider sells to Commissary vendor; no interface at this time and/or paperless debit.**
2. In the RFP there is a request for 5 references and another for 3 references. Will the County please clarify the number of references required and which section should be removed from the RFP? **Use 5 references as stipulated in section 2.13; the 3 references is standard with back end documents for RFP/bid requirements for all County solicitations. Provide 5**

#### 2.13 REFERENCES & EXPERIENCE AS A PRIME CONTRACTOR

1. Provide a list of at least **5** references who have been customers for at least 12 months, where the bidder provides inmate phone services in the role of PRIME CONTRACTOR. Accounts where the bidder is involved as a subcontractor do not adequately demonstrate the bidder's ability to provide all products, services, and account management required of this contract as the fully accountable, single point of contact, and therefore these types of references are NOT ACCEPTABLE. For each reference, provide contact information and relevant project information (site size, number of inmate telephones, ADP, contract start date, products/services, etc.).

#### 14. REFERENCES:

2. Webb County requires proposer to supply with this proposal, a list of at least three **(3)** references where like services have been supplied by their firm. Include name of firm, address, telephone number and name of representative.
3. At the end of the RFP there is a reference form, however, in requirement 2.13 it asks for information not listed in the reference form. Will the County remove the form or provide an updated version? **Ignore form and provide the information requested in section 2.13. Same scenario as above, standard with back end documents for RFP/bid requirements for all County solicitations.**
4. Will the awarded vendor, even if it is the incumbent Securus, be required to install all NEW hardware? **Yes**
5. Will the County consider extending the due date by two weeks to allow each vendor time to evaluate question and answers and incorporate the findings in each proposal? **No**

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6. Please provide a list of the current call rates along with all fees that are currently in place with Securus.

**Webb Co TX prepaid card traffic**

*30% discount on card sales billed to ADRISA, LLC*

Month-Year	Site Nm	Traffic Type	Calls	Minutes	Billed	Calling Rate
Mar-13	06014 - TX Webb Co LE Ctr (82012)	Local	2,250	7,070	\$ 4,242.00	\$0.60 per minute
Mar-13	06014 - TX Webb Co LE Ctr (82012)	IntraLata	79	286	\$ 171.60	\$0.60 per minute
Mar-13	06014 - TX Webb Co LE Ctr (82012)	InterLata	195	833	\$ 499.80	\$0.60 per minute
Mar-13	06014 - TX Webb Co LE Ctr (82012)	InterState	123	478	\$ 286.80	\$0.60 per minute
Mar-13	06014 - TX Webb Co LE Ctr (82012)	US Vir Isl	4	23	\$ 13.80	\$0.60 per minute
Mar-13	06014 - TX Webb Co LE Ctr (82012)	Mexico	244	969	\$ 1,162.80	\$1.20 per minute
Mar-13	06014 - TX Webb Co LE Ctr (82012)	International	8	36	\$ 65.77	rates vary by country
			<b>2,903</b>	<b>9,695</b>	<b>\$ 6,442.57</b>	

Apr-13	06014 - TX Webb Co LE Ctr (82012)	Local	1,986	6,455	\$ 3,873.00	\$0.60 per minute
Apr-13	06014 - TX Webb Co LE Ctr (82012)	IntraLata	81	348	\$ 208.80	\$0.60 per minute
Apr-13	06014 - TX Webb Co LE Ctr (82012)	InterLata	226	981	\$ 588.60	\$0.60 per minute
Apr-13	06014 - TX Webb Co LE Ctr (82012)	InterState	110	474	\$ 284.40	\$0.60 per minute
Apr-13	06014 - TX Webb Co LE Ctr (82012)	US Vir Isl	3	9	\$ 5.40	\$0.60 per minute
Apr-13	06014 - TX Webb Co LE Ctr (82012)	Mexico	210	826	\$ 991.20	\$1.20 per minute
Apr-13	06014 - TX Webb Co LE Ctr (82012)	International	1	5	\$ 9.35	rates vary by country
			<b>2,617</b>	<b>9,098</b>	<b>\$ 5,960.75</b>	

May-13	06014 - TX Webb Co LE Ctr (82012)	Local	2,110	6,470	\$ 3,882.00	\$0.60 per minute
May-13	06014 - TX Webb Co LE Ctr (82012)	IntraLata	52	197	\$ 118.20	\$0.60 per minute
May-13	06014 - TX Webb Co LE Ctr (82012)	InterLata	263	1,063	\$ 637.80	\$0.60 per minute
May-13	06014 - TX Webb Co LE Ctr (82012)	InterState	140	559	\$ 335.40	\$0.60 per minute
May-13	06014 - TX Webb Co LE Ctr (82012)	Canada	2	2	\$ 1.20	\$0.60 per minute
May-13	06014 - TX Webb Co LE Ctr (82012)	Mexico	191	815	\$ 978.00	\$1.20 per minute
May-13	06014 - TX Webb Co LE Ctr (82012)	International	2	10	\$ 18.70	rates vary by country
			<b>2,760</b>	<b>9,116</b>	<b>\$ 5,971.30</b>	

