

**TCVS 0302, CMS, Inmate Collect Calling**  
**State of Illinois**  
**Central Management Services**  
**Bureau of Communications and Computer Services**  
**Springfield, IL 62702**

**ADDENDUM #1**

This addendum is issued to further define the original Request for Proposal (RFP) package for the above-referenced project, as issued by this office on February 22, 2002, and is now considered a part thereof. Addendum #1 includes general information from the vendor's conference, and information about the site visits. **This addendum is to be returned as a part of the Vendor's proposal.** Within its proposal, the vendor must modify or replace the State's RFP language when instructed to do so within this addendum. Vendors are instructed to read this entire package before attempting to complete the information required therein. Furthermore, pursuant to the mandatory vendor conference held on March 13, 2002, vendors are instructed to review the following:

**Item 1. Section 1.2, Due Date and Time for Submission and Opening**

Due Date and time shall be extended for six weeks. Due date is changed to:

Due Date: May 14, 2002

Time: 2:30 PM

**Item 2 Pricing/Compensation**

Vendors must submit their current rates/approved tariff filings as a part of the pricing proposal.

**Item 3 Section 1.36e Pricing evaluation formula**

The formula should read as follows:

$$\text{Maximum price points X } \frac{\text{Offeror's Commission}}{\text{Highest Commission}} = \text{Total Price Points}$$

**Item 4 Attachment A**

Vendors should disregard Attachment A received at the vendor conference and replace it with Attachment A1, which is included herein.

**Item 5 Payment Terms and Conditions**

The first paragraph should read as follows:

Vendor must provide commissions to the Department of Central Management Services, Communications Revolving Fund payable from the effective date of the contract and received by the State within 60 days following each 30-day billing cycle. In addition, vendor may be directed by CMS to pay a portion of the commissions directly to the Department of Corrections. The amount of the commission paid shall be based on gross billings from the system.

**Item 6 Department of Corrections Web Address**

The Illinois Department of Corrections web site can be accessed at:  
<http://www.idoc.state.il.us/>

**Item 7 Site Visit Schedule**

March 26, 2002

Attachment B contains the site visit schedule. Vendors must visit the site on the day indicated. Additional visits will not be scheduled. Site visits are not mandatory.

**Item 8 Vendor Questions**

The State received a number of vendor questions both in writing and at the vendor conference. Responses to the vendor questions will be provided under separate cover in Addendum #2.

**ATTACHMENT A - 1**

ADULT CORRECTIONAL CENTERS	CURRENT VENDOR	# OF TELEPHONES	AVG POP	CAP	# OF CALLS	# OF MINUTES	# OF RECORDERS
Big Muddy, 251 N IL HWY 37, Ina 62846	Consolidated Comm	71	1804	952	9368	159,932	2
Centralia, Shattuc Rd, 62801	Ameritech/MCI	54	1408	750	14,322	245,215	2
Danville, 3820 E Main, 61834	Ameritech/MCI	70	2011	1096	15,976	276,992	2
Dixon, 2600 Brinton Ave., 61021	Consolidated Comm	112	1451	891	13,070	217,213	4
Dwight, Rte 17 West, 60420	Ameritech/MCI	42	1189	1144	6,420	81,228	2
East Moline, 100 Hillcrest Rd., 61244	Ameritech/MCI	57	652	688	11,413	200,600	2
Graham, Hwy 185, Hillsboro, 62049	AT&T	78	1852	974	5800	124,191	2
Hill, 600 S. Linwood. Galesburg, 61401	Consolidated Comm	71	1809	896	9143	174,413	2
Illinois River, Rte 9 W, Canton, 61520	AT&T	75	2173	1211	20,136	371,740	3
Jacksonville, 2268 E Morton, 62650	Consolidated Comm	33	1546	900	7693	136,254	1
Lincoln, 1098 - 1350 <sup>th</sup> , 62656	Consolidated Comm	34	1052	558	6174	93,639	1
Logan, 1096 - 1350 <sup>th</sup> , Lincoln, 62656	Consolidated Comm	63	1807	1050	11,492	191,521	2
Menard, 711Kaskaskia, 62259	Consolidated Comm	116	3155	1460	10,331	180,026	4
Pontiac, 700 W Lincoln, 61764	AT&T	77	1406	1113	6954	123,048	3
Robinson, 13423E 1150 <sup>th</sup> Ave, 62454	Consolidated Comm	27	1195	600	7695	144,344	1
Shawnee, 6665 Rte 146 E, Vienna, 62995	Consolidated Comm	66	1945	1046	7035	120,151	1
Sheridan, 4017 E 2603 Rd., 60551	Consolidated Comm	67	1540	974	9432	153,496	2
Southwestern Illinois, 950 Kingshighway, East St. Louis 62203	Ameritech/MCI	14	663	600	6853	117,105	1
Stateville, Rte 53, Joliet, 60434	Ameritech/MCI	127	1961	1800	17,725	306,892	5
Taylorville, Rte 29 S, 62568	Consolidated Comm	26	1190	600	7699	129,829	1
Vandalia, Rte 51 N, 62471	Ameritech/MCI	39	1434	949	15,250	253,490	2
Vienna, Hwy 145 E, 62995	Consolidated Comm	43	1372	845	6812	113,507	1
Western Illinois, Rte 99 S, Mt. Sterling, 62353	AT&T	73	1709	952	13,927	247,977	2

