

RFP contact person

Name: Dora Briley
Phone 707-463-4408
Email brileyd@co.mendocino.ca.us
Fax 707-468-3404



Address for correspondence regarding RFP
Mendocino County Sheriff-Coroner Office
951 Low Gap Rd.
Ukiah, Ca. 95482

Mendocino County
SHERIFF-CORONER OFFICE

Sheriff-Coroner Office Request for Proposal

RFP # SO-2019-001

ADDENDUM # SO-2019-001-A1

Title: Inmate Communication Services

Addendum Issue Date: July 30, 2019

RFP Issue Date: June 24, 2019

RFP Submission Deadline: August 12, 2019

Addendum is provided to all vendors and potential proposers

Reason for Addendum: Inquiries received from proposers.

1. **Vendor Inquiry:** Will the County provide call usage data for the previous 12 months?

County of Mendocino Response/Clarification: The average is 124,000 calls per year.

2. **Vendor Inquiry:** What is the call volume by month and by type (interstate, local, international)?

County of Mendocino Response/Clarification: Approximately 10,333 per month. See attachment #3

3. **Vendor Inquiry:** Will each bidder be required to install new hardware if selected including the incumbent provider?

County of Mendocino Response/Clarification: No.

4. **Vendor Inquiry:** With proposed legislation in Senate Bill 555 (County Government will no longer be able to collect commissions from inmate telephone services beyond their current contract as of 1/1/20), has the County considered or will it consider an initial term longer than three years?

County of Mendocino Response/Clarification: Yes, we would consider a longer term.

5. **Vendor Inquiry:** In the Background Information section of the RFP, the County states that it has 150 educational tablets for the jail. Does the cost of the educational tablets come out of the Inmates Welfare Fund? If so, can you provide the annual cost?

County of Mendocino Response/Clarification: Yes, the cost for the educational tablets is covered by the Inmates Welfare Fund. The total cost is approximately \$26,000 per year.

6. **Vendor Inquiry:** Is it the desire of the County to continue the exact type of educational tablets that is currently provided by your current vendor or is the county willing to consider other types of programs?

County of Mendocino Response/Clarification: We want the tablets to be focused on education. Yes, we are willing to consider other types of educational programs.

7. **Vendor Inquiry:** How are the educational tablets at the County Juvenile Hall paid for?

County of Mendocino Response/Clarification: With the Inmate Welfare Fund.

8. **Vendor Inquiry:** Who is your current commissary vendor? Please provide name and contact information.

County of Mendocino Response/Clarification: Keefe Commissary LLC. Justin Burkhardt, Project Manager. jburkhart@keefegroup.com

9. **Vendor Inquiry:** Who is your current Jail Management System provider? Please provide name and contact information.

County of Mendocino Response/Clarification: Tyler Technologies. David Falwell, Client Executive. David.Falwell@tylertech.com

10. **Vendor Inquiry:** Will the County want the educational tablets to provide video visitation?

County of Mendocino Response/Clarification: The County does not desire video visitation on the tablets.

11. **Vendor Inquiry:** Does the current vendor provide video relay service for the hearing-impaired inmates? If no, is the County using Purple Communications for video relay services for hearing impaired inmates or some other service provider?

County of Mendocino Response/Clarification: We have a hearing-impaired service available through video.

12. **Vendor Inquiry:** Under “Telephone Rates, Fees & Revenue Share”, the RFP states “CONTRACTOR will pay the amount due over the MAG of earned commissions of 69% of the gross billable revenue”.... Some companies allow for calls to be made to the family or friend and have them pay for the call using a credit card without setting up an account. This is not considered “gross billable revenue”, and therefore commissions are sometimes not paid on these calls. Can the County clarify that they want to be paid on ALL CALL TYPES, including those set up using a credit card without setting up an account?

County of Mendocino Response/Clarification: The County wants commissions on calls.

13. **Vendor Inquiry:** Will the County consider presentations by all those that submit proposals prior to the award to actually see the benefits and efficiency of the system?

County of Mendocino Response/Clarification: Yes. A presentation/demonstration date is scheduled for August 22, 2019 for vendor's whose proposals are in final consideration.

14. **Vendor Inquiry:** Does the current inmate phone system require inmates to input an ID and PIN to make phone calls and access tablets? If so, is that ID number provided by the County's Jail Management System (JMS) or by the current inmate phone vendor? If in use, is this inmate ID a standard length (6 numbers or 7 numbers for instance) or variable dependent upon how long ago the inmate was first booked into the facility?

County of Mendocino Response/Clarification: The telephone provider supplies the ID and PIN numbers. The ID numbers is 4 to 6 numbers and is based off the inmate's Master Number.

