



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

Department of Administration
DIVISION OF PURCHASES
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July 2, 2015

ADDENDUM NUMBER TEN

RFP # 7549062

TITLE: Inmate Telephone System

Closing Date and Time: 8/3/15 at 10:30 AM (Note change)

Per the issuance of this ADDENDUM #10 (21 pages) the following is noted:

Please be advised the Bid Closing Date and Time has been extended:

From: 7/15/15 at 10:30AM

To: 8/3/15 at 10:30AM

This addendum answers questions sent in on line.

This addendum extends on line question period. Questions concerning this solicitation may be e-mailed to the division of purchases at doa.purbidinfo@purchasing.ri.gov no later than July 14, 2015 at 5pm (EST). Please reference the RFQ number on all correspondence. Questions should be submitted in a Microsoft word attachment. Answers to questions received, if any, will be posted on the internet as an addendum to this solicitation (www.purchasing.ri.gov). It is the responsibility of all interested parties to download this information.

Thank you for the opportunity to participate in the procurement process for the Rhode Island Department of Corrections' *Inmate Telephone System* contract. In order to provide the best possible response, we ask for your help in clarifying the following items:

1. SUBJECT: onsite personnel

Page 8 contains a requirement for an onsite service desk representative located at the RIDOC, and p. 10 requires an onsite team that addresses day-to-day requirements. Please clarify if both the onsite service desk representative and the onsite team are required to be onsite full-time for the entire contract duration? Or is the onsite team meant to be at the RIDOC during the implementation process only? Also, does GTL currently provide onsite personnel, and if so, how many and are they at the RIDOC full time (40 hours per week)?

The on-site service desk rep. and system technician (currently (2) 40 hour FTE) are required to be on site for the duration of the contract. The on-site team will be expected to be on site for implementation.

2. SUBJECT: Average daily population

In order that bidders may more accurately estimate the cost of providing service, will the DOC please provide a breakdown of Average Daily Population by facility?

AVERAGE POPULATION by BUILDING – Calendar Year 2013:

High Security: 96
Maximum Security: 440
Medium Security: 1030
Intake Service Center: 1040
Minimum Security: 408
Gloria McDonald (WF1): 120
Bernadette (WF2): 37

Total Male Population: 3015
Total Female Population: 157

Grand Total: 3174

3. SUBJECT: Required equipment

The RFP requires a minimum of 356 total inmate phones and adequate workstations for RIDOC investigators. In order that bidders may more accurately estimate the cost of providing service, will the DOC please provide a breakdown of required equipment (phones, workstations, and any other required equipment) by facility? **Note: numbers subject to change based on shifts in population census and demand for phone access.**

	Indoor Phones	Outdoor Phones	Other
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Intake Service Ctr.	92	0	Monitoring Capabilities
High Security	11	0	"
Maximum Security	26	40	"
JJ Moran Medium Security	84	24 (expansion project will increase by 50%)	"
Minimum Security	44	12	"
Gloria McDonald Bldg Women's Med.	24	6	"
Bernadette Bldg. Women's Minimum	15	4-6 pending	"

4. SUBJECT: OMS

Will the State please provide the name and contact information for the DOC's Offender Management System (OMS) provider, so that bidders may contact the OMS provider to discuss integration requirements and any associated costs?

All communication is to come through the Division of Purchases as outlined in bid specifications.

5. SUBJECT: Current rates and fees

In order that bidders may more accurately analyze inmate / consumer spending habits and project potential revenue, will the DOC please supply a complete list of all calling rates and fees being charged to inmates and call recipients today? This information is extremely important in assessing how the proposed calling rates and fees might impact current calling volumes. Currently only the incumbent provider has access to this information, giving that bidder a tremendous advantage in creating their Cost Proposal.

Calling Rates:

Please list any connect fees / per-call surcharges and any per-minute rates currently charged for Collect, Prepaid, and Debit calls, as well as any special call types (for example, to accept a collect call to a cell phone via text message, or to accept and pay for a one-time prepaid call without setting up a prepaid account).

