

Middle Peninsula Regional Security Center
RFP 2020-001 Inmate Communication System
Addendum 1

1. Does the County require that proposals include commissions on interstate calls?
 - A. Contractor shall pay commission on all Gross Call Revenue generated by and through the proposed ITS.
2. Is the inmate trust account managed through the commissary system or the Jail Management System or other system? If other, please specify.
 - A. The inmate trust account is managed through the commissary system.
3. Please provide the weighted values for all evaluation criteria listed on RFP p. 13.
 - A. Page 12 lists the evaluation criteria in order of importance. The weighted values are
 - i. 25%-The demonstrated understanding and approach to provide the services contained in the Scope of Work
 - ii. 20%-Successful experience and capabilities of the firm providing similar services.
 - iii. 15%-Experience and demonstrated knowledge of key personnel
 - iv. 15%-Rates and Commissions
 - v. 15%-Implementation Plan with timeline for project completion
 - vi. 10%-Completeness of Proposal.
4. RFP p. 33 lists Attachment C and D as the Site Evaluation Registration Form and the Completed SWAM Form, respectively; however, Attachments C and D are the References and Proprietary Information Form, and these other forms are not in the RFP packet. Therefore, will the Authority please provide the additional forms if required.
 - A. Our apologies, corrections to Attachment A were missed in proofreading. A Corrected Attachment A will be uploaded with this addendum.
5. RFP Page 9, Number 12 states: 12) EQUIPMENT: Any equipment delivered must be standard new and unused equipment, latest model, except as otherwise specifically stated in the proposal. Where any part of the normal accessories of equipment is not described, it shall be understood that all the equipment and accessories that are usually provided in the manufacturer's stock model shall be furnished.

Clarification: The term "delivered" does not address equipment that may already be at the facility today. In order for MPRSC to receive the highest quality of service, and comparable responses from all vendors, will MPRSC require that all vendors, including any incumbent providers, that bid be required to install all NEW equipment in the facility upon award?

- A. Middle Peninsula Regional Security Center is requiring that the vendor awarded this contract install all new equipment in the facility.
6. RFP page 11, Number 2 second to last bullet states: "Successes on projects similar in size and scope".

Question: Can you please clarify what MPRSC is looking for here? Is this simply a list of recent installations of similar size & scope that you are looking for or a narrative on successful projects.

- A. In presenting successes on projects similar in size and scope, please provide enough information to provide an understanding of each project and to demonstrate its success.
7. RFP page 17, Number 1 states: Initial installations must be completed within 60 days of the effective date of the Agreement.

Question: What date does MPRSC anticipate the effective date of the agreement to be?

- A. We anticipate the effective date of the agreement to be in the February/March timeframe.
8. Will you please provide Inmate Telephone System (ITS) commission statements with breakdown of call types, gross revenue, and commission paid to MPRSC for the last 12 months?
- A. Please see the attached Revenue by Account Type report for the last 12 months. Commission is paid at a rate of 68.1% of the Rated Cost, with a MAG of \$175,725.
9. Will you please provide the current Inmate Telephone System (ITS) call rates with breakdown of call types?
- A. Collect calling rates are \$0.25 per minute for all call types. Prepaid and Debit Calling Rates are \$0.21 per minute for all call types except International Debit. International Debit is \$0.95 per minute.
10. Does MPRSC currently receive a Minimal Annual Guarantee (MAG) from the incumbent ITS provider? If so, what is this MAG and is it paid annually, quarterly, or at a different interval?
- A. We currently receive a MAG, paid annually, in the amount of \$175,725.
11. RFP Page 26, Number 2 states: 2) Authority may be interested in advertising space on console displays.

Question: Can you please clarify what MPRSC is looking for here? Would this be advertising for Security Center information or Third Parties such as Bail Bondsmen, Lawyers, etc? Also, is this request referring to the lobby & booking console displays or the incarcerated individuals console displays such as the housing unit kiosks and tablets?

- A. We do not have any experience with advertising nor are we seeking anything in particular. Some solutions include the option to sell advertising space on displays and we would like to receive more information about this if the solution offered has that option.
12. RFP Page 12, Number 4 states: 4) EVALUATION CRITERIA: Each proposal will be evaluated according to the following criteria. The criteria are listed in order of importance: a) The demonstrated understanding and approach to provide the services contained in the Scope of Work, b) Successful experience and capabilities of the firm providing similar services, c) Experience and demonstrated knowledge of key personnel, d) Rates and Commissions, e) Implementation Plan with timeline for project completion, and f) Completeness of Proposal.

Question: Will MPRSC utilize an evaluation form that breaks down this criteria listed by a percentage of the total score a vendor can earn? If so, will MPRSC share this percentage breakdown with the weight each item in the criteria list is based on?

- A. Please see question 3, above.
13. RFP Page 26, Section II Number 1 states: Video Visitation would include only remote visits.

Clarification: If an awarded vendor has the ability to provide additional terminals in the lobby/visitation area to facilitate on-premise visitation between incarcerated individuals located in the housing units with Family and Friends located in the lobby/visitation areas, at No Cost to MPRSC, would MPRSC be open to eliminating in person (face to face) visitation with Family & Friends?

- A. MPRSC is not open to eliminating in person (face to face) visitation with family and friends. However, we are open to the idea of placing a terminal(s) in the lobby area to facilitate visitation with inmates in the housing units for situations such as our closure due to COVID-19.

14. RFP Page 32, Number 6 states: PROPOSER'S CHECKLIST references the following two forms: Attachment-C Site Evaluation Registration and Form Attachment -D Completed SWAM Form.

Clarification: Can you supply these forms as they did not appear to be part of the RFP documentation?

- A. Please see Question 4 and the Corrected Attachment A.

15. The RFP documentation pages jump from 32 to 45.

Clarification: Is this correct, or is the PDF missing these pages?

- A. Our apologies, this numbering error was missed in proofreading. All of the pages of the RFP are included and there is a numbering gap from 32 to 45.



Revenue by Account Type
Facility: Middle Peninsula Regional
start time = 12/01/2019 00:00:00; end time = 11/30/2020 23:59:59; site = All

Call Type	Tariff Band	Calls	Talk Secs	Billed Mins	Rated Cost	Fee Amt	Tax Amt	Final Cost	Percent
Prepaid	Local	10979	5460697	95605	20077.13	0.00	0.00	20077.13	
	IntraCell	1236	617846	10851	2278.71	0.00	0.00	2278.71	
	IntraLata	25860	13049429	228025	47885.25	0.00	0.00	47885.25	
	IntraState	9113	4715453	82388	17301.48	0.00	0.00	17301.48	
	InterState	2843	1636135	28487	5982.27	0.00	0.00	5982.27	
Subtotal		50,031	25,479,560	445,356	93,524.84	0.00	0.00	93,524.84	36.3
Debit	Local	37125	15291301	271056	56921.76	0.00	2959.83	59881.59	
	IntraCell	2798	1172526	20792	4366.32	0.00	227.27	4593.59	
	IntraLata	33507	13463647	238752	50137.92	0.00	2621.01	52758.93	
	IntraState	19801	8105129	143760	30189.60	0.00	1570.57	31760.17	
	InterState	7232	3120496	55211	11594.31	0.00	3496.83	15091.14	
	Canadian	1	44	1	0.95	0.00	0.25	1.20	
Subtotal		100,464	41,153,143	729,572	153,210.86	0.00	10,875.76	164,086.62	63.7
Grand Total		150,495	66,632,703	1,174,928	246,735.70	0.00	10,875.76	257,611.46	100.0