15. **Vendor Inquiry:** Page 24, Item 10.a. and 10.b: In 10.a. the County indicates that vendors are to submit bids with one rate fee and revenue share and are not to propose alternatives. However, 10.b. lists a specific Minimum Annual Guarantee (MAG) amount and a specific revenue share that the County is requiring. Is it the County's intent that all vendors submit only the MAG amount listed on this page, and only the commission percentage listed on this page given that 10.a. states vendors are not to propose alternatives?

County of Mendocino Response/Clarification: No. The listed number is only an example of the current contract.

16. **Vendor Inquiry:** What banking/trust fund accounting system is in use at the jail today? Are vendors allowed to suggest an alternative banking solution to the jail if there is no cost to the County and the system provides enhanced features over and above what is in use today?

County of Mendocino Response/Clarification: Savings Bank of Mendocino County. Yes, alternative banking solutions may be suggested.

17. **Vendor Inquiry:** Please provide a copy of your current ITS/Video Visitation/Tablet contract.

County of Mendocino Response/Clarification: See Attachment 1 and 2.

18. **Vendor Inquiry:** What is the facility's average daily population for the last 12 months?

County of Mendocino Response/Clarification: 283.

19. **Vendor Inquiry:** What commission percentage does the County currently receive? Does the County receive the same commission percentage on all call types including interstate calls?

County of Mendocino Response/Clarification: 69% on all calls.

20. **Vendor Inquiry:** Does the County receive commission for all call types (local, intralata, intralata, interstate, international) for all calling methods (collect, prepaid, debit, single call, Text2Connect, Collect2Card, Collect2Phone, QuickConnect, advanced calls, convenient calls, premium calls or credit card calls)?

County of Mendocino Response/Clarification: Yes.

21. **Vendor Inquiry:** May we have copies of the Revenue/Commission statements from the current inmate telephone provider covering the most recent 12-month period with a breakdown of revenue and commission by bill type and call type.

County of Mendocino Response/Clarification: see attachment #5

22. **Vendor Inquiry:** Please provide a detailed call report for the last 12 months that states all the types of calls placed (example: local, interstate calls, intrastate calls) the minutes behind each of these call types.

County of Mendocino Response/Clarification: See Attachment #3

23. **Vendor Inquiry:** Please provide a copy of your current call rates for each call type.

County of Mendocino Response/Clarification:

Inmate Telephone Rates – Mendocino County Collect and Prepaid Collect			
Mileage Band	Connection	Per Minute- Day	Per Minute- Night
Local Calls	\$2.36	\$ 0.0800	\$ 0.0800
IntraLATA	\$2.96	\$ 0.1500	\$ 0.1500
InterLATA	\$2.96	\$ 0.5500	\$ 0.5500
Interstate	\$0.00	\$ 0.2500	\$ 0.2500
Canada-Caribbean	\$4.99	\$ 1.1500	\$ 1.1500
Mexico	\$4.99	\$ 1.1500	\$ 1.1500

24. **Vendor Inquiry:** Does the County currently allow premium calls, calls where the called party may make a one-time charge to a credit or debit card or charge to a mobile device to accept the call? If yes, is it acceptable to eliminate this type of premium call and only charge standard rates?

County of Mendocino Response/Clarification: No, not under the current contract.

25. **Vendor Inquiry:** Some vendors provide alternate payment options, such as the ability to purchase a one-time phone call using a credit or debit card or charge a single call to a cell phone, 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.

County of Mendocino Response/Clarification: The County does not want this.

26. **Vendor Inquiry:** Is brand new equipment required by any vendor who wins? (This ensures a level playing field).

County of Mendocino Response/Clarification: No.

27. **Vendor Inquiry:** Is the County currently receiving commission on tablet access or tablet content or both from the current vendor? If so, what is the commission percentage?

County of Mendocino Response/Clarification: There is no commission on the tablets

28. **Vendor Inquiry:** Are you currently providing remote video visitation to your inmates? If so, please provide one year's worth of visitation statistics and revenue information.

County of Mendocino Response/Clarification: We currently provide video visitation. See attachment #4

29. **Vendor Inquiry:** Is the County currently receiving commission on remote video visitation? If so, what is the commission percentage?

County of Mendocino Response/Clarification: Yes, 50% after the current contractor has earned \$7000.00.

30. **Vendor Inquiry:** Is the Juvenile Hall connected to the Mendocino County Sheriff's Office (MCSO) facility?

County of Mendocino Response/Clarification: It is not physically connected to the MCSO facility.

