

1. Will you be including in the addendum the actual bed count and ADP for the detention center?
A: actual bed count is 182 ADP for 2018 was 151.
2. Page 13, D. Proposal Organization: The proposal says we can include a “Proposal Summary” but it doesn’t specify which binder to add it to. Can you specify which binder we should put our proposal summary? **A Proposal Summary is optional and will not be used to evaluate the proposal. If you choose to include a summary you may submit it with your Cost Response Form in Binder 1.**
3. Page 19, #12: Can we mark our “financial report” as confidential to protect from being released to a third party? **A: Yes**
4. Page 27, Item II. System Management and Control: The RFP is asking us to provide a minimum of 5 administrative computer stations. Is this a solid requirement? We are a cloud based system and all features of our system are accessible using any device anywhere anytime. **A minimum of 6 computer stations or any device that is capable of interfacing with email, and JMS and are facility specific to be in the detainee housing units (stationary). This is the actual amount of pods excluding booking and lobby.**
5. RFP p. 1 Section I.B states the contract duration is 1 year with 3 annual renewals, while Section I.C on the same page says 2 years with 2 annual renewals. Please clarify, what is the desired contract term? **The desired contract term will be 2 years with an option to renew for up to an additional 2 years.**
6. In order to provide our best possible offer, it is very important to have historical call volume information for all call types, which is necessary to estimate costs. 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: **This information will need to be request through a Public Records Request through the Valencia County Managers Office.**

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			

7. In order to help us evaluate call volumes, it is very helpful to have the rates currently being charged to called parties under the current contract. Please provide the following information: This information will need to be request through a Public Records Request through the Valencia County Managers Office.

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		

8. Will the County please outline the fees that are being charged by the current vendor:
1. Bill Statement Fee
 2. PrePaid Account Funding Fee via Web
 3. PrePaid Account Funding Fee via IVR
 4. PrePaid Account Funding Fee via Live Operator
 5. Fees for Instant Pay Calls

This information will need to be request through a Public Records Request through the Valencia County Managers Office.

9. Please provide a copy of all current contracts and amendments pertaining to inmate phones and video visitation. This information will need to be request through a Public Records Request through the Valencia County Managers Office.
10. Please provide the inmate capacity in each housing unit.
A: a pod 32, b pod 47, c pod 47, dorm a 26, wms 30.
11. Please provide a breakdown of the inmate population, in percentages or actual numbers, by local, DOC, or other agency. The facility houses a maximum of 182 beds.
12. Does the current vendor provide debit calling? If so, how are debit accounts funded – e.g., through an inmate’s trust account, lobby kiosk, phone / website payments, etc.? Please list all available methods. Inmate trust accounts, phone website payments.
Inmate Trust Accounts.
13. Are calling cards being used today? If so, how are they purchased and given to the inmate? What denominations are available? We do not use calling cards
14. What is the bed count of the facility? 182
15. Would the County please clarify the average daily population? Discussion at the pre-bid indicated that it was 130, but the RFP states on page 17 that it is 174. 151 is the correct ADP for 2018
16. Jail Management Integration – Please provide the name and contact information for the current JMS vendor. X jail and is provided by securus
17. Please provide the name and contact information for the current deposits services vendor.
This information will need to be request through a Public Records Request through the Valencia County Managers Office.
18. 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. YES
19. Please provide the schedule in which the inmates have access to the inmate phones? A: Facility access is from 7am to 945 pm facility wide.
20. 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. 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. This item will be evaluated in the evaluation process if it is included an a proposal submission as part of the project plan.

21. Under Section XIV on RFP p. 32, video arraignment is listed as one of the “desired characteristics”; however, letter d under that section states “The system must allow multiple participants during a video arraignment session. Please clarify, is video arraignment required or desired? This is desired for purpose of slowing down the movement throughout the facility.
22. The instructions on p. 14 delineate the RFP sections that are to be included in Binder #1 (Sections V.E.1 and V.E.2), and in Binder #2 (V.E.3 through V.E.7). However, there are multiple other sections of the RFP that appear to require responses, including all of Section IV, Attachment 1 – Bid Form, and Attachment 2 – Scope of Work and Specifications. In which binder(s) should these sections be submitted? Please see Amendment #1 to the RFP.
23. Section XV.a on RFP p. 33 states, “The proposed JMS system shall provide a fully developed COTS system with at least one statewide implementation and more than 100 current county or regional detention centers.” This requirement limits competition under this RFP as we are not aware of any JMS providers who meet this requirement. Therefore, would the County consider removing this requirement? Would the County instead accept a few references where the proposed JMS is deployed for clients of a similar size and scope to Valencia County Detention Center? This mandatory requirement for VCDC is to progress in their jail management program/system, if the vendor cannot meet the requirements they should provide their reference of clients similar to VCDC for review.
24. You have a start date of March 1, 2019 and a contract award date of February 15. It takes any vendor 60 to 90 days to order circuits from the local phone provider. Will the county consider making the start date 90 days from the date the contract is signed? The County does not oppose the 60 to 90 days from the date of the contract is signed.
25. Do you house any federal or ICE inmates? If so, how many of the 173 are federal or ICE? NO
26. Do you have any expansion plans during the initial or additional terms of this contract? Not at this time but expansion in the near future is inevitable due to the growth of Valencia county.
27. Is the county interested in tablets for visits and/or video visitation? The county would request for the video visitation to be in a stationary common area for supervision purpose, but does not oppose the interest of tablets.
28. What is your current commission rate?
This information will need to be request through a Public Records Request through the Valencia County Managers Office.