ADULT TRANSITION CENTERS	CURRENT VENDOR	# OF TELEPHONES	AVG POP	CAP	# OF CALLS	# OF MINUTES	# OF RECORDERS
Decatur, 2175 E. Pershing Rd, 65256	Ameritech/MCI	4*	105	80	20	300	--
Joliet, Rte. 53 & Airport Rd, Romeoville, 60446	Ameritech/MCI	6*	120	92	550	7500	--
Pooria, 607-613 Main, 61602	Ameritech/MCI	21	194	200	936	9088	--
Southern Illinois, 805 W Freeman, Carbondale, 62903	Consolidated Comm	3*	62	60	392	5309	--
Winnebago, 315 S. Court, Rockford, 61102	Ameritech/MCI	3*	91	71	363	5498	--

YOUTH CENTERS	CURRENT VENDOR	# OF TELEPHONES	AVG POP	CAP	# OF CALLS	# OF MINUTES	# OF RECORDERS
IYC Harrisburg, 1201 W Poplar, 62946	Consolidated Comm	25*	495	276	2441	28,338	--
IYC Joliet, 2848 McDonough, 60436	Ameritech/MCI	18*	381	212	2643	34,894	--
IYC St. Charles, 4450 Lincoln Hwy, 60175	Ameritech/MCI	12*	515	318	1468	18,787	--
IYC Valley View, 34W826 Villa Maria Rd, 60174	Ameritech/MCI	9*	370	228	336	3681	--

WORK CAMPS	CURRENT VENDOR	# OF TELEPHONES	AVG POP	CAP	# OF CALLS	# OF MINUTES	# OF RECORDERS
Work Camp, 207 W Morgan, 62324	Consolidated Comm	6*	113	150	1109	12,762	--
Dixon Springs Impact Incarceration Program, Hwy 146 E, Grantsburg, 62943	Consolidated Comm	11*	150	240	344	3193	--
DuQuoin Impact Incarceration Program, RR1, 62832	Consolidated Comm	8*	154	200	379	3764	--
Ed Jenison Work Camp, 14295 E 1200 <sup>th</sup> Rd, Paris, 61944	Consolidated Comm	9*	190	200	1102	21,341	--
Green County Impact Incarceration Program, RR3, Roodhouse, 62082	Consolidated Comm	4*	143	200	264	2579	--
Hanna City Work Camp, 14617 W Farmington, 61536	Ameritech/MCI	14*	244	200	2372	39,730	--
Hardin County Work Camp, RR 1, Cave-In-Rock, 62919	Consolidated Comm	6*	182	150	962	13,769	--
Kankakee, 37040 S Illinois, Manteno, 60950	Ameritech/MCI	9*	183	200	2633	35,758	--
Pittsfield Work Camp, RR 2, 62363	AT&T	12*	364	400	7571	124,191	1
Springfield Work Camp, State Fairgrounds, Bldg 29, 62702	Ameritech/MCI	2*	83	58	875	21,161	--
Tamms Work Camp, 200 E Supermax Rd, 62988	Ameritech/MCI	4*	159	200	1122	16,906	1

HUMAN SERVICES	CURRENT VENDOR	# OF TELEPHONES	AVG POP	CAP	# OF CALLS	# OF MINUTES	# OF RECORDERS
Joliet Treatment & Detention Facility, 401 Woodruff, 60432	Ameritech Basic C.O. Inmate Service	20**	170	400	561	10,200	--

\* Needs to be upgraded to IPIN System w/recorders & monitors

\*\*Needs to be upgraded to IPIN System -- no recorders or monitors

"CAP" = Rated Facility Capacity

"AVG POP" = Daily Average Population

Call Usage shown is based on monthly averages.

Call Usage Assumptions:

InterLATA/IntraState 85%

Interstate 10%

Local/IntraLATA 5%

**ATTACHMENT B**  
**DEPARTMENT OF CORRECTIONS SITE VISIT SCHEDULE**

**April 8, 2002**

8:00 A.M. - IYC St. Charles, Winnebago ATC (A.M.)  
2:00 P.M. - Dixon CC

**April 9, 2002**

8:00 A.M. - East Moline CC, East Moline WC (A.M.)  
2:00 P.M. - Sheridan CC

**April 10, 2002**

8:00 A.M. - Stateville CC  
1:00 P.M. - Joliet IYC, Joliet ATC (P.M.)

**April 11, 2002**

8:00 A.M. - Kankakee MSU, Dwight CC (A.M.)  
2:00 P.M. - Pontiac CC

**April 15, 2002**

8:00 A.M. - Peoria ATC, Hanna City (A.M.)  
1:00 P.M. - Illinois River CC @ Canton

**April 16, 2002**

8:00 A.M. - Clayton WC, Pittsfield WC, Green Cty @ Roodhouse (A.M.)  
1:00 P.M. - Jacksonville CC

**April 17, 2002**

8:00 A.M. - Springfield WC, Lincoln CC (A.M.)  
1:00 P.M. - Logan CC (P.M.), Decatur ATC

**April 18, 2002**

8:00 A.M. - Danville CC, Ed Jenison W.C. @ Paris (A.M.)  
2:00 P.M. - Taylorville CC

**April 22, 2002**

8:00 A.M. - Graham CC @ Hillsboro, Vandalia CC (A.M.)  
2:00 P.M. - Southwestern CC @ E. St. Louis

**April 23, 2002**

8:00 A.M. - Menard CC, DuQuoin WC (A.M.)  
2:00 P.M. - So. Illinois WC @ Carbondale, IYC Harrisburg (P.M.)

**April 24, 2002**

8:00 A.M. - Hardin County W.C @ Cave-In-Rock, Dixon Springs (A.M.)  
1:00 A.M. - Tamms WC



ILLINOIS George H. Ryan, Governor  
DEPARTMENT OF CENTRAL MANAGEMENT SERVICES  
Michael S. Schwartz, Director

May 2, 2002

Subject: Inmate Collect Calling, T200200012, TCVS 0302

Proposal Package Recipients:

Transmitted herewith, please Addendum #2 for the above referenced project.