All Calling Rates are based on 10 minute call duration:

Collect:

Local & Instate Calls: **\$0.70 Flat**

InterState Calls: **\$1.30 Plus \$0.30 Per Minute**
International Calls: **No Collect Allowed Internationally**

Inmate Debit Calling (10% Discount):

Local & Instate Calls: **\$0.63 Flat**
InterState Calls: **\$1.17 Plus \$0.27 Per Minute**
International Calls: **\$1 Per Minute**

Fees:

Please list any other fees currently being charged today, outside of the Calling Rates requested above. Such fees may include, but not be limited to, a fee charged for funding a prepaid account.

http://www.doc.ri.gov/faq/GTL_AdvPay-English_2'08.pdf

6. SUBJECT: Cost Proposal format

Under "Section 5 – Cost Proposal" on p. 12, the example provided in the third paragraph seems to apply to fee-for-service contract, where the bidder charges a fee to the State for provision of the requested service, which would not apply in this case. Would the State please remove this paragraph, or replace it with instructions that apply more directly to this bid and the method in which the Cost Proposal will be evaluated?

Paragraph three is intended to reiterate that the bidder must disclose all costs for minutes used, connection fees, administrative fees, etc. up front in keeping with the agency's commitment of transparency to its stakeholders.

Also, the "Telephone Usage" table on p. 17 includes a blank column labeled "Proposed Fee." Are bidders to fill out this table and return as part of their Cost Proposal? If so, please specify exactly which fees are to be included in the table (e.g., connect fees / per-call surcharges, per-minute rates, etc.).

All fees must be included in the proposal. Such costs may be presented through charts, narrative, or as the bidder chooses.

7. SUBJECT: Cost Proposal evaluation

- A. Bidders may propose a combination of per-call surcharge and per-minute rates. How will the State determine the total cost of a call? Will the State use a particular call duration in this calculation and, if so, will the State use a single duration for all calls, or will you use different
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durations for each call type (collect, prepaid, debit) and bill type (local, in-state, interstate, international) based upon historical call data?

A total cost per call (fees, surcharges, and per minute rates) for each category of calls, e.g., local, interstate, etc., will be considered separately and an overall determination will be made based on which proposal best meets the stakeholders' needs.

B. If historical call data will be used in any aspect of the Cost Proposal evaluation, please distribute the relevant data, broken down by call type and bill type for the relevant time period to be considered, to all bidders. Currently only the incumbent vendor has access to this information, which gives that bidder a tremendous advantage in proposing calling rates that may appear to represent the lowest cost to consumers, based on actual calling patterns from RIDOC facilities.

a. This data is presented on p. 17 of the RFP.

C. Will the State allow alternate payment methods (special call types) in addition to the traditional collect, prepaid, and debit calling? Some providers offer such services, whereby a called party is able to accept a collect call to their cell phone via text message, or to accept and pay for a one-time prepaid call without setting up a prepaid account. However, these calls can charge much higher rates (from \$9.99 to \$14.99 per call, regardless of duration). Often these calls are heavily marketed to consumers, with the result being a higher call price for a significant number of calls. Please confirm that these types of calls will not be allowed by the DOC under the contract resulting from this RFP. Or, if such calls will be allowed, please confirm that these call types and all associated rates and fees must be disclosed in the Proposal, and please describe how these charges will be incorporated into the bidder's "cost proposal" value.

The RIDOC is only interested in traditional collect, prepaid, and debit card calling.

8. SUBJECT: Cost Proposal evaluation and fees

Are additional fees, above the per-call and per-minute calling rates, allowed and, if so, how will they be incorporated into the bidder's "cost proposal" value?

Fees and other charges do not seem to be prohibited the RFP, requested to be disclosed, or part of any scoring/consideration. As such, this provides the opportunity for bidders to propose deceptively low calling rates, counting on fees to make up any revenue shortfall. Because the RFP does not prohibit such fees, respondents may not even tell the DOC about the fees and the DOC may not become aware until after the services are in place. This could significantly increase the total cost to the consumers and reduce the consumers' phone time.

Below is an example where Respondent A does not charge fees. The consumer receives all \$25.00 in their phone account for calling. However, Respondent B does not disclose that it will charge the consumer a \$9.99 funding or processing fee (because the RFP does not prohibit and does not require disclosure as part of the evaluation/point assignment). The consumer is charged the \$9.99 fee on their \$25.00 deposit and only \$15.01 goes into the phone account for calls.

