

REQUEST FOR PROPOSAL #2021
INMATE TELEPHONES AND SERVICES
QUESTIONS & ANSWERS

1. Does the jail currently have a schedule setup for the inmate telephones? What hours of the day are the inmate phones operable in order for them to call their family/friends?

Answer: 24/7

2. May we have the call volume for the inmate telephones for the past year of 2019 (or however many months you would like to give)?

Answer: 12/19 – 50,800 minutes; 1/20 – 48,534 minutes; 2/20 – 52,126 minutes

3. Are you able to provide us with details relating to the Detention Center's incumbent telephone system provider as well as current telephone call rates, revenue, commissions at the facility for the past (3) months?

Answer: Phone rates: 25 cents for collect calling and 21 cents for the other calls.

December 2019 – \$7,576.34 revenue (Anderson County received \$8,000 as part of the monthly min guarantee)

January 2020 - \$7,237.86 revenue (Anderson County received \$8,000 as part of the monthly min guarantee)

February 2020 - \$7,774.25 revenue (Anderson County received \$8,000 as part of the monthly min guarantee)

4. May we have the current commission rate for the inmate telephone contract?

Answer: The County receives 29% with a minimum monthly guarantee of \$8,000.

5. Is the facility interested in Pin Debit? Pin Debit is an account that the inmates can add funds to through commissary to use the phone system.

Answer: No.

6. Could you please tell me what the call volume of the facility is, and also the number of beds and current phones you have now.

Answer: The facility has 499 beds and 50 phones. Call volume is difficult to measure because it fluctuates.