

Inmate Communication RFP Questions & Responses Johnson County, TN #3.

Johnson County has answered the following submitted questions to the best of its ability and its knowledge. Please ensure that you also review the previously submitted questions sent out as Inmate Communication RFP Questions & Responses Johnson County, TN #1 & #2. Thank you!

1. In order to provide our best possible offer, it is very important to have historical usage data for all revenue streams. This 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 table: - See Attachment A as provided by the department, it may provide the answers to this question.

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			
Tablet Revenue	# Transactions Per Month	Cost Basis (per minute / message / month / song purchase, etc.)	Total Revenue Per Month
Tablet Lease			
Electronic Messaging			
Video Messaging			
Entertainment Content			

Video Visitation Revenue	# Visits Per Month	# of Minutes per Month (if minute based)	Total Revenue Per Month
Video Visitation			

2. Please provide several recent commission reports for the Jail, showing calls, minutes and revenue (or at minimum calls and minutes). - See Attachment A as provided by the department, it may provide the answers to this question.
3. Please provide average monthly revenue data for any additional services offered under the current contract, such as voicemail, messaging, etc. - See Attachment A as provided by the department, it may provide the answers to this question.
4. 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: - See Attachment A as provided by the department, it may provide the answers to this question.

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		

5. Does the current vendor offer any alternate calling types, such as Advance Pay, PayNow or Text-to-Connect? If so, what are the rates and fees charged for these calls? - See Attachment A as provided by the department, it may provide the answers to this question.
6. Please outline the fees that are being charged to end-users:
 - 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

- See Attachment A as provided by the department, it may provide the answers to this question.

7. Please provide a copy of all current contracts and amendments pertaining to all services under this RFP. - We are unable to provide this at this time.
8. Please provide the commission percentage currently received on inmate telephone revenue. - See Attachment A as provided by the department, it may provide the answers to this question.
9. Please provide an average of monthly commissions received over the past year from the current vendor. - See Attachment A as provided by the department, it may provide the answers to this question.
10. Does the County receive commissions on revenue generated by interstate calls today? - See Attachment A as provided by the department, it may provide the answers to this question.
11. Does the County require that proposals include commissions on interstate calls? - See Attachment A as provided by the department, it may provide the answers to this question.
12. Do commissions from this contract go to the Inmate Welfare Fund, the Sheriff's Office discretionary fund, or the County general fund? - No answer received from the department.
13. Will the County allow for a proposal to present multiple pricing options for the County's consideration? - Yes
14. Please provide a breakdown by housing unit of the inmate capacity and the number of phones each. The inmate capacity for each cell block is necessary for determining network requirements and charging stations needed to support the tablets. - Please see Question # 22 below and Question # 4 from the previously answered questions set #1 from October 17th. These may help to answer this question.
15. Please provide a breakdown of the inmate population, in percentages or actual numbers, by local, DOC, or other agency. - No answer received from the department.
16. Please provide the average daily population for 2022, broken down by month, if possible? - 80
17. What is the bed count of the facility? - 124
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. - The awarded vendor is expected to provide new & fully functional equipment for the duration of awarded contractual terms.