31. **Vendor Inquiry:** In order to provide our best possible offer, it is very important to have historical call volume information for all call types. Call volume data is necessary to estimate costs as well as potential revenues. The current vendor has access to this information, so distributing the information to other vendors in a timely fashion will ensure a level playing field for all bidders. Please provide as much data as possible from the following chart:

Call Category	# of Calls Per Month	# of Minutes Per Month	Total Revenue Per Month
LOCAL – Collect			
INTRALATA – Collect			
INTERLATA – Collect			
INTERSTATE – Collect			
LOCAL – Debit			
INTRALATA – Debit			
INTERLATA – Debit			
INTERSTATE - Debit			
International - Debit			
LOCAL – Prepaid Collect			
INTRALATA – Prepaid Collect			
INTERLATA – Prepaid Collect			
INTERSTATE – Prepaid Collect			

County of Mendocino Response/Clarification: see attachment #3

32. **Vendor Inquiry:** Also, 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	Rate for First Minute	Rate for Each Additional Minute
LOCAL – Collect		
INTRALATA – Collect		
INTERLATA – Collect		
INTERSTATE – Collect		
LOCAL – Debit		
INTRALATA – Debit		
INTERLATA – Debit		
INTERSTATE - Debit		
International - Debit		

LOCAL – Prepaid Collect		
INTRALATA – Prepaid Collect		
INTERLATA – Prepaid Collect		
INTERSTATE – Prepaid Collect		

County of Mendocino Response/Clarification:

Inmate Telephone Rates – Mendocino County Collect and Prepaid Collect			
Mileage Band	Connection	Per Minute- Day	Per Minute- Night
Local Calls	\$2.36	\$ 0.0800	\$ 0.0800
IntraLATA	\$2.96	\$ 0.1500	\$ 0.1500
InterLATA	\$2.96	\$ 0.5500	\$ 0.5500
Interstate	\$0.00	\$ 0.2500	\$ 0.2500
Canada-Caribbean	\$4.99	\$ 1.1500	\$ 1.1500
Mexico	\$4.99	\$ 1.1500	\$ 1.1500

33. **Vendor Inquiry:** What are the rates and fees charged for alternate calling types, such as Advance Pay, PayNow or Text-to-Connect?

County of Mendocino Response/Clarification: None at this time.

34. **Vendor Inquiry:** Will the County please outline the fees that are being charged by the current vendor:

- a. Bill Statement Fee
- b. Prepaid Account Funding Fee via Web
- c. Prepaid Account Funding Fee via IVR
- d. Prepaid Account Funding Fee via Live Operator
- e. Fees for Instant Pay Calls

County of Mendocino Response/Clarification: The current contract does not charge fees for those items.

35. **Vendor Inquiry:** Please provide a copy of all current contracts and amendments pertaining to inmate phones and video visitation.

County of Mendocino Response/Clarification: See inquiry #17.

36. **Vendor Inquiry:** Please provide the commission percentage currently received on inmate telephone revenue, an average of monthly commissions received over the past year from the current vendor and copies of commission statements from the last six months.

County of Mendocino Response/Clarification: See attachment # 5

37. **Vendor Inquiry:** Do commissions from this contract go to the Inmate Welfare Fund, the Sheriff's Discretionary fund or the County General Fund?

County of Mendocino Response/Clarification: The Inmate Welfare Fund.

38. **Vendor Inquiry:** Please provide a breakdown by housing unit of the inmate capacity and the number of phones in each.

County of Mendocino Response/Clarification: There are currently 39 phones. The Main Jail has 20 regular phones, 1 roll around and 5 hand free phones. Building 2 has 16 regular phones and 3 roll around phones.

39. **Vendor Inquiry:** Please provide a breakdown of the inmate population, in percentages or actual numbers by local, DOC or other Agency.

County of Mendocino Response/Clarification: Average Daily Population is 244 Males, 39 Females are housed in the County Jail. Juvenile Hall has a Average Daily Population of 12.

40. **Vendor Inquiry:** What is the average daily population?

County of Mendocino Response/Clarification: See inquiry #18.

41. **Vendor Inquiry:** Jail Management Integration, Please provide the name and contact information for the current JMS vendor.

County of Mendocino Response/Clarification: See Inquiry #9.

42. **Vendor Inquiry:** RFP, page 23, #9.e. states; "Contractor is responsible for all costs of the ITS, including payment of County costs associated with developing and maintaining software interface between the JMS and ITS systems". Does the County currently pay for the JMS and ITS interface? If so, what is the current cost?

County of Mendocino Response/Clarification: We do not pay for any of the interfaces.

43. **Vendor Inquiry:** Please provide the name and contact information for the current deposit services vendor.

County of Mendocino Response/Clarification: See Inquiry #8.

44. **Vendor Inquiry:** 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.

County of Mendocino Response/Clarification: See Inquiry #26.

45. **Vendor Inquiry:** If visitation phones are required, how many visitation phone sets does the County have currently? Are they wired to the inmate telephone system for recording and monitoring today?

