



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

Department of Administration
DIVISION OF PURCHASES
One Capitol Hill
Providence, RI 02908-5855

Tel: (401) 574-8100
Fax: (401) 574-8387
Website: www.purchasing.ri.gov

October 29, 2015

ADDENDUM NUMBER FIFTEEN

RFP # 7549062

TITLE: Inmate Telephone System

Closing Date and Time: 11/09/15 at 2:00 pm

Per the issuance of this ADDENDUM #15 (7 pages) the following is noted:

This addendum answers questions submitted by vendors. No further questions will be accepted.

- 1. Section 7 – Proposal Submissions / Response Contents #4 states that the Technical Proposal is limited to six (6) pages, excluding any appendices.** Addendum 10 confirmed the 6 page limit remains a requirement so we would ask the State to please provide some additional guidance with the following questions:
Q#1: Would RIDOC please provide specific guidance on how the Technical Proposal is defined? For example – Section 2 (Background and Purpose) and Section 3 (Scope of Work) contains a number of technical requirements beyond those in Section 4 (Technical Proposal). Is the page limit relevant only to our response to Section 4, while there is not a page limit on the response to Sections 2 and 3?
Q#2: Depending on the answer to Q#1 above, what in particular is eligible to be placed in appendices that are not restricted to the 6-page limit. For example, we read the requirement as saying the staff resumes are eligible for an appendix. Would network diagrams, call flow diagrams, or other diagrams visually depicting certain capabilities or processes be eligible?

Technical requirements stated in the RFP, including but not limited to Section 2- Background and Purpose, Section 3-Scope of Work and Section 4-Technical Requirements should be addressed within a six page limit. Your proposal will not be disqualified if it is slightly more than six pages.

Staff resumes, network diagrams, call flow diagrams, or other diagrams may be included as appendices.

If necessary, vendor experience and client references can be included as an appendix.



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2. **Section 4, paragraph 1 (Staff Qualifications) requires bidders to disclose the hourly rate for all staff who will be involved in this project.** This is effectively requires us to disclose salary information for any non-bargaining personnel, which is highly problematic both for the individuals involved and potentially causes legal risk to bidding firms.

Q#1: Will RIDOC please eliminate this requirement?

The requirement for hourly rates for all staff who will be involved in this project, as stated in Section 4, Paragraph 1, is eliminated. Please refer to Section 5, Cost Proposal, for cost requirements.

If not:

Q#2: Will RIDOC please allow firms to redact this information?

See above

Q#3: Is the hourly rate to include only base salary, or other information such as bonus opportunities and benefits?

See above

3. **Page 12 – Cost Proposal allows bidders to bid both a per-minute rate and per-call setup fee.** We request the DOC please provide additional structure for the calling rates to be bid. For example, if one provider charges only a per-call fee and another charges only a per-minute fee, this would result in an apples-to-oranges comparison. Per-minute only fees will lead to larger numbers of shorter (and less expensive) calls, meaning that using an average call length to compare pricing will unfairly skew the comparisons.

Q#1: Will the DOC adopt a uniform rate structure for all bidders, e.g. a **single** per-minute rate (no per-call surcharge/setup fee) for domestic calls and another rate for international calls?

The DOC is interested in transparency for stakeholders. Vendors are to supply a cost per minute on the various types of calls that are outlined in the table relating to call history. RIDOC does not take a profit share from the inmate telephone provider, and it is the philosophy of the Department



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That telephone service be offered at a fair price to the consumer. Policy limits inmate calls to 20 minutes duration, so the comparison of costs for phone calls will fall within that range of time.

If not:

Q#2: Will the DOC allow multiple cost proposals for evaluation?

See above

4. Page 12 – Cost Proposal

In Addendum 10, the Q&A responses to questions regarding the current fee structure in place for RIDOC provided a web address of http://www.doc.ri.gov/faq/GTL_AdvPay-English_2'08.pdf. The current fees could not be found at this address and we respectfully ask the State to respond to the following fee related questions:

- Q#1: Will the State provide all current fees charged today?

See below.

- Q#2: Some providers charge unreported ancillary transaction fees from 3rd parties (e.g. an additional \$2 on top of Western Union money transfer fees). Will the State confirm that these types of fee arrangements need to be disclosed or disallow the mark-up of any fees from 3rd parties?

RIDOC insists upon transparency: No Hidden Fees. All charges for calls, account set up, administrative charges, etc. must be disclosed in the proposal. The company that is awarded the bid will also be required to disclose all charges and fees to the consumer in its information guides, posters, website, or applicable means of communication.