	Respondent A	Respondent B
Consumer Pays	\$25.00	\$25.00
Provider Fee Charged	\$0.00	\$9.99
Amount that goes onto the Phone Account	\$25.00	\$15.01

There are numerous fees that are being charged today in the industry. Below are some of the names we have seen. One issue with fees is that they are charged directly to the consumer and thus, the facility does not even know they are being charged. As such, many facilities are not aware that consumers are being charged these fees.

Examples of the many fees we have seen include:

- Bill Statement Fee
- Funding Fee
- Mail-In Payment Fee
- Western Union Payment Fee
- Refund Fee
- Regulatory Recovery Fee
- Wireless Admin Fee
- Single Bill Fee
- Paper Statement Fee
- Account Setup Fee
- Account Maintenance Fee
- Inactive Account Fee
- Account Close-Out Fee
- Non-Subscriber Line Charge
- Inmate Station Service Charge
- Cellular Telephone Surcharge
- Third-Party Payment Processing Fee
- State Regulatory Recovery Fee
- Check/Money Order Processing Fee

Request: We highly recommend that the DOC address fees by either strongly prohibiting them in the RFP, or defining the allowed fees and their amounts, so that everyone is bidding based upon the same level/rules. Otherwise, we fear that respondents may not disclose fees and will later charge whatever they desire, which will greatly increase the total cost to the consumers and the amount of the consumer's charge that actually goes onto the account for making phone calls.

Applicants must provide a full, detailed disclosure of any and all fees that may be charged to the consumer above and beyond the fee per call and fee per minute rate.

9. SUBJECT: RFP in Word format

Will the State please distribute a copy of the RFP in Microsoft Word (or other native file) format, so that bidders may fill out the required forms?

No

10. SUBJECT: Follow-up questions

Will the State allow for a short round of follow-up questions if answers in the first round require any further clarification?

Yes. Noted in addendum

RFP #7549062

The following questions regarding the **RFP #7549062** for inmate phone system for your review and response:

- ✓ How many onsite administrators are currently employed to service your account today?
 - There are two people staffing the current system, a service representative and a technician.
- ✓ The outside phones that are required are they all singular or are some back to back, how are they deployed?
 - All singular
- ✓ What types of booth/pedestals are in place?
 - Do not know the type. (metal)
- ✓ Do the booths/pedestals if any belong to the facility or the current vendor?
 - The current equipment belongs to the current vendor, GTL.
- ✓ Please provide the contact information for Keefe name, phone and email.
 - The Keefe account manager is Laura Palmisano. Her contact info is: phone - 732-509-0127 or email - LPalmisano@keefegroup.com
 - The regional manager is Max Hernandez. His contact info is: phone – 732-509-0123 or email – Max.Hernandez@keefegroup.com
- ✓ Are there any payment kiosks required for this bid and if so how many?
 - No all payments must flow through the inmate banking system which is why we are requiring an automated

interface with that system. Kiosks for Keefe Banking are in place. J-Pay is also available.

✓ Are there any visitation phones required for this bid and if so how many?

○ There are no visitation phones required at this time.

✓ Please provide the current Call Count and Minutes of Use for the last 6 months broken out in the following:

○ Note: The last fiscal year's experience (July 1, 2013 through June 30, 2014) on call count and minutes of use was already provided. Page 17 of RFP

○ RIDOC does not receive commissions on calls.

○ http://www.doc.ri.gov/faq/GTL_AdvPay-English_2'08.pdf

○ All Calling Rates are based on 10 minute call duration:

✓

○ **Collect:**

✓

○ Local & Instate Calls: **\$0.70 Flat**

○ InterState Calls: **\$1.30 Plus \$0.30 Per Minute**

○ International Calls: **No Collect Allowed Internationally**

✓

○ **Inmate Debit Calling (10% Discount):**

✓

○ Local & Instate Calls: **\$0.63 Flat**

○ InterState Calls: **\$1.17 Plus \$0.27 Per Minute**

○ International Calls: **\$1 Per Minute**

Collect	Prepaid	Debit	Free
Local	Local	Local	Local
Intralata	Intralata	Intralata	Intralata
Interlata	Interlata	Interlata	Interlata
Interstate	Interstate	Interstate	Interstate
International	International	International	International