If you have any questions or comments regarding these changes, please contact Kim Ahmer at (217) 782-9502 for assistance.

Sincerely,

Kim Ahmer

cc: A. Engle

120 W. Jefferson, Springfield, IL 62702-5103  
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**TCVS 0302, CMS, Inmate Collect Calling**  
**State of Illinois**  
**Central Management Services**  
**Bureau of Communications and Computer Services**  
**Springfield, IL 62702**

**ADDENDUM #2**

This addendum is issued to further define the original Request for Proposal (RFP) package for the above-referenced project, as issued by this office on February 22, 2002, and is now considered a part thereof. Addendum #2 includes an extension of the due date. **This addendum is to be returned as a part of the Vendor's proposal.** Within its proposal, the vendor must modify or replace the State's RFP language when instructed to do so within this addendum. Vendors are instructed to read this entire package before attempting to complete the information required therein. Furthermore, pursuant to the mandatory vendor conference held on March 13, 2002, vendors are instructed to review the following:

**Item 1. Section 1.2, Due Date and Time for Submission and Opening**

Due Date and time shall be extended for six weeks. Due date is changed to:

Due Date: June 18, 2002

Time: 2:30 PM



ILLINOIS George H. Ryan, Governor  
DEPARTMENT OF CENTRAL MANAGEMENT SERVICES  
Michael S. Schwartz, Director

May 8, 2002

Subject: Inmate Collect Calling, T200200012, TCVS 0302

Proposal Package Recipients:

Transmitted herewith, please Addendum #3 for the above referenced project.

If you have any questions or comments regarding these changes, please contact Kim Ahmer at (217) 782-9502 for assistance.

Sincerely,

Kim Ahmer

cc: A. Engle

120 W. Jefferson, Springfield, IL 62702-5103  
*Printed on Recycled Paper*

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**TCVS 0302, CMS, Inmate Collect Calling**  
**State of Illinois**  
**Central Management Services**  
**Bureau of Communications and Computer Services**  
**Springfield, IL 62702**

**ADDENDUM #3**

This addendum is issued to further define the original Request for Proposal (RFP) package for the above-referenced project, as issued by this office on February 22, 2002, and is now considered a part thereof. Addendum #3 response to questions generated from the vendor conference, via electronic mail, and facsimile. **This addendum is to be returned as a part of the Vendor's proposal.** Within its proposal, the vendor must modify or replace the State's RFP language when instructed to do so within this addendum. Vendors are instructed to read this entire package before attempting to complete the information required therein. Furthermore, pursuant to the mandatory vendor conference held on March 13, 2002, vendors are instructed to review the following:

**Item 1      We have received numerous questions regarding the in-place Eventide recorders. The State has reconsidered its position on this issue. This Addendum deletes Paragraphs 3.10, 4.1.4, 4.2.1, and 4.2.2 in their entirety and are replaced with the following:**

3.10.1 The vendor must provide recorders and monitors at each site equal to or better than the recorders/monitors presently installed. The vendor will install and assume maintenance of any recording/monitoring equipment at no cost to the State.

4.1.4 Recorders/Monitors

4.1.4.1 The Vendor must assume responsibility for installing and maintaining recording and call monitoring equipment at no cost to the State at each site under this contract and each new site added under this contract. Vendor must provide additional recorders at these sites at no cost if required by the State. Vendor will assume all costs of installation and wiring associated with this equipment.

The Vendor shall replace any or all of the recording and call monitoring equipment as required during the term of this contract at no cost to the State.

4.1.4.2 This equipment must include a multi-channel quality digital recorder or equivalent approved by DOC with software customized to IDOC requirements listed herein. The recorders must provide the ability to search for calls by date, time, channel of the recorder, and/or IPIN number. The recording system will permit retrieval at the institution via, at minimum, Inmate PIN (the existing alphanumeric Inmate ID numbers may be used as the Inmate Calling System identifiers), date/time of call, and

dialed number. This equipment will be used to generate reports from information collected by the inmate call processing equipment. At a minimum, the recording system will store up to six months' recording available on hard disk or other acceptable medium, i.e. CD, on-line, etc.

Selective call recording will be included for all DOC institutions. The institutions will be able to record (both sides of conversation) one or all lines on an as-needed basis. Playback and terminal device will be located in the Internal Affairs office at each site or as otherwise specified by IDOC.

The system must be capable of providing unmonitored or unrecorded attorney calls, with vendor verification of Attorney or Legal telephone numbers.

- 4.1.4.3 Monitoring equipment, instruments, and all status indicators will be provided by Vendor at no cost to the State. There will be approximately 3 monitoring stations per site and one station should be located in each Internal Affairs office. The State reserves the right to increase or decrease the number of monitoring stations as needed.

Service will be installed such that IDOC management will be able to monitor Inmate calls (both sides of conversation), on a real time basis, placed from one or more Inmate telephone(s) or other telephones utilizing the institution's call control system. Proposals will describe how this feature can be activated and deactivated by IDOC management.

- 4.1.4.4 Vendors must propose a solution which will provide IDOC upgraded technology to record, archive and retrieve inmate call data. At a minimum, any solution must provide IDOC the ability to network sites so that access can be attained remotely. Vendor should thoroughly explain their solution and must provide a complete list of management reports and capabilities with your response.
- 4.1.4.5 The existing recorders will remain in place for a minimum of three months for IDOC to retrieve past recordings and for a minimum of twelve months at Stateville, Menard, and Logan facilities, or as requested by IDOC. The State will assume responsibility for the maintenance of the Eventide recorders until they are removed. The Vendor shall remove existing Eventide recorders as requested by DOC and ship recorders back to the State warehouse located in Springfield at no cost to the State.