- Q#3: Will the state provide a desired fee structure for all vendors to use when proposing rates/cost?

Please see response to 3.Q#1 above.



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From the RIDOC Website:

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**

5. Page 14 – Evaluation & Selection/Minority Selection states RI's goal to be 10% of gross revenue.

Q#1: On page 12, Section 4.5 states a "five percent value" for minority business representation. Can the State reconcile this value from the 10% as listed on page 14?

Q#2: Will this item be scored where the full 5 points is allocated to each vendor meeting the 10% requirement or will it be scored on a relative basis and only the vendor with the highest % of gross revenues will receive the full 5 points.

Q#3: Will the State clarify that vendors may not include in this calculation prospective costs to MBE firms associated with services that are not part of the scope of services in the RFP, and therefore may never be implemented?

The State's minority participation goal, as stated in Instructions and Notifications to Offerors, remains 10%. This will be addressed at time of award.

Page 12 – Minority Business Representation. This section is eliminated. Scoring criteria has been revised and is at the end of this addendum.



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6. SUBJECT: calculation for cost of calling

Based upon the data provided on page 17 of the RFP, collect local calling produced 48,235 total calls and 593,123 total minutes for the annual period. For collect local calling, if a vendor proposes a surcharge of \$1.00 per call and a per-minute rate of \$0.10 (as an example), which of the following methods will be used in calculating the value for cost comparison:

- **Method A** = \$2.23 Cost per Call (calculated as 48,235 calls times \$1.00 surcharge plus 593,123 minutes times \$0.10 per minute, divided by 48,235 calls = \$2.229/call)
- **Method B** = \$107,547.30 Total Cost (calculated as 48,235 calls times \$1.00 surcharge plus 559,123 minutes times \$0.10 per minute)
- **Method C** = \$3.00 Cost per Call (calculated as \$1.00 surcharge plus 20 minutes times \$0.10 per minute)

If not one of the methods above, will the State please provide the exact calculation based upon the example rates of a \$1.00 surcharge and \$0.10 per minute for each collect local call?

Method C

7. On Page (5) and Page (14) of the issued RFP, it states that the State of Rhode Island's goal is to reach a 10% minority representation. On Page (12) of the issued RFP, it states that the responding vendor must outline how it will achieve a 5% representation. Can you please provide clarification on the differences between the two numbers?

The State's minority participation goal, as stated in Instructions and Notifications to Offerors, remains 10%. This will be addressed at time of award.

Page 12 – Minority Business Representation. This section is eliminated. Scoring criteria has been revised and is at the end of this addendum.



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8. On Page (14) of the issued RFP, it states that there is a total of (5) potential points for MBE participation. Can you please clarify how those points are calculated? Is it a formula to calculate the points and if so, what is the formula?

The State's minority participation goal, as stated in Instructions and Notifications to Offerors, remains 10%. This will be addressed at time of award.

Page 12 – Minority Business Representation. This section is eliminated. Scoring criteria has been revised and is at the end of this addendum.

9. Regarding the Cost Proposal, should vendors also provide one original (1) plus four (4) copies of the separately sealed Cost Proposal? Also, should a separate medium (e.g. flash drive) be provided with the Cost Proposal in electronic format?

Yes

10. Please confirm that the state will allow multiple pricing options to provide the state with the best flexibility and value to their constituents.

Yes.



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Criteria	Possible Points
Staff Qualifications – individual(s) must be able to demonstrate evidence of prior, successful project management and implementation in this type of work through a bio, resume, or references. Vendor must be able to demonstrate or provide information about successful implementation of Inmate Telephone Systems in other jurisdictions, and demonstrate how the system is user-friendly for all stakeholders: investigators, offenders, administrators.	15 Points
Capability, Capacity, and Qualifications of the Offeror - System security features, protections against fraudulent usage, and system enhancements to the investigative process will all be factored into scoring for this section. Does the proposal meet all of the requirements outlined in Section 2.	25 Points
Quality of the Work plan: Is the plan reasonable within a Correctional environment? Is the timetable clearly identified and is implementation concise. What is the level of staffing assigned to the project? When will staff be present during the project or is it assumed that staff will only be present during implementation/cut over?	20 Points
Suitability of Approach/Methodology: Are all the elements well thought out and presented in a logical fashion? What is the timeline for installation and start up? What training hours are being provided for departmental staff and the inmate population?	10 Points
Total Possible Technical Points	70 Points
Cost [calculated as (lowest responsive cost proposal) divided by (this cost proposal) times 30 points]	30 Points
Total Possible Points	100 Points