

RFP-VCR-FY21-007 Inmate Telephone Services
Question and Answers

1. Please provide several recent calling reports for the Facility, showing calls, minutes and revenue (or at minimum calls and minutes). This data 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. **Any current records from the current provider may be obtained through an Inspection of Public Records Request through the Valencia County Manager's Office.**

2. 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:

Call Category	Rate for First Minute	Rate for Each Additional Minute
LOCAL – Collect	.15	.15
INTRALATA – Collect		
INTERLATA – Collect		
INTERSTATE – Collect		
LOCAL – Debit	.15	.15
INTRALATA – Debit		
INTERLATA – Debit		
INTERSTATE - Debit		
International - Debit		
LOCAL – PrePaid Collect		
INTRALATA – PrePaid Collect		
INTERLATA – PrePaid Collect		
INTERSTATE – PrePaid Collect		

3. 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? **Any current records from the current provider may be obtained through an Inspection of Public Records Request through the Valencia County Manager's Office.**

4. Please outline the fees that are being charged to end-users:
 - a. Bill Statement Fee- **N/A**
 - b. PrePaid Account Funding Fee via Web- **3.75**
 - c. PrePaid Account Funding Fee via IVR- **3.75**
 - d. PrePaid Account Funding Fee via Live Operator- **N/A**
 - e. Fees for Instant Pay Calls- **N/A**

5. Please provide a copy of all current contracts and amendments pertaining to all services under this RFP. **The current contract may be requested by Inspection of Public Records through the Valencia County Manager's Office.**
6. Will the County allow for a proposal to present multiple rate options for the County's consideration? **Yes**
7. Please provide a breakdown by housing unit of the inmate capacity and the number of phones each. **C pod, 47 inmates, 5 phones. B pod 47 inmates, 5 phone. A pod 32 inmates, 2 phone. Dorm 26 inmates, 2 phones. Booking 12 inmate 1 phone. D unit 10 inmates, 2 phones, woman's 20 inmates, 3 phones.**
8. Please provide a breakdown of the inmate population, in percentages or actual numbers, by local, DOC, or other agency. **I can only provide our APD (140)**
9. Please provide the average daily population for 2020, broken down by month, if possible? **2020, J-331, F- 294, M-219, A-106, M-179, J-232, J-219, A-250, S-267, O-195, N-245, D-201.**
10. We understand that many jails are housing reduced populations due to the Covid-19 crisis. If your current ADP is currently reduced due to Covid-19, what was a typical ADP before the pandemic? **175-190 before covid 130-140 currently and the count is steadily going back up.**
11. 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. **That is correct**
12. Please provide the schedule in which the inmates have access to the inmate phones. **365 days' hours 0700-2145**
13. Existing phone counts are provided on p. 22 of the RFP. Specify the quantities of equipment required in this contract, if different than quantities currently installed. **Quantity will remain the same.**
14. Do you plan to maintain visitation phones one video visitation is installed? **Yes**
15. For the current video visitation system:
 - a. How many inmate kiosks are installed? **5**
 - b. How many visitor kiosks are installed?**2**
 - c. Do you have any portable kiosks?**0**
 - d. Do you require the same equipment counts as those described above? If not, please explain. **Same**
 - e. What kind of wiring connects the kiosks to the equipment room? **Cat5/6 on a POE**

16. Does the Facility currently offer remote video visitation? If so, please provide recent usage information. Approximately how many remote visits take place each month? **YES**
17. Who is providing video arraignment today? **County owned**
18. For the video arraignment, how many video units will be required? Where will they be located? Please provide a breakdown; for example, 2 for judges' chambers, 1 for jail, 1 for prosecution, etc. **0 the arraignment system is owned by the county and does not provide for judges.**
19. What are the storage requirements for recorded video arraignment sessions? **none the video is saved with the courts conducting video arraignment.**
20. Are electronic signature pads required for use by inmates during video arraignment? **No signatures are required for video arraignment.**
21. Section B on RFP p. 6 states a contract duration of 1 year with up to 3 one-year renewals, while section C on that page states a 2-year initial term with a two-year renewal option. Please clarify, what is the desired contract duration? **The county has an option to do a 4yr with a renewal of 4 yrs depending what the county sees fit.**
22. Is the County interested in any additional equipment that is not required? If so, specify the type(s) and desired quantities?
The county is open to any equipment that is not required to better the facility and technology that it currently has.
23. 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?
24. Of the forms listed under Binder #1 on RFP p. 19, we were unable to locate three in the RFP packet: Resident Preference Certificate from NM Tax & Rev, Resident Veteran Income Certification Form, Cost Response Form V.E.8. Are these forms required to be completed and submitted with the RFP response? If so, please provide these forms or indicate where we may obtain them. **Please see amendment #1 to the RFP.**
25. 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? **Yes**
26. Does the County plan to continue using the Lockdown banking software after the start of performance date under this RFP? **It is optional it is currently what was given to us with the current provider**