**Item 2 Replace Section 4.7.1 in its entirety with the following:**

- 4.7.1 Call Charges and Billing. Call charges, including per call surcharges and per minute or portion of a minute charges, will not exceed those tariffed by SBC Ameritech (for Local and IntraLATA calls) and by AT&T (for InterLATA and Interstate) for an identical call, based on rates as of February 22, 2002.

Vendor may propose postalized rates for all calls not to exceed the above rates or may rate calls based on time-of-day, day-of-week/holiday and distance (V&H mileage from point of origination to point of termination regardless of the actual routing of the call) used by the above carriers. The Vendor must submit and will define actual rates to be charged. All rates submitted will be fixed as of the date of RFP issuance February 22, 2002 for the length of the contract term, including renewals. The Vendor will have full liability to the caller and billed party for the accuracy of all charges for calls made using the Inmate Service.

**Item 3 Vendor questions.**

Please see the attached document for responses to vendor questions. If vendors require further clarification on any question, please submit your clarification questions to the project contact no later than close of business on May 22, 2002.

## Inmate Collect Calling Vendor Questions

	RFP Reference	Page Number	Question and Response
1.	1.24  <i>State of Illinois Response</i>	iv	<p>Will the State consider extending the due date of the bid to allow time to review additional information that the State provides?</p> <p><i>Yes, refer to Item 1 in Addendum 2.</i></p>
2.	1.35a and b  <i>State of Illinois Response</i>	v	<p>Is it the intent that the vendor solicitation response forms be included in the vendor's proposal, or does the state want these pre-qualification forms submitted prior to proposal submission?</p> <p><i>Vendors are required to return the solicitation response forms at the time and date that the proposal is due. The State does not require pre-qualification forms prior to submission. For a complete list of forms the vendor must submit, please see Section 1.35 "Completion of Response Forms".</i></p>
3.	1.33  <i>State of Illinois Response</i>	v	<p>Are subcontractors required to have a Certificate of Authority to Transact Business in Illinois?</p> <p><i>Please consult with the Secretary of State Business Service.</i></p>
4.	b  <i>State of Illinois Response</i>	2	<p>For option years offered, will the State consider modifying its language to read: <i>The State and Vendor will mutually agree to renew annually for up to five additional one-year terms?</i></p> <p>Regarding contract renewal after the fifth year, what criteria will the state use to make its decision to renew each of the subsequent 5 1-yr renewals?</p> <p><i>Any renewal is at the State's sole option.</i></p>

## Inmate Collect Calling Vendor Questions

	RFP Reference	Page Number	Question and Response
5.	c <i>State of Illinois Response</i>	2	<p>Would the State consider removing this clause since the State is not paying for this service?</p> <p><i>Yes, we will agree to negotiate a mutually acceptable termination clause for the initial term.</i></p>
6.	1 <i>State of Illinois Response</i>	3	<p>Can the State identify the current vendors at each of the Facilities?</p> <p><i>See Attachment A1 provided in Addendum 1.</i></p>
7.	3.1 <i>State of Illinois Response</i>	3	<p>Are there any warranty agreements for the existing recorders that could be transferred to new vendor?</p> <p>Who becomes the owner of the existing equipment?</p> <p><i>No. The State owns the recording equipment.</i></p>
8.	3.3 <i>State of Illinois Response</i>	3	<p>Is the State able to provide the new vendor with the current IPIN information from all the current vendors after contract award so that this information can be placed into a common database without the need to re-enter all this information manually. Can the State also describe how the 4 current vendors deal with inmate transfers between facilities and how the IPIN information is shared? This would minimize the work and possible human error in the requirement in Section 4.4.10.5</p> <p><i>No. The four (4) current vendors maintain separate databases. The IPIN information will have to be re-entered manually into the winning Vendor's database. Currently the IPIN information is not shared and new IPIN's are being assigned as inmates are transferred to another vendor's facility.</i></p>

### Inmate Collect Calling Vendor Questions

	RFP Reference	Page Number	Question and Response
9.	3.3  <i>State of Illinois Response</i>	3	Please describe or define how the state would prefer to manage the calling patterns of inmates  <i>By use of allowed call lists, time of day, length of calls, and frequency of called numbers.</i>
10.	3.4  <i>State of Illinois Response</i>	3	What tariffs apply inmate calling tariffs or public payphone tariffs for Local Exchange Company and AT&T?  <i>This depends on each vendor and how they file their tariffs. AT&amp;T and Ameritech file inmate rates under public payphone tariffs and MCI and Consolidated Communications file special inmate calling tariffs.</i>
11.	3.4  <i>State of Illinois Response</i>	3	Clarify if tariffs are for LEC universally or in specific LEC exchange for each site.  <i>The local and IntraLATA tariffs would be for SBC Ameritech.</i>
12.	3.5  <i>State of Illinois Response</i>	3	Is there any known deficiency in cabling in any existing sites?  <i>All phones currently have sufficient cabling to provide service.</i>

### Inmate Collect Calling Vendor Questions

	RFP Reference	Page Number	Question and Response
13.	3.10, 4.1.4.1.A, 4.1.4.1.B, 4.1.4.2, 4.2.1, 4.2.2  <i>State of Illinois Response</i>	4-7	Please describe why the state wants the vendor to maintain the in-place Eventide recorders and monitoring equipment. Should vendors assume that the state does not want to replace the existing Eventide equipment with the vendor's integrated recording and monitoring equipment that is an integral part of the inmate calling platform?  <b>Refer to Item 1 in Addendum 3.</b>
14.	3.10  <i>State of Illinois Response</i>	4	Who owns the Eventide equipment? Does the present inmate calling solution provide a direct interface between the call processor and the Eventide recorders?  <b>Refer to Item 1 in Addendum 3.</b>
15.	3.10  <i>State of Illinois Response</i>	4	At the end of the contract, will vendor be reimbursed for cabling they have bought?  All sites did not receive recorders with the last RFP. Who will pay for the installation of the recorders that were to be installed?  <b>No. The vendor of award will be responsible for the installation of recorders as indicated on Attachment A.</b>
16.	3.13.1  <i>State of Illinois Response</i>	4	Is there house wiring owned by the State or current vendor that will stay in place?  <b>The existing wiring will stay in place. Vendor is responsible for campus wiring from DMARC to station.</b>