✓ Please provide the rates and commissions for the following calls broken out in the following

Collect	Prepaid	Debit
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Local	Local	Local
Intralata	Intralata	Intralata
Interlata	Interlata	Interlata
Interstate	Interstate	Interstate
International	International	International

- ✓ In addition to the above information please provide the following
- ✓ All fees being charged
- ✓ Setup fees
- ✓ Replenishment fees
- ✓ Funding fees
- ✓ Return fees
- ✓ Any other fees not listed but are being applied today

Questions for Clarification for RFP No. 7549062

- 1. The State has asked for quality reporting and surveillance functions to enhance security, and it is common knowledge that a typical fraud technique employed by inmates is Personal Identification Number (PIN) sharing and/or stealing.**

Would the DOC consider modifying the RFP requirements to include a proven continuous voice biometric technology, currently in use in a State Department of Corrections, that not only flags that there are multiple voices on a recording, but also identifies all inmate voices in a recording, regardless of the PIN entered at the time of the call?

RIDOC would be open to new types of technology that meet the requirements for good security and enhanced efficiency in this area.

- **SUBJECT: onsite personnel**

Page 8 contains a requirement for an onsite service desk representative located at the RIDOC, and p. 10 requires an onsite team that addresses day-to-day requirements.

- Please clarify if both the onsite service desk representative and the onsite team are required to be onsite full-time for the entire contract duration? Or is the onsite team meant to be at the RIDOC during the implementation process only?
 - During implementation, the onsite team should be on site. For the duration of the contract, a service representative and technician should be available on a daily basis.
- Also, does GTL currently provide onsite personnel, and if so, how many and are they at the RIDOC full time (40 hours per week)?
 - Two – 40 hours/week

- **SUBJECT: Average daily population**

In order that bidders may more accurately estimate the cost of providing service, will the DOC please provide a breakdown of Average Daily Population by facility?

AVERAGE POPULATION by BUILDING – Calendar Year 2013:

High Security: 96
 Maximum Security: 440
 Medium Security: 1030
 Intake Service Center: 1040
 Minimum Security: 408
 Gloria McDonald (WF1): 120
 Bernadette (WF2): 37

Total Male Population: 3015
 Total Female Population: 157

Grand Total: 3174

- **SUBJECT: Required equipment**

The RFP requires a minimum of 356 total inmate phones and adequate workstations for RIDOC investigators. In order that bidders may more accurately estimate the cost of providing service, will the DOC please provide a breakdown of required equipment (phones, workstations, and any other required equipment) by facility? Note: subject to change based on population census shifts and supply and demand for phone usage.

	Indoor Phones	Outdoor Phones	Other
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Intake Service Ctr.	92	0	Monitoring Capabilities
High Security	11	0	"
Maximum Security	26	40	"
JJ Moran Medium Security	84	24 (expansion project will increase by 50%)	"
Minimum Security	44	12	"
Gloria McDonald Bldg Women's Med.	24	6	"
Bernadette Bldg. Women's Minimum	15	4-6 pending	"

- **SUBJECT: OMS**

Will the State please provide the name and contact information for the DOC's Offender Management System (OMS) provider, so that bidders may contact the OMS provider to discuss integration requirements and any associated costs?

All communication is to come through the Division of Purchases as outlined in bid specifications.

- **SUBJECT: Current rates and fees –**

- **Collect:**

- Local & Instate Calls: **\$0.70 Flat**
- InterState Calls: **\$1.30 Plus \$0.30 Per Minute**
- International Calls: **No Collect Allowed Internationally**

- **Inmate Debit Calling (10% Discount):**

- Local & Instate Calls: **\$0.63 Flat**
- InterState Calls: **\$1.17 Plus \$0.27 Per Minute**
- International Calls: **\$1 Per Minute**

AVAILABLE on RIDOC website – family/friends – inmate telephones

In order that bidders may more accurately analyze inmate / consumer spending habits and project potential revenue, will the DOC please supply a complete list of all calling rates and fees being charged to inmates and call recipients today? This information is extremely important in

assessing how the proposed calling rates and fees might impact current calling volumes. Currently only the incumbent provider has access to this information, giving that bidder a tremendous advantage in creating their Cost Proposal.