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	<b>Calls</b>	<b>Minutes</b>	<b>Billed</b>
<b>March 1 to May 30</b>	8,280	27,909	\$18,374.62

<b>June 20 days</b>	06014 - TX Webb Co LE Ctr (82012)	Local	1,199	3,796	\$ 2,277.60	\$0.60 per minute
<b>June 20 days</b>	06014 - TX Webb Co LE Ctr (82012)	IntraLata	36	118	\$ 70.80	\$0.60 per minute
<b>June 20 days</b>	06014 - TX Webb Co LE Ctr (82012)	InterLata	184	807	\$ 484.20	\$0.60 per minute
<b>June 20 days</b>	06014 - TX Webb Co LE Ctr (82012)	InterState	86	399	\$ 239.40	\$0.60 per minute
<b>June 20 days</b>	06014 - TX Webb Co LE Ctr (82012)	Mexico	119	398	\$ 477.60	\$1.20 per minute
			<b>1,624</b>	<b>5,518</b>	<b>\$ 3,549.60</b>	

Pre-paid call rates- No surcharge- .60 per minute.  
 International calls into Mexico- \$1.20 per minute- No surcharge

7. How long does Webb County currently retain call recordings? **2 years**
  1. How long would you like to keep them with this next contract? 90 days, 1 year, 3 years? **3 years**
  2. Would the County like to keep the visitation recordings for the same length as the inmate phone calls? **3 years**
  
8. Does the county currently utilize calling cards? **Yes**
  1. If so, how much do they cost Webb County and what is the current commission rate paid on these cards? **Cost absorbed by Commissary vendor; Vendor pays WCSO 10% on all commissary sales.**
  2. What are the call rates for the inmates when they use calling cards? **Refer to question 6**

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9. Please provide the total calls and minutes broken down by call type. (this should be standard report from the Securus system. **See below**)

May 2013

Total		Local		Intralata		Interlata		Interstate	
Calls	Mins	Calls	Mins	Calls	Mins	Calls	Mins	Calls	Mins
4,316	51,340	2,632	32,159	71	799	163	1,831	255	2,467

10. Who is the Jail Management provider? **New Worlds / AS400 system**
1. What version of the Jail software is currently installed? **Aegis**
  2. Are their plans to replace this software in the near future? **Aegis 9.2**
11. Who is the current commissary provider? **Adrisa, LLC**
- a) What software does this vendor use to run the commissary operations at the jail?  
**None**
  - b) Is the County currently utilizing commissary ordering by phone? **No**
  - c) If not, how are commissary orders entered now? **Order forms**
12. Can you provide what the current rates are that you charge for local, intrastate, interstate and collect / prepaid collect to Mexico? **Refer to question 6 on rates and International calls into Mexico- \$1.20 per minute- No surcharge**
13. Do you know the current percentage of inmates that are Mexican nationals? I am trying to estimate the amount of collect calls you would have to Mexico. **Less than 5%**
14. If the revenue includes Mexico collect calls? **Yes**
15. If the wiring of lines need to be rewired or change of phones? **If your equipment requires it, yes. Phones must be new equipment.**
16. Is there a 5% bid bond requirement? **No.**
17. Terms and Conditions item 11 requires a Bid Bond. Is a Bid Bond required for this procurement? If yes, please indicate the amount of the Bid Bond that is required. **Same as question 16**

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18. Terms and Conditions item 13 requires Insurance certificates be submitted with our proposal. Are Insurance certificates (Worker's compensation included) to be submitted with the Proposal or only after contract award? **Once successful vendor is selected the insurance documents will be required to be submitted before finalizing contract.**
19. At the top of the Commission Offer Form it states "Each vendor must submit an offer based upon the current rates as stated in the RFP." Does the County want vendors to provide an offer with the County's current rates in addition to an offer based on our proposed rates? If so, please provide the current rates. **No provide your rates. What is your organization going to offer for consideration of this RFP award?**
20. Is the county aware that a PIN integration will be required in order to active Voice Bio metrics. Will the selected vendor be responsible for the cost associated for the PIN integration through New World? **Part of your proposal will be evaluated on options offered, including any financial impact it would have on County. We do not anticipate absorbing any costs, but the proposer can offer and provide any options for consideration.**
21. When will the vendor presentations be scheduled? How long will each vendor have?  
**2.1 of the RFP states that presentations will be held on 7/1/13. 20 to 30 minutes each. Length of time subject to change, but all vendors will be notified on presentation time and location immediately after sealed proposals are submitted on 6/27/13. All vendors will be contacted between 3pm and 5pm that same day.**