## Inmate Collect Calling Vendor Questions

	RFP Reference	Page Number	Question and Response
17.	3.13.3  <i>State of Illinois Response</i>	4	<p>Does the State anticipate any new facilities to be added during the term of this contract?</p> <p><i>The contract resulting from this bid will be a master contract. Facilities may be added or deleted at the State's option. These may be future or existing DOC sites or other sites.</i></p>
18.	3.7  <i>State of Illinois Response</i>	4	<p>Is the State requiring a given amount of Site Administrators or is the State requesting for the vendor to propose an amount of Site Administrators necessary to provide services based on the system configuration. Can Site Administrators cover more than one site or do you require a full time site administrator per site.</p> <p>Will the State consider centrally located site administrators in lieu of on site administrators for each facility.</p> <p><i>There does not have to be a site administrator at each location if the vendor can thoroughly explain how they will manage to input changes, additions, and deletions from each site and have someone available at each site to address repair and technical problems/questions. Consideration will be given to centrally located site administrators if no involvement from IDOC is expected and the terms and conditions of this RFP are met.</i></p>
19.	4.1.1  <i>State of Illinois Response</i>	5	<p>In the States description of the " IBM token ring Local Area Network (LAN) running under Novel Netware", does the State. 1) Have a WAN that the inmate telephone vendor can use. 2) Is the Novel Netware software (protocol) to connect all the facility stations together so that the inmate call processing information can be shared with these stations.</p> <p><b>No to 1) and 2)</b></p>



### Inmate Collect Calling Vendor Questions

	RFP Reference	Page Number	Question and Response
20.	4.1.1  <i>State of Illinois Response</i>	5	<p>Is IPIN referring to call processing?</p> <p><i>The Inmate Personal Identification Number is an integral part of the call processing.</i></p>
21.	4.1.3  <i>State of Illinois Response</i>	5	<p>Could we buy current equipment?</p> <p><i>The State will allow the Vendor of award to negotiate with the exiting vendor to purchase existing telephones only. All other equipment must be replaced. Only the Eventide recorders are owned by the State.</i></p> <p>What is key-locked mounting to wall?</p> <p><i>"Key locked" means key access is required to phone or phone housing which is attached to mounting.</i></p>
22.	4.1.3  <i>State of Illinois Response</i>	5	<p>Some facilities have 2200 desk phones. Will new vendor provide these?</p> <p><i>There are approximately 150 single line sets used at Menard, Stateville, and Pontiac for calls made from the Segregation Unit cell blocks. Permanent phones are not installed at these locations. The new vendor will be expected to replace these single line sets at no cost to the State.</i></p>

### Inmate Collect Calling Vendor Questions

	RFP Reference	Page Number	Question and Response
23.	4.1.4  <i>State of Illinois Response</i>	5	<p>Will the State accept alternative proposals that would propose the replacement of the existing recording and monitoring equipment with statewide networked, fully integrated call recording and monitoring capabilities within the proposed call processing system platform?</p> <p><i>Refer to Item 1 in Addendum 3.</i></p>
24.	4.1.4.1  <i>State of Illinois Response</i>	5	<p>Clarify what is meant by maintenance replacement. Is the equipment in good working condition today?</p> <p><i>Refer to Item 1 in Addendum 3.</i></p>
25.	4.1.4.1.B  <i>State of Illinois Response</i>	5	<p>Please provide the number of Internal Affairs offices and the location of each. Does this include the Juvenile facilities and the Adult Transitional Centers for both existing and new sites?</p> <p><i>There is one (1) Internal Affairs office per facility.</i></p>
26.	4.1.4.2  <i>State of Illinois Response</i>	6	<p>Does the vendor need to maintain the Eventide System for future and past recordings or can the vendor install their own monitoring/recording system.</p> <p><b>The Vendor will install new recorders and monitoring equipment. The existing Eventide recorders will remain in place for a minimum of 3 months and for a minimum of 12 months at Stateville, Menard, and Logan facilities for IDOC to retrieve past recordings. The State will assume responsibility for maintenance of the Eventide recorders until they are removed.</b></p> <p><i>Refer to Item 1 in Addendum 3.</i></p>

## Inmate Collect Calling Vendor Questions

	RFP Reference	Page Number	Question and Response
27.	4.1.5  <i>State of Illinois Response</i>	6	Does the vendor need to provide one dial tone line for each inmate telephone or is line concentration permitted?  <i>Line concentration is not permitted. One dial tone line for each inmate telephone is required.</i>
28.	4.1.7  <i>State of Illinois Response</i>	6	Are the requirements for 2 TDD devices and printers to also include the Juvenile and Adult Transit Centers.  <i>Yes.</i>
29.	4.2.1  <i>State of Illinois Response</i>	7	All other sections pertaining to recording refer to full channel recording, please clarify the DOC's expectation.  <i>The State expects full channel recording.</i>
30.	4.2.2  <i>State of Illinois Response</i>	7	Can the State identify the other telephones utilizing the institutions call control system. Does this include visitor phones, administration phones, TDD phones etc?  <i>Only TDD phones.</i>
31.	4.3.2  <i>State of Illinois Response</i>	7	What happens if a site has 30 allowed numbers and then goes to 10 numbers? What is the procedure for selecting the 10 numbers?  <i>IDOC will instruct inmates to choose the 10 numbers and request changes on his/her allowed list. These changes will be provided to the Vendor.</i>