Calling Rates:

Please list any connect fees / per-call surcharges and any per-minute rates currently charged for Collect, Prepaid, and Debit calls, as well as any special call types (for example, to accept a collect call to a cell phone via text message, or to accept and pay for a one-time prepaid call without setting up a prepaid account).

Fees:

Please list any other fees currently being charged today, outside of the Calling Rates requested above. Such fees may include, but not be limited to, a fee charged for funding a prepaid account.

http://www.doc.ri.gov/fag/GTL_AdvPay-English_2'08.pdf

- **SUBJECT: Cost Proposal format**

Also, the "Telephone Usage" table on p. 17 includes a blank column labeled "Proposed Fee." Are bidders to fill out this table and return as part of their Cost Proposal? If so, please specify exactly which fees are to be included in the table (e.g., connect fees / per-call surcharges, per-minute rates, etc.).

All fees to subscribers are to be disclosed based on applicable criteria: type of call, debit, collect, advanced pay, or any other calling option offered to inmates/friends/families.

- **SUBJECT: Cost Proposal evaluation**

The evaluation criteria on p. 14 define a formula for evaluating cost, whereby the "lowest responsive cost proposal" is divided by the "bidder's cost proposal" and multiplied by 30 points. How will the State determine a single numerical value of each bidder's cost proposal to use in this formula? Further:

A. Bidders may propose a combination of per-call surcharge and per-minute rates. How will the State determine the total cost of a call? Will the State use a particular call duration in this calculation and, if so, will the State use a single duration for all calls, or will you use different durations for each call type (collect, prepaid, debit) and bill type (local, in-state, interstate, international) based upon historical call data?

a. State will look at per minute rate and any applicable fees per call.

- B. Bidders may propose different rates for each call type and bill type. How will the State blend these rates into one "cost proposal" value? Will each call type and bill type be given equal weight, or will the different call types and bill types be given different weights, based upon historical call data?
- a. Call type and bill type will be given equal weight
- C. If historical call data will be used in any aspect of the Cost Proposal evaluation, please distribute the relevant data, broken down by call type and bill type for the relevant time period to be considered, to all bidders. Currently only the incumbent vendor has access to this information, which gives that bidder a tremendous advantage in proposing calling rates that may appear to represent the lowest cost to consumers, based on actual calling patterns from RIDOC facilities.
- a. See table on p. 17 of RFP
- D. Will the State allow alternate payment methods (special call types) in addition to the traditional collect, prepaid, and debit calling? Some providers offer such services, whereby a called party is able to accept a collect call to their cell phone via text message, or to accept and pay for a one-time prepaid call without setting up a prepaid account. However, these calls can charge much higher rates (from \$9.99 to \$14.99 per call, regardless of duration). Often these calls are heavily marketed to consumers, with the result being a higher call price for a significant number of calls. Please confirm that these types of calls will not be allowed by the DOC under the contract resulting from this RFP. Or, if such calls will be allowed, please confirm that these call types and all associated rates and fees must be disclosed in the Proposal, and please describe how these charges will be incorporated into the bidder's "cost proposal" value.
- a. Technological options aside, State is committed to a contract in which all costs and fees are clearly identified and communicated to the "customers / stakeholders."
- **SUBJECT: Cost Proposal evaluation and fees**

Are additional fees, above the per-call and per-minute calling rates, allowed and, if so, how will they be incorporated into the bidder's "cost proposal" value?

Fees and other charges do not seem to be prohibited the RFP, requested to be disclosed, or part of any scoring/consideration. As such, this provides the opportunity for bidders to propose deceptively low calling rates, counting on fees to make up any revenue shortfall. Because the RFP does not prohibit such fees, respondents may not even tell the DOC about the fees and the DOC may not become aware until after the services are in place. This could significantly increase the total cost to the consumers and reduce the consumers' phone time.