29. Are you getting paid the same commission on all calls?

This information will need to be request through a Public Records Request through the Valencia County Managers Office.

30. Do you currently have “premium” calls? This is the type of call where a friend or family DOES NOT set up an account, but the call is put on a credit card. Some companies charge a higher amount for this type of call and DO NOT pay commissions or the same amount of commissions as all other call types. Not at this time.

31. Who is your current JMS provider?

Securus/ xjail

32. Is the county interested in replacing their current JMS provider?

Yes, if the JMS provided is more beneficial for inmate management, user friendly and interfaces with current vendors.

33. Who is your current commissary? Keefe

34. Do you have any TTY phones? Are they required and if so, how many? We have zero tty phone and require a minimum of 1 phone for legal purpose.

35. How many workstations will you need? Be more specific to workstations is this amount of users for or log ins.

36. Do you need any cart phones? Not at this time VCDC is working on more out of cell time for detainees

37. On page 24 of the solicitation, it states, “This pricing scenario, which approximates the historical usage data provided elsewhere in this solicitation, is being used for price comparison purposes only between bids received to identify the lowest cost bidder. It does not represent anticipated or guaranteed utilization”). Where is the usage data provided “elsewhere” in this solicitation? Are the samples you use your actual numbers for the different call types?

The information provided in the solicitation is the information that we have currently been able to retrieve. Any additional information in regards to usage will need be requested through a Public Records Request as this information will need to be researched.

38. Can the county please provide one year of call records, all call types, revenue and minutes? This enables us to provide you with a competitive bid based on actual numbers.

This information will need to be request through a Public Records Request through the Valencia County Managers Office.

39. Can the county provide the current rate per minute for all call types being charged to the inmates and friends and families?

This information will need to be request through a Public Records Request through the Valencia County Managers Office.

40. On page 24 in the chart being used, what exactly does the "Commis." mean under Commis. Debit Interstate Interlata?

41. Is the county interested in receiving commissions at all?

This is solely based on your response if you offer commissions to the County.

42. Do the commissions go to the general fund or the inmate welfare fund?

This information will need to be request through a Public Records Request through the Valencia County Managers Office.

43. Is the county interested in installing a lobby kiosk for deposits into inmate's accounts? Yes, if it interfaces with our accounting manager program and keefe (commissary)

44. Is the county interested in a booking kiosk? Yes, to reduce the amount of human interaction with currencies taken from new intakes in booking.

45. Is the county interested in education on the tablets? Not at this time but does need legal library on tablets for detainees.

46. Is the county interested in inmate release cards? Yes, if it is beneficial for the facility

47. Is the county interested in debit cards? Yes, VCDC is currently using debit cards

48. The RFP notes that the proposed calling rates charged to users shall not exceed those allowed by the New Mexico Public Regulation Commission. (Reference 17.11.28 NMAC.). Please confirm the current calling rates that are being charged by the incumbent inmate telephone provider at Valencia County.

This information will need to be request through a Public Records Request through the Valencia County Managers Office.

49. Please provide the Revenue statements from the current inmate telephone provider at Valencia County, covering the most recent 6-month period. The monthly reports should provide a detailed breakdown of Revenue by Call Type and Bill Type.

This information will need to be request through a Public Records Request through the Valencia County Managers Office.

50. The proposed JMS system shall provide a fully developed COTS system with at least one statewide implementation and more than 100 current county or regional detention centers.” Is this absolutely required? See question #23

51. Can you correct your Appendix designations? Please see Amendment #1 to the RFP

52. Do you want information duplicated in Binders 1 and 2 as there is overlap in headings/sections? (Specifically V.E. 4, 6, and 7) Please see Amendment #1 with changes to the binder submissions.

53. Where should we insert V.E. 9, V.E. 10, V.E. 12, V.E. 13 (maintenance of data, copy of rates, proof of financial stability and Mandatory Bid Form, respectively)? Please see Amendment #1 with changes to the binder submissions.

54. Where can we find Resident Veteran Income Certification Form (in Binder 1 as subsection b 7) Section III (H) there is a link to the State Tax and Revenue Website.

55. Where can we find the Cost Response Form for Binder 1? Binder 1, subsection b 9, says we need the Cost Response Form of V.E. 8 (Appendix C). However, V.E. 8 is Property Tax Obligations and Appendix C is the Letter of Transmittal Form. Please see Amendment #1 with changes to the binder submissions.

56. Should there be Appendixes G, H, I and J? No there are no additional Appendixes after Appendix E at this time.

57. Is V.E. 4 meant to include RFP section IV (Specifications and Requirements) as well as Section IV Attachment 2 (Scope of work and Specifications)? No include Scope of Work and Specifications in V.E.11. V.E.4 is a statement that you have the capability to perform the services.

58. Are V.E. 4 and V.E. 11 the same? Where do we put the answer to V.E. 11?

No include Scope of Work and Specifications in V.E.11. V.E.4 is a statement that you have the capability to perform the services.