

**ARLINGTON COUNTY, VIRGINIA
OFFICE OF THE PURCHASING AGENT
INVITATION TO BID NO. 21-SRF-RFP-444**

ADDENDUM NO. 3

Arlington County (hereinafter referred to as the "County") Request for Proposal (RFP) No. 21-SRF-RFP-444 for Inmate Telephone System, Video Visitation And Tablet Solution is amended as follows:

- ***THE COUNTY HAS RECEIVED THE FOLLOWING QUESTIONS IN RESPONSE TO THIS RFP. QUESTIONS AND RESPONSES ARE INCLUDED BELOW.***

- **Question #1:** Section VII, Exhibit D – Please confirm if Exhibit D is to be completed and submitted with the proposal response by the proposal due date?

Answer #1: Exhibit D is an example set of plans to give potential vendors an idea of the layout of the building to aid in planning, as physical tours of the facility will not be offered due to COVID restrictions. Exhibit D does not need to be completed or submitted with Offeror proposals.

- **Question #2:** We would like to request six months of commission statements that reflect current call rates and call volumes, if possible, please?

Answer #2: The County asks that Offerors not to rely on past call rates as a basis for this new contract. After researching other jurisdictions in the region, the County has found that the current call rates are more than double what other jurisdictions charge. One of the purposes of this solicitation is to bring the rates and fees in line with other jurisdictions in the region, and to keep rates fair and equitable for the inmates and their families.

- **Question #3:** What is the maximum size each document can be for upload onto the procurement website?

Answer #3: On Vendor Registry, the maximum size per document is 800mb. Vendor Registry recommends that if you are uploading multiple larger documents that you upload them one at a time.

- **Question #4:** Could the County please clarify if they intend the resulting contract from this RFP to be a 7-year contract with 2 three-year renewals or a ten-year original term please?

Answer #4: Per the sample contract attached in the RFP and its "Contract Term" clause, the County intends to award a contract with a base of 7 years and three additional 12 month periods for renewal.

- **Question #5:** On average, how many does an inmate stay at the County jail?

Answer #5: The current average length of stay is 202 days.

- **Question #6:** Section I.B on RFP p. 15 requires assistance with FAFSA and Pell Grant applications for inmates. However, the U.S. Department of Education prohibits inmates from receiving federal student loans while incarcerated and sets limits on which inmates are eligible to receive Pell Grants. Therefore, how many inmates do you anticipate will require this administrative support for financial aid components? Also, since financial aid applications are typically submitted on an annual basis, we assume the primary responsibilities of this position year-round will comprise other tasks. Will the County please elaborate on its expectations for the non-financial aid related responsibilities of this position?

Answer #6: While there are restrictions on who may receive Pell Grants, inmates as a whole are not excluded from eligibility. Violent offenders and sex offenders are not eligible, however there are availability of grants to other offenders not within these categories. Inmates requiring assistance will be assessed as the first cohort progresses through their programs. The expectation is that the vendor provides a resource to assist inmates in-person with exploration, education and ultimately, successful submission of FAFSA and Pell Grant applications in support of providing resources to inmates seeking to better themselves. Should an inmate not be eligible for these Federal funding resources, the employee is expected to provide registration assistance to an inmate for vocational or other certificate courses that are not dependent upon these grants.

- **Question #7:** Table of Conformance – System Refreshment # 11.1 mandates that “Tablets must be refreshed every 2 years.” Does this requirement intend to mandate that every tablet be replaced every 2 years?

Answer #7: The County intends that every tablet be refreshed every 2 years. If this 2 year refreshment cycle is too short, Offerors may propose it as a point of negotiation.

- **Question #8:** Table of Conformance – Quality of Service & Risks # 12.5 requires that Contractor provide a detailed description of risk mitigation and disaster recovery architecture for the ITS as well as continuity of operations plans, and # 12.10 requires Service Level Agreements. Which of these documents, if any, should be attached to the proposal versus provided upon installation?

Answer #8: These documents must be provided with the proposal. These documents will become part of the final contract. If there are any changes to these documents between the time that the proposal is submitted and the conclusion of negotiations, it is expected that the updated documents will be submitted to the County.

- **Question #9:** The Fees, Payments, Invoices and Commissions requirements beginning on RFP p. 36 are not addressed anywhere in the Table of Conformance or the Financial Proposal. Will submission of a proposal suffice as indication that the vendor agrees to the requirements in this section, or should vendors note the agreement to (and/or any exceptions) in the proposal? If so, where should these requirements be addressed?

Answer #9: Fees, payments, invoice and commissions are not in the Table of Conformance as they are not the same type of item. The Table of Conformance will be used as a requirements checklist to confirm that the implemented solution does meet all of requirements an Offeror has stated it can meet. Offerors should indicate their proposed commission rates on Attachment A: Financial Proposal. Any additional information should be attached to the Financial Proposal.