Below is an example where Respondent A does not charge fees. The consumer receives all \$25.00 in their phone account for calling. However, Respondent B does not disclose that it will charge the consumer a \$9.99 funding or processing fee (because the RFP does not prohibit and does not require disclosure as part of the evaluation/point assignment). The consumer is charged the \$9.99 fee on their \$25.00 deposit and only \$15.01 goes into the phone account for calls.

	Respondent A	Respondent B
Consumer Pays	\$25.00	\$25.00
Provider Fee Charged	\$0.00	\$9.99
Amount that goes onto the Phone Account	\$25.00	\$15.01

There are numerous fees that are being charged today in the industry. Below are some of the names we have seen. One issue with fees is that they are charged directly to the consumer and thus, the facility does not even know they are being charged. As such, many facilities are not aware that consumers are being charged these fees.

Examples of the many fees we have seen include:

- Bill Statement Fee
- Funding Fee
- Mail-In Payment Fee
- Western Union Payment Fee
- Refund Fee
- Regulatory Recovery Fee
- Wireless Admin Fee
- Single Bill Fee
- Paper Statement Fee
- Account Setup Fee
- Account Maintenance Fee
- Inactive Account Fee
- Account Close-Out Fee
- Non-Subscriber Line Charge
- Inmate Station Service Charge
- Cellular Telephone Surcharge
- Third-Party Payment Processing Fee
- State Regulatory Recovery Fee
- Check/Money Order Processing Fee

Request: We highly recommend that the DOC address fees by either strongly prohibiting them in the RFP, or defining the allowed fees and their amounts, so that everyone is bidding based upon the same level/rules. Otherwise, we fear that respondents may not disclose fees and will later charge whatever they desire, which will greatly increase the total cost to the consumers and the amount of the consumer's charge that actually goes onto the account for making phone calls.

Any fee and surcharges not clearly disclosed in the bid will be prohibited.

- **SUBJECT: RFP in Word format**

Will the State please distribute a copy of the RFP in Microsoft Word (or other native file) format, so that bidders may fill out the required forms? No

- **SUBJECT: Scope of Work**

Section 3 – Scope of Work requires bidders to provide “adequate desktop and portable monitoring equipment for investigators and supervisors.” Will RIDOC please identify the equipment and quantities requested?

11 Investigators/Inspectors will require monitoring capabilities via lap top and desk top computers. Current monitoring capabilities integrate with State desk top computers.

- **SUBJECT: Biometric Technology**

- The State has asked for quality reporting and surveillance functions to enhance security, and it is common knowledge that a typical fraud technique employed by inmates is Personal Identification Number (PIN) sharing and/or stealing.
- Would the DOC consider modifying the RFP requirements to include a proven continuous voice biometric technology, currently in use in a State Department of Corrections, that not only flags that there are multiple voices on a recording, but also identifies all inmate voices in a recording, regardless of the PIN entered at the time of the call?
 - RIDOC will consider biometric or other technologies that enhance security and promote efficiency in operations.

- **SUBJECT: Follow-up questions**

- Will the State allow for a short round of follow-up questions if answers in the first round require any further clarification? Yes. See addendum
- Are all 7 DOC facilities fed from one central location? - YES
- Are all 7 facilities connected via fiber, and is the fiber Multi Mode or single mode, does the State have spare fiber runs to each unit so we can install our system in parallel to the existing system?
- Are all of the phones in each facility are fed from one central location at each facility and is that location where the fiber from the MDF (first bullet location) is located?
 - Yes and yes.
- Will the State please provide the phone count for each facility to include outside phones, if they exist?
- **Note: numbers subject to change based on shifts in population census and demand for phone access.**

	Indoor Phones	Outdoor Phones	Other
Intake Service Ctr.	92	0	Monitoring Capabilities
High Security	11	0	"
Maximum Security	26	40	"
JJ Moran Medium Security	84	24 (expansion project will increase by 50%)	"
Minimum Security	44	12	"
Gloria McDonald Bldg Women's Med.	24	6	"
Bernadette Bldg. Women's Minimum	15	6 pending	"