## Inmate Collect Calling Vendor Questions

	RFP Reference	Page Number	Question and Response
32.	4.2.4  <i>State of Illinois Response</i>	7	<p>By Fraudulent call transfer protection, is the state requiring vendors to detect what is referred to in the telecom industry as 'call forwarding'? It has been well established by the industry that this is not a truly viable detection capability.</p> <p><i>It is the State's intent to minimize fraudulent calling using available features on the inmate System. Please thoroughly describe your solution to minimize fraudulent calling in your response.</i></p>
33.	4.2.4  <i>State of Illinois Response</i>	7	<p>Clarify the difference between call forward and call transfer.</p> <p><i>Call forward allows automated preset call forward from the central office by called party. Call transfer requires call party to flash hook and extend call to another telephone number.</i></p>
34.	4.2.1 & 4.2.2  <i>State of Illinois Response</i>	7	<p>Does the State currently maintain an existing database of Attorney and Legal telephone numbers that can be given to the successful vendor upon contract award for installation into the new system database?</p> <p><i>The State does not maintain a database of any allowed number lists, including attorney and legal numbers. DOC will provide approved allowed number lists to the successful vendor.</i></p>
35.	4.2.10  <i>State of Illinois Response</i>	8	<p>Will the State waive its right to approve a primary long-distance provider if the primary long-distance provider is the Prime Contractor of the submitted offer? Will the State provide a list of approved long distance carriers?</p> <p><i>No, the State reserves the right to approve a long distance carrier, but will not unreasonably withhold approval. There is no approved carrier list.</i></p>

## Inmate Collect Calling Vendor Questions

	RFP Reference	Page Number	Question and Response
36.	4.2.10  <i>State of Illinois Response</i>	8	<p>If the State does not approve the vendor's proposed long distance carrier will the vendor be allowed to restructure its financial offer if it cannot arrive at an agreeable subcontracting agreement with a long distance carrier chosen by the State?</p> <p><i>The State will not allow modifications to the pricing proposals already submitted.</i></p>
37.	4.3.4  <i>State of Illinois Response</i>	9	<p>Does DOC want vendors to use the ASCII for the FTP? What does the State determine as real-time? Is 24 hours sufficient? The FTP site made the ASCII format no longer necessary.</p> <p><i>Access to call data should be available immediately. Archiving call data may be provided by vendor within 24 hours. The FTP site relays the ASCII information to the database.</i></p>
38.	Item 4.3.1.7  <i>State of Illinois Response</i>	9	<p>Is the State referencing access from the Investigation locations in the item? If not, please specify the location(s) that will require system access.</p> <p><i>Primarily the Investigations office at each location will require system access. However, authorized DOC staff at any DOC location statewide may require a security code for system access at other facilities.</i></p>

### Inmate Collect Calling Vendor Questions

	RFP Reference	Page Number	Question and Response
39.	4.3.1.8  <i>State of Illinois Response</i>	9	<p>Call detail records are available on line for 90 days. This data is backed up to tape daily and retained for 90 days, so in effect there is 180 days of data either on-line or available from back ups. The backed up data can be restored upon request. The same data is placed on our File Transfer Protocol (FTP) server for Springfield DOC pickup on a daily basis. The data will be stored on the FTP site for one year. Does this cover the requirement? If not, what is trying to be accomplished by the individual sites downloading data for backup/archive purposes? Note: If the individual sites are going to download data, this could be a lengthy process to pull any quantity of data across the network to their PC.</p> <p><i>This solution is sufficient. All Vendors should thoroughly describe their data storage process.</i></p>
40.	3.1  <i>State of Illinois Response</i>	10	<p>Please define "C" Grade and DOC offender tracking system.</p> <p><i>Inmates placed on "C" Grade status have their calling privileges suspended for an unspecified period of time. These calling restrictions are used for disciplinary action. IDOC downloads inmate "C" Grade information daily from the Offender Tracking System to the File Transfer Protocol (FTP) site. The vendors call in to the FTP site daily to retrieve this information to restrict inmate calling as required.</i></p>

## Inmate Collect Calling Vendor Questions

	RFP Reference	Page Number	Question and Response
41.	4.3.10  <i>State of Illinois Response</i>	10	<p>What file format is the Offender Tracking System?</p> <p>Are the inmate privilege suspensions activated for a specified number of days or is the action designated to activate and deactivate privileges only?</p> <p><b><i>ASCII text file format. No, inmate privilege suspensions are not activated for a specified number of days. The action is designated to activate and deactivate privileges as required. It is the vendor's responsibility to download this information daily from the FTP site.</i></b></p>
42.	Item 4.4.4  <i>State of Illinois Response</i>	10	<p>How many pedestals, shelters, enclosures and isolation panels are currently in place today? If possible, please identify how many per site. Are these the property of the State and if so, can they be reused by the successful vendor? Will the State provide a list of required signage?</p> <p><b><i>These are provided by the State and can be reused. Other than instructional, required signage will be provided by the State.</i></b></p>
43.	4.3.5  <i>State of Illinois Response</i>	10	<p>Can the State please identify its understanding between the use of Debit Card Accounts and any other telephone calling cards and that of inmate debit accounts created within the inmate call processing system. This is important because the State may decide to allow inmates to purchase telephone time through their own funds. These accounts will maintain the same security features as that of collect calling, while enhancing the inmates calling ability to locations that cannot accept collect calls (i.e.. international calling, hospitals, nursing homes etc.)</p> <p><b><i>At this time IDOC does not intend to allow the use of debit cards or any other telephone calling cards with the Inmate System. For the purposes of this proposal, IDOC is not requesting a debit system; however, we would be interested in learning about debit system applications which work simultaneously with the collect call system. Vendors should thoroughly explain their capabilities.</i></b></p>