- **Question #10:** The Table of Conformance instructions note that additional information should be provided “where applicable and where requested,” and short responses may be provided in the “Comments” column and longer answers attached. Does each row require a comment, or is acceptable that some simple requirements may be answered with just a “C” Code?

Answer #10: Requirements may be answered with a C (or other single letter) code. It is assumed that many of the requirements will be answered simply and documentation will only be provided where requested or when the Offeror feels more explanation is necessary.

- **Question #11:** Would the County like the Table of Conformance and Financial Proposal uploaded to Vendor Registry in their native Excel file format?

Answer #11: Yes, the Table of Conformance and Financial Proposal must be returned in Excel file formats.

- **Question #12:** Is there any limit to the number of files or the size of each file that can be uploaded to Vendor Registry?

Answer #12: There is no limit to the number of files that can be uploaded to Vendor Registry. Please see Answer #3 regarding the size of each file. For support, Offerors may contact Vendor Registry at the following:

- Phone: 844-802-9202
- Email: cservice@vendorregistry.com
- Chat: <https://vendorregistry.com/vendor>

- **Question #13:** RFP p. 5, Section 8 requires an audited financial statement “if requested by the County.” We did not locate any request for financial statements in this RFP, except in the Sample Agreement where a financial statement would be required if a Contractor prefers to satisfy insurance requirements by self-insurance (p. 60). Please confirm that no financial statement is required with the proposal submission.

Answer #13: No financial statement is required with Offeror’s proposal submission for this RFP.

- **Question #14:** Attachment B; Tab Infrastructure, HW, SW, Reporting; Section 4.2.3 Tablets must have Radio-Frequency Identification (RFID) or other similar technology that enables tracking location of a tablet within the facility with a high degree of accuracy (within 2 feet). QUESTION: Please clarify the intent of this requirement. Is there a desire for a "heat map" of locations of tablets at any time, the ability to use a wand device used in the housing areas or cells to detect and locate powered-down tablets, or something else?

Answer #14: If a tablet is unaccounted for, there must be a way for it to be located by County staff. The Offeror must propose a solution that will meet this requirement.

- **Question #15:** RFP Pg. 18; Section V. Software Functionality and Services; A.1.f - Free visitation phones (for onsite visitation) QUESTION: Are visitation phone pairs for non-contact visitation currently wired to the ITS and being monitored and/or recorded by the ITS?

Answer #15: As listed in the Table of Conformance, Inventory tab, the visitation phones are not part of the facility's current functionality. This is new functionality that is required for the facility.

- **Question #16:** RFP Pg. 21; Section V. Software Functionality and Services; C.3 - If possible, the County may elect to have the ITS interface with the inmate medical system. Attachment B TAB Infrastructure, HW, SW, Reporting; Section 5.3 Interfaces with critical software; 5.3.3 - If possible, the County may elect to have the ITS interface with the inmate medical system. QUESTION: Please clarify the nature of the interface to the medical system and what information is to be passed over this interface? HIPAA regulations limit what information that our system can accept.

Answer #16: If it is determined after discussion with the Offeror that this is a need, the information being passed would be similar to what is being passed between the ITS and the CMS. No HIPAA information would be passed between the applications.

- **Question #17:** Pg. 28; Section V Software Functionality and Services; G.18 - The ITS must have the ability to alert a County investigator when: c. a call is completed (delayed notification). Attachment B; TAB Infrastructure, HW, SW, Reporting, Section 5.9 Monitoring and Investigations; 5.9.21.3- delayed notification QUESTION: Please clarify what is specifically meant by "completed (delayed notification)", e.g. does this mean calls that were made to a specific number; "completed" means positively accepted? Also, what is the intent of this alert as a separate alert to b. call to a specific number is taking place live?

Answer #17: The intent is that the investigator is notified when the call is over (as opposed to the call being in-progress) so that it may be reviewed. The intent of this alert would be if the investigator has an alert set up for any call made by a specific inmate, as opposed to a specific number being called.

- **Question #18:** Pg. 15; Section V Scope of Services; A.5 The educational program(s) must allow asynchronous class structures with pre-recorded lectures to allow inmates to work on the degree program at their own pace/availability. QUESTION: Please clarify enrollment, is the County looking to have enrollment available for asynchronous class structure only or both live and self-paced?

Answer #18: The County is looking to have enrollment available for asynchronous class structure only.

The balance of the solicitation remains unchanged.

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RETURN THIS PAGE, FULLY COMPLETED AND SIGNED, WITH YOUR BID:

BIDDER ACKNOWLEDGES RECEIPT OF ADDENDUM NUMBER _____.

FIRM NAME: _____

**AUTHORIZED
SIGNATURE: _____ DATE: _____**