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- What is the number of pedestals in place and does the DOC owns them?
 - o All outdoor phones are on pedestals – current vendor owns them
- Do cut off switches exist today and if they do please include the master cutoff location.
 - o Yes, in each housing unit/area. The yard and master cutoff are in or near each facility's main control center.
- Does the DOC own the cutoff switches currently in place? yes
- How many onsite administrators are currently employed to service your account today?
 - o Two – one service representative, one technician
- The outside phones that are required are they all singular or are some back to back, how are they deployed? All are singular in banks of 2 - 8
- What types of booth/pedestals are in place? Metal – no manufacturer indicated.
- Do the booths/pedestals if any belong to the facility or the current vendor?
 - o Current vendor
- Please provide the contact information for Keefe name, phone and email *****
- Are there any payment kiosks required for this bid and if so how many?
 - o Payment kiosks are in place through banking system
- Are there any visitation phones required for this bid and if so how many?
 - o None at this time
- Please provide the current Call Count and Minutes of Use for the last 6 months broken out in the following: See page 17 of RFP .. RIDOC takes no commissions
- Collect Prepaid Debit Free

- Local Local Local Local
- Intralata Intralata Intralata Intralata
- Interlata Interlata Interlata Interlata
- Interstate Interstate Interstate Interstate
- International International International International
-
- Please provide the rates and commissions for the following calls broken out in the following:
 - Collect Prepaid Debit
 - Local Local Local
 - Intralata Intralata Intralata
 - Interlata Interlata Interlata
 - Interstate Interstate Interstate
 - International International International
- In addition to the above information please provide the following:
 - All fees being charged
 - Setup fees
 - Replenishment fees
 - Funding fees
 - Return fees
- Any other fees not listed but are being applied today
- http://www.doc.ri.gov/fag/GTL_AdvPay-English_2'08.pdf
 -

1. On Page (7) of the issued RFP, Bullet Number (9) states "Options on direct and indirect calling by the offender shall be presented. A pricing structure for each options shall also be provided." Please define what the State means by "Direct" and "Indirect."

Direct calls would be those charged to the offender's debit card. Indirect calls would be collect calls charged to the call recipient.

2. On Page (16) of the issued RFP, the State limits the Technical Proposal to six (6) pages excluding any appendices. Due to the detailed information that the State is requesting it will be extremely challenging and difficult to respond while keeping within the six (6) page limitation unless we respond with all pertinent data within the appendices. For this reason, we respectfully request that the page limitation be removed.

No, the restriction is not being removed.

3. On Page (14) of the issued RFP, it states that the cost proposal is valued at (30) points. It further states that "Cost [calculated as (lowest responsive cost proposal) divided by (this cost proposal) times 30 points.] How does the State plan on determining and calculating the "lowest responsive cost proposal" and subsequently "this cost proposal" as all vendors may have varying cost for calls and just as important varying cost recovery fees that while not part of the cost of the call may be charged to the called parties.

All costs and fees should be clearly outlined. Based upon those overall costs the responses will be assigned points from this section.

4. On Page (7) of the issued RFP, on Page (7), Bullet (15), "The system must validate all telephone numbers submitted by the offender population for inclusion on their call list." Can you please clarify what is expected and meant by "validate"?

This refers specifically to attorneys as those calls are not monitored. "Validation" confirms that the name and telephone # submitted by the inmate correspond: e.g., If an inmate submits a # for an attorney, the phone # is confirmed to be that of the attorney's law office and not a personal number.

5. On Page (13) the RFP speaks to the Evaluation Criteria. With regards to Staff Qualifications, the description of how this category is evaluated includes a statement that does not appear to be consistent with the description of the content of this section stated on Page (11): "... demonstrate how the system is user-friendly for all stakeholders: investigators, offenders, administrators." Please confirm that this evaluation criteria should in fact be considered under the evaluation section "Capability, Capacity, and Qualifications of the Offeror"?

That would be an accurate conclusion.

6. We believe that at the Prebid meeting we heard reference to this solicitation being an RFI. Please confirm if this solicitation is an RFI or an RFP.

This is issued as a Request for Proposals.

7. It is our understanding the contract resulting from this procurement would not be considered a Public Works contract as there are no state funds expended in performance of the contract combined with the fact the winning provider is not constructing any building, bridge, etc. rather it is providing a service to the state and its constituents. Please confirm our understanding is correct.

This is not considered a Public Works project.