### Inmate Collect Calling Vendor Questions

	RFP Reference	Page Number	Question and Response
44.	4.3.5 and 4.7.1  <i>State of Illinois Response</i>	10	<p>We could not find any reference in the RFP with respect to whether international calling is or is not permitted. If it is permitted, please describe the circumstances/conditions under which it will be allowed.</p> <p><i>International calling is typically not permitted by IDOC; however, there may limited applications over the contract term.</i></p>
45.	4.4.10  <i>State of Illinois Response</i>	11	<p>Define what new service includes.</p> <p><i>The State is requiring that all equipment, except for the telephones, be replaced at all of the facilities.</i></p>
46.	4.4.6  <i>State of Illinois Response</i>	11	<p>Does the State anticipate the need for, or currently have installed, any coin operated telephones at any of the Juvenile and/or Adult Transit Centers?</p> <p><i>Payphones are already installed under a separate contract and no further need is required.</i></p>
47.	Item 4.4.7  <i>State of Illinois Response</i>	11	<p>Are there currently individual cut-off keys for each inmate telephone in place today?</p> <p>Are they labeled and in good working condition?</p> <p>Are they the property of the State and can they be reused by the successful vendor?</p> <p><i>Yes</i></p>



## Inmate Collect Calling Vendor Questions

	RFP Reference	Page Number	Question and Response
48.	4.4.8  <i>State of Illinois Response</i>	11	<p>Do any of the sites have any known inmate telephone quality issues that are attributable to the existing intra/inter-building cabling (i.e. noise, ground hum, static, cross talk, RFI, etc.)?</p> <p><i>No</i></p>
49.	Item 4.7.1  <i>State of Illinois Response</i>	15	<p>1. Please specify the Local Exchange Carriers referenced by the State in this Section.</p> <p>2. Will the State please consider modifying the first sentence of this section to read as follows: " Call charges, including per call surcharges and per minute or portion of a minute charges, will not exceed those per call surcharges and per minute or portion of minute charges as tariffed at the time of this RFP release by the Local Exchange Company (for Local and IntraLATA calls), or by AT&amp;T (for InterLATA and interstate) for an identical call."</p> <p>3. Will the State allow vendors to propose a postalized rate per minute for all time periods rather than a rate based upon mileage and time of day as long as this rate is consistent with rates charged by the existing Local Exchange Carriers and AT&amp;T? This will allow for simplification of rate disclosure to inmate families.</p> <p><i>Refer to Item 2 in Addendum 3.</i></p>

## Inmate Collect Calling Vendor Questions

	RFP Reference	Page Number	Question and Response
50.	4.7.1  <i>State of Illinois Response</i>	15	<p>We urge the DOC to provide accurate inmate calling data for all local, intra-, inter-lata, and interstate calls for the last year of operation. We would like to see the number of completed calls and minutes of duration in each category. Vendors typically base their bid/no-bid decisions, revenue projections, and commission offerings on this data.</p> <p><i>Usage information is included in the attachments limited by the information which can be provided by the current vendors. The State does not guarantee future usage</i></p>
51.	Item 4.7.4  <i>State of Illinois Response</i>	15	<p>If the proposed rate is based upon time of day and mileage bands, will the State allow the vendor to disclose the cost of the first minute plus connection fee followed by the maximum per minute charge for the call type for each additional minute?</p> <p><i>The Vendor should disclose complete rate information required.</i></p>
52.	5.1  <i>State of Illinois Response</i>	16	<p>Will site administrators get involved in investigations?</p> <p><i>No direct involvement, only providing information such as management reports to IDOC.</i></p>
53.	5.1  <i>State of Illinois Response</i>	16	<p>Are inmates booked or entered into the State of Illinois Department of Corrections at any site or are their specific facilities that process inmates. Can the State list the locations where inmates are processed?</p> <p><i>There are 7 Reception and Classification (R&amp;C) Centers to receive new inmates. The adult centers are: Stateville, Menard, Hillsboro and Dwight. The juvenile centers are: St. Charles, Warrenville, and Harrisburg.</i></p>

## Inmate Collect Calling Vendor Questions

	RFP Reference	Page Number	Question and Response
54.	5.3  <i>State of Illinois Response</i>	16	<p>This requirement calls for a national directory database to be incorporated into the call processing procedure. Does this mean to have the inmate calling platform as part of each call validation check, perform a lookup in this database? Or, does the DOC mean that it wants each call setup to check the Line Information Database (LIDB) for nationally blocked numbers before releasing the call? Please describe what the DOC would like to derive out of this requirement.</p> <p><i>This directory database will only be used on occasion for IDOC investigative purposes.</i></p>
55.	5.3  <i>State of Illinois Response</i>	16	<p>Please explain what the National Directory is.</p> <p><i>A database that can access national directory related information upon request, i.e. name and address for both published and non-published telephone numbers.</i></p>
56.	5.4  <i>State of Illinois Response</i>	16	<p>Can the Vendor's facility be out-of-state? Will this satisfy our CO-based system requirement?</p> <p><i>Yes, where the call processing equipment resides at one central location with 24 hour support.</i></p>
57.	Item 6.3  <i>State of Illinois Response</i>	17	<p>RFP Item 6.3 request 5 references, page 31 requires 4, which is the State's preference?</p> <p><i>5 references are required.</i></p>
58.	7  <i>State of Illinois Response</i>	17	<p>Can a Prime vendor submit more than one bid response with different subs?</p> <p><i>Yes, please submit proposal separately.</i></p>