19. Please provide the schedule in which the inmates have access to the inmate phones.
- 7am until 11pm EST
20. What limits does the County place, if any, on use of the services in this RFP – maximum number of onsite visits allowed per week (or other interval), remote visits per week, calls per week, minutes per call/visit, etc? - No answer received from the department.
21. Do you have a preference for video visitation to be provided by tablets or by kiosks?
- No
22. Please provide the quantities of equipment currently installed (as applicable):
- a. Inmate telephones - 11
 - b. TDD/TTY devices - 1
 - c. VRS devices - No answer received from the department.
 - d. Visitation phones (connected to the inmate phone system) - 5
 - e. Cart phones - 0
 - f. Hands-free inmate phones - 0
 - g. Portable cordless phones - 0
 - h. Enclosures / pedestals (specify type) - 0
 - i. Workstations - 0
 - j. Wireless inmate tablets - 0
 - k. Wireless access points - 0
 - l. Cell phone detection devices - 0
 - m. Video visitation kiosks – inmate - 8
 - n. Video visitation kiosks – visitor - 5
 - o. Lobby kiosk - 1
 - p. Other kiosks (specify type) - No answer received from the department.
 - q. Other equipment (specify type) - No answer received from the department.
23. Specify the quantities of equipment required in this contract, if different than quantities currently installed. - No answer received from the department.
24. Is the County interested in any additional equipment that is not required? If so, specify the type(s) and desired quantities? - No answer received from the department.
25. Do you currently have a video visitation system installed? - Yes If so:
- a. Do you have any portable kiosks? - No
 - b. Do you require the same equipment counts as those described above? If not, please explain. - If we get tablets, can place 1 kiosk in pods.
 - c. What kind of wiring connects the kiosks to the equipment room? - No answer received from the department.
26. Do you currently have an inmate tablets program? - No If so:
- a. Who is the tablet manufacturer?
 - b. Do inmates share the tablets? How do they check them out?
 - c. What services and applications are offered on the tablets?
 - d. Are the tablets interfaced with the JMS and for what purpose?
 - e. Please provide all the rates and fees associated with the tablets.
 - f. Please provide tablet usage reports for the past several months.

27. For the mail scanning requirement, what is the average number of inmate mail pieces received daily? Of these, what percentage are legal mail? - 25
28. Please provide the weighted values for the evaluation criteria listed on RFP p. 2. - Each criterion will be based upon a scale of 1 to 5. See Attached Item 1 & Item 2.
29. Please provide the historical or estimated/projected call volumes that will be used in the evaluation of calling rates. - See Attachment A as provided by the department, it may provide the answers to this question.
30. Of the points that will be awarded for "cost", how many points will be allocated to rates, and how many will be allocated to commissions? - Cost as a whole will be evaluated and will receive up to 70 points. Each criterion will be based upon a scale of 1 to 5. See Attached Item 1 & Item 2.
31. How many copies of vendors' proposals are required? - Please include 1 Original & 3 copies of your proposal submission.
32. What is the desired contract duration? - Minimum of 5 years with renewal options, if proposed other terms will be reviewed as to their benefit to Johnson County.
33. 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? - No answer received from the department.
34. After the first round of questions is answered, will the County accept additional questions if clarification is needed for any of the County's responses? - Johnson County is allowed to answer questions up to 72 hours prior to the submission deadline. Johnson County will do its best to answer any questions received, but cannot guarantee a response to all questions. The purchasing agent will pass along all questions to the Sheriff's department, but not all questions may be answered.
35. Requirement 3 on RFP p. 3 mentions "incoming and outgoing phone calls from inmates." Typically, incoming calls are not allowed. Please clarify that you are looking for outgoing calls only. - Outgoing calls only.

Item 1: Each Rating Scale Point below constitutes 20% of the Maximum Award.
 (Example: A poor rating for RF# 1 would award 20% of the Maximum RF Score of 30.)

Poor 1	Fair 2	Satisfactory 3	Good 4	Excellent 5
The response addresses the criteria in a very inadequate way.	The response addresses the criteria in a non-specific or unsatisfactory way.	The response addresses the criteria in an adequate way.	The response addresses the criteria in a substantial way.	The response addresses the criteria in an outstanding way.

Item 2:

Rating Factor (RF)	Rating Scale Point Range	Weight (Percent of Total Score)	Maximum RF Score
Rating Factor #1	1 - 5	15%	30
Rating Factor #2	1 - 5	15%	30
Rating Factor #3	1 - 5	35%	70
Rating Factor #4	1 - 5	35%	70
Total Proposal Score:		100%	200
Maximum Possible Proposal Score			100