27. Is the County seeking inmate deposit services to be provided as part of this RFP? **Yes**
28. What are the rates/charges for the following:
- Video Visitation- **15.00 for a 25-30 min video message**
 - Tablet use- **.99 for one hour of use to play games and other apps.**
29. Due to initial outlay of money to account for all of the needs/wants on this RFP, can the term of this RFP be extended to include 4 years versus the 2 years and potential for 2 additional years? **Yes, this option may be negotiated at time of contract negotiations with the proposed awarded vendor.**
30. The proposed JMS system will provide a fully developed COTS system with at least one statewide implementation and more than 100 current county or regional detention centers. I'd like to ask Valencia County to clarify this requirement. A statewide (or DOC) implementation and a 100+ current contracts? Is the intention to ensure a known and fully developed COTS vendor? The statewide requirement implies DOC requirements which seem very different from a county's needs Please clarify. **This is required to ensure that the company has developed a cots vendor.**
31. The proposed JMS system will provide an internal imaging system. Duplicate of XV (qq). Please clarify what you are looking for. A mugshot system? The ability to take pictures or scan documents and attach them to an inmate file? Please clarify. **Yes, a mug shot camera and the JMS will allow scanned documents to be attached via PDF to the JMS.**
32. The JMS system shall provide an internal electronic imaging system. Duplicate of XV (e). Please clarify what you are looking for. A mugshot system? The ability to take pictures or scan documents and attach them to an inmate file? Please clarify. **Yes, a mug shot camera and the JMS will allow scanned documents to be attached via PDF to the JMS.**
33. The proposed JMS system will provide an optional GAAP compliant accounting system. Please clarify what you need the accounting system to do. Are you looking for a basic inmate accounting system or a full "GAAP-compliant" accounting system? Would appreciate clarification. **Valencia county uses the accounting system for currency for new intake detainees, commissary and debit cards when they are released.**
34. The proposed JMS system will provide for a standard billing for housing, and a method for collections. Split billing will allow up to 4 agencies to be split for payment. Please clarify. Is the County looking for accounting associated with billing agencies, including split billing as well as associated reporting, or a fully automated invoicing and collections system within the JMS? **We want to be able to input the billing manually.**
35. The proposed JMS system will provide an internal scheduling system for inmates, volunteers, visitors and staff. To clarify. Typically a JMS provides scheduling for

inmates and associated visitation. Is the County looking for staff (and volunteer) shift scheduling within the JMS? **No this will be manually input by current Valencia staffing**

36. The proposed JMS system will provide an internal secure email system. To clarify. Does an internal messaging system within the JMS (requires JMS access) as well as the capability to send emails to the County's outlook, utilizing interfaces and an event notification system set up meet the need expressed here? If not, please provide additional details as to what is desired. **This is only internal emailing through the JMS not attached to outlook.**
37. The proposed JMS system will provide an internal virtual interactive (gangs, medical, race, keep separates, weekenders, out to court) grease board. To clarify, this sounds like a dashboard or monitor view that displays specific areas or statistics? A JMS typically provides dashboards throughout the modules for the individuals working in those roles, as well as higher "overall" levels for supervisor and executive levels. Can you clarify where you wanted this "grease board or dashboard" view and what it might be displayed on? **The grease board or dashboard will be located in master control to verify counts and movement of detainees, the current board that we have is on a read only with pod location and housing. The JMS interfaces and updates live movement from cell to cell when the detainees are rehoused.**
38. The JMS must provide an integrated Web Site for the viewing of inmate population as well as other pertinent jail information and reports. To clarify, the County is requesting the JMS vendor to develop and populate (through an interface) inmate population and other details as specified by the County? **Yes, we currently have a web site that shows the offenders name and charges, we found that with this web site it assists with the amount of phone call the facility receives in reference to records staff looking up inmates and charges for someone via phone.**
39. The Proposed JMS shall have the ability to interface with an electronic health records system. (EMR) To clarify, per XV (gg) and (nn) - is it the county's intention for the JMS to interface to an EMR and have a basic internal health record module? **The EMR is provided by the medical provider what the JMS needs to do is interface with the EMR to have the name or jacket #, once the detainees are booked into the system via JMS.**
40. The JMS systems shall provide an internal electronic health record module. To clarify, per XV (gg) and (nn) - is it the county's intention for the JMS to interface to an EMR and have a basic internal health record module? **Yes, this would be just an interface with the EMR Valencia county is not wanting the JMS to have a medical records module.**
41. The Charge section must provide the ability to store sentence information including date, status, fine/bond amount, credit for time served and years/month/days of sentence. To clarify, is the county anticipating an interface to courts to receive this information and it auto populate in JMS or attach a file and a JMS user will input this information? **No the county wants to be able to manually put in times, dates and sentences for sentenced**

defenders this is used on all sentenced defenders so the jail can have a generated length of stay after the sentence has taken place.