County of Mendocino Response/Clarification: Visitation phones are required. The phones are wired for recording. There are six (6) of them.

46. **Vendor Inquiry:** Section III.A, on RFP page 3 requires an electronic copy of the bidders' proposal to be provided on CD. Would the County accept a copy on a USB/Flash drive instead?

County of Mendocino Response/Clarification: No. CD is required.

47. **Vendor Inquiry:** Section III. A, on RFP page 3 also states that “Five (5) complete paper copies with the original vendor signature” are required. Please clarify, does the County require just 1 with original signatures and 4 copies, for a total of 5 hard copies?

County of Mendocino Response/Clarification: 1 with the original signature and 4 copies.

48. **Vendor Inquiry:** RFP, page 24, #10.b. requires at commission rate of 69% and a MAG of \$175,000. Are all vendors required to pay these amounts or does the County want bidders to propose their own commission rate and MAG? Are these the current amounts shared with the County under the existing contract?

County of Mendocino Response/Clarification: See response # 15

49. **Vendor Inquiry:** 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, and typically pay little to no commission on these calls. Will the County please confirm that vendors are required to pay the same commission amount for all calls, including premium, prepaid, debit and collect?

County of Mendocino Response/Clarification: The same commission amount for all calls.

50. **Vendor Inquiry:** The tablet specifications in the RFP describe technology that is proprietary to a single tablet provider owned by the incumbent ITS vendor, thus eliminating all other vendors from competition under this RFP. Therefore, will the County accept proposals that describe other tablet systems?

County of Mendocino Response/Clarification: Yes.

51. **Vendor Inquiry:** Attachment F on RFP page 42 allots 15 point to the “cost”. The cost section may consist of the commission percentage, calling rates, fees, minimum annual guarantee and up-front commission payments or bonuses. How will each of these be evaluated? What are the relative weights of each?

County of Mendocino Response/Clarification: See bottom section of the Attachment F in the RFP.

52. **Vendor Inquiry:** Would the County please provide a copy of the RFP in Microsoft WORD format to facilitate responding to the RFP specifications?

County of Mendocino Response/Clarification: Yes, we can provide the RFP in Microsoft Word.

53. **Vendor Inquiry:** Page 4 of the RFP, item N, would the County please clarify whether the ePayables apply to payments from vendors to Mendocino County, or just payment to the vendor?

County of Mendocino Response/Clarification: Payment to the vendor.

54. **Vendor Inquiry:** Page 10 for the RFP, item 1.a.3., what is the County’s associated costs to develop and maintain the JMS interface for which the successful contractor is responsible?

County of Mendocino Response/Clarification: See response #42

55. **Vendor Inquiry:** Would the County please clarify what their expected implementation period is?

County of Mendocino Response/Clarification: Within three (3) months.

56. **Vendor Inquiry:** How many housing units/pods are at each facility?

County of Mendocino Response/Clarification: Main Jail has 5 housing units. Building 2 has 4 housing units. Juvenile Hall has 3 housing units but is currently only using 1.

57. **Vendor Inquiry:** How many VRS stations are required?

County of Mendocino Response/Clarification: Eleven (11).

58. **Vendor Inquiry:** What is the required length of the handsets for mobile/cart phones?

County of Mendocino Response/Clarification: Eighteen (18) inches.

59. **Vendor Inquiry:** Is there on-site storage available for spare ITS parts?

County of Mendocino Response/Clarification: Yes.

60. **Vendor Inquiry:** Please confirm the average stay for inmates.

County of Mendocino Response/Clarification: 103 days.

61. **Vendor Inquiry:** Please provide a list of current fees charged.

County of Mendocino Response/Clarification: See inquiry #32.

62. **Vendor Inquiry:** Does the current inmate phone provider currently take any deductions from commission revenue? If so, what are the deductions and how much?

County of Mendocino Response/Clarification: The County is not familiar with this practice. We need clarification prior to responding.

63. **Vendor Inquiry:** Please provide the last twelve (12) months of call traffic data broken out by call type.

County of Mendocino Response/Clarification: Same as # 22.

64. **Vendor Inquiry:** Who is the current ISP/Network service provider?

County of Mendocino Response/Clarification: Comcast.

65. **Vendor Inquiry:** Please provide the monthly revenues and commissions paid for the last 12 months.

County of Mendocino Response/Clarification: See attachment #5.

ALL OTHER SPECIFICATIONS REMAIN IN FULL FORCE AND EFFECT.

Acknowledgment of receipt of this addendum is required to be included in your proposal. You may indicate such inclusion in narrative form within your proposal or by attaching a copy this addendum to your proposal.

Any questions or concerns regarding this matter should be directed to Dora Briley using the information in the upper left corner on page 1 of this document.