42. The Charge section must provide the ability to store arrest code, statute code, charge type, charge description and citation information. To clarify, is the county anticipating an interface to courts to receive this information and it auto populate in JMS or attach a file and a JMS user will input this information? **A JMS user will input this information when they are booked into the facility.**
43. The Charge section must provide the ability to store court information including: court name, date, case number, judge, warrant number, agency, prosecution, defense, and any comments. To clarify, is the county anticipating an interface to courts to receive this information and it auto populate in JMS or attach a file and a JMS user will input this information? **No the county wants a user of the JMS to be able to input the pertinent information for all the above indicated information.**
44. SaaS vs On Premise JMS Server Hosting. Please clarify whether you prefer Software as a Service (SaaS) Vendor hosting JMS or are entertaining on premise where County hosts the server? **Currently we host the server in the IT room at the county, but entertaining us on different ways to provide with a server would be appreciated.**
45. NCIC enquires as to the status of the Blu Horse JMS which was part of the award of the 2019 RFP. Was that JMS ever implemented at the County, and how important is the JMS aspect of this RFP VCR-FY21-007? **Yes, that is currently the JMS that is provided, the JMS is very important to Valencia county as it is used to book, release, counts, incidents, movement, billing ect. The JMS is the sole program that is used every day and reports are shared with multiple judiciary entities.**
46. Section A, subsection 6 on page 17 of the RFP states, “The most recently available utilization data, reflecting the period from 2012 through August, 2013, is included in Appendix F.”, however we do not see a section labeled as “Appendix F”. Would the County please provide the utilization data referenced, from a more recent time period? **Appendix F has been removed from the RFP. Any current data from the current provider can be requested through an Inspection of Public Records Request through the Valencia County Manager’s Office.**
47. Would the County please provide the monthly Revenue Statements (relative to phone usage) from the incumbent Inmate Communications Provider, covering the most recent 6-Month period? The reports would provide a detailed summary of call traffic, broken out by Call Type and Bill Type. **Any information from the current vendor may be requested by an Inspection of Public Records Request through the County Manager’s Office.**
48. Does the County currently have a Video Visitation System implemented? **YES**
 - c. If so, would the County please provide the monthly Revenue Statements (relative to the Video Visitation System) from the incumbent Inmate Communications

Provider, covering the most recent 6-Month period? **Any information from the current vendor may be requested by an Inspection of Public Records Request through the County Manager's Office.**

49. Would the County please provide a listing of the current rate structure for all communications services available? **Any information from the current vendor may be requested by an Inspection of Public Records Request through the County Manager's Office.**
50. Please provide the number of video visitation units required by the County. **Refer back to the scope of work in the RFP**
51. Can the County please clarify which binder the response for "V.E.6 Experience" & the response for "V.E.7 Insurance" should be included? Section D. Proposal Organization includes it in both Binder 1 & Binder 2. **Please see amendment #1 to the RFP.**
2. Can the county clarify which binder each of the following items should be included in:
- Response to V.E.8 - Property Tax obligations - binder 1,2,or 3?
 - Response to V.E.9 – Maintenance of Data - binder 1,2, or 3?
 - Response to V.E.10 – Rates - binder 1,2,or 3?
 - Response to V.E.11 Agreement to Fulfill Scope of Work and Specifications - binder 1,2,or 3?
 - Response to V.E.12 Proof of Financial Stability - binder 1,2,or 3?
 - Response to V.E.13 – Completion of Bid Form – binder 1, 2, or 3?
 - Detailed responses to section: IV. Specifications & Requirements – binder 1, 2, or 3 ?
 - Responses to Mandatory Specification matrix – binder 1, 2, or 3?
 - Price and Rates Bid Form (pg. 25& 26 of RFP) – binder 1, 2, or 3?
 - Detailed responses to Attachment 2 – Scope of Work and Specifications – binder1, 2, or 3?

Please see amendment #1 to the RFP.

52. Can the County clarify what they mean on pg. 14 of RFP - item #10 in binder 1 - "Response to Agency terms and conditions"? **This is a small statement that your company agrees with the terms and conditions set forth in the sample contract.**
53. There is a requirement that states the following: "The system must be able to allow the jail administrator set user privileges to approve/deny, monitor and record video visitation and inmate mail transactions." When you mention "inmate mail transactions," are you referring to electronic mail or paper mail? **No, the administrator should be able to give higher levels of access to command/supervisors for investigation purpose, and power users to download and other users just to review.**
54. Does the County currently have a video arraignment system in place? **Yes, it is purchased and owned by the county.**

55. Is video arraignment provided by your ITS contractor or by a third party vendor? **It owned by the county and our IT department provides preventative maintenance on the system.**
56. If your video arraignment system is provided by a third party vendor, please identify the vendor. **It is county owned**
57. Do you want all phones (other than the Booking phones) in your facility to be programmed to allow a maximum call time of 45 minutes? **We are not opposed to the length of phone calls; I think it is currently set on a 30 min max with the current provider.**
58. Will the County consider a 4 year initial contract term? **Yes, that this could possibly be an option, to be discussed during contract negation with the awarded offeror.**