### Inmate Collect Calling Vendor Questions

	RFP Reference	Page Number	Question and Response
59.	<p style="text-align: center;">8</p> <p style="text-align: center;"><i>State of Illinois Response</i></p>	18	<p>By having this paragraph as a line item under pricing/compensation, should vendors conclude that the charges for National Directory Listing Database will be paid for by the state?</p> <p><i>Vendors should indicate a cost to the State of Illinois, if any, for the Database. If there is a charge to the State, it will be paid by the State.</i></p>
60.	<p style="text-align: center;">1</p> <p style="text-align: center;"><i>State of Illinois Response</i></p>	18	<p>Where can we find subsection 2.1.3?</p> <p><i>The section reference should be listed as 4.7.1.</i></p>

### Inmate Collect Calling Vendor Questions

	RFP Reference	Page Number	Question and Response
61.	<p style="text-align: center;">2</p> <p style="text-align: center;"><i>State of Illinois Response</i></p>	27	<p>What does the state propose the Project Performance Bond consist. Since there is no cost to the State should the vendor estimate the cost to complete the contract?</p> <p><i>Only the vendor of award needs to provide the bond</i></p> <p><i>A bond is required by state law for any public works project that exceeds \$5,000. The purpose of the bond is to ensure that if the vendor does damage to state property, fails to pay subcontractors, or fails to pay prevailing wages as required by state law, the State has a means to recoup those dollars.</i></p> <p><i>Vendors should estimate the cost of the bond by estimating the public works portion of the contract. For example, if vendor is replacing a telephone handset by simply plugging it in, that is not a public works project. However, if the vendor is running wire to install a new telephone, that would be considered a public works project and would be subject to bond requirements. Applicable state statutes are listed on page 26 of the RFP document. For additional information on this requirement vendors may contact the Department of Labor at 217-7821710.</i></p>
62.	<p style="text-align: center;"><i>State of Illinois Response</i></p>	NA	<p>When do the current contracts expire with the four vendors?</p> <p><i>The current contracts are being extended to provide service until this contract is signed and service is transitioned to the new Vendor of award.</i></p>

### Inmate Collect Calling Vendor Questions

	RFP Reference	Page Number	Question and Response
63.	Evaluation  <i>State of Illinois Response</i>	NA	How will the State review rates and commissions in determining "best price".  <i>The State will review the pricing proposals of those vendors whose technical proposals are deemed compliant. The estimated revenue will be calculated based on a predetermined average calling estimate and the vendor's proposed rates and commissions. The technically compliant vendor offering the highest revenue will be awarded the contract.</i>
64.	Major Outage  <i>State of Illinois Response</i>	NA	Define the 2 hour response time requirement. Will remote diagnostics meet this requirement?  <i>Yes.</i>
65.	Attachment A  <i>State of Illinois Response</i>	NA	At the adult transition centers there is presently no monitoring or recording but you would like the ability to record calls. You show one phone for 105 inmates at the Decatur site. Is the phone count correct? Do all calls have to be recorded or are you looking for selective recording at all the sites? Are you sure you want recording? Are you sure you want recording at the work camps?  <i>The phone count (4) at Decatur was revised on Attachment A-1 in Addendum 1. All calls will be recorded at all sites.</i>



ILLINOIS George H. Ryan, Governor  
DEPARTMENT OF CENTRAL MANAGEMENT SERVICES  
Michael S. Schwartz, Director

May 28, 2002

Subject: Inmate Collect Calling, T200200012, TCVS 0302

Proposal Package Recipients:

Transmitted herewith, please Addendum #4 for the above referenced project.

If you have any questions or comments regarding these changes, please contact Kim Ahmer at (217) 782-9502 for assistance.

Sincerely,

Kim Ahmer

cc: A. Engle

120 W. Jefferson, Springfield, IL 62702-5103  
*Printed on Recycled Paper*

Addendum\_4.doc

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**TCVS 0302, CMS, Inmate Collect Calling**  
**State of Illinois**  
**Central Management Services**  
**Bureau of Communications and Computer Services**  
**Springfield, IL 62702**

**ADDENDUM #4**

This addendum is issued to further define the original Request for Proposal (RFP) package for the above-referenced project, as issued by this office on February 22, 2002, and is now considered a part thereof. Addendum #4 includes response to questions generated from vendors via electronic mail. **This addendum is to be returned as a part of the Vendor's proposal.** Within its proposal, the vendor must modify or replace the State's RFP language when instructed to do so within this addendum. Vendors are instructed to read this entire package before attempting to complete the information required therein.

**Item 3 Vendor questions.**

Please see the attached document for responses to vendor questions.



**Inmate Collect Calling Vendor Questions – Round 2**

	RFP Reference	Page Number	Original Question	Follow Up Question and Response
1.	4.4.10  <i>State of Illinois Response</i>	11	45	<p>If the State allows incumbents to reuse telephones, the incumbent vendors who own phones today have a financial advantage over vendors who do not have services and phones in place today. Will the State reconsider this allowance and require all vendors to install new telephone units?</p> <p>If not, will that State allow the vendor to install refurbished telephones in good working order and appearance?</p> <p><i>The State sees no reason to replace the existing telephones. Vendors may install telephones which are refurbished to like-new condition</i></p>
2.	4.7.4  <i>State of Illinois Response</i>	15	51	<p>If the proposed rate is based upon time-of-day and mileage bands, will the State allow the vendor to disclose the cost of the first minute plus connection fee followed by the maximum per minute charge for the call type for each additional minute?</p> <p><i>The State is not requiring the vendor to disclose intrastate rates to the called party.</i></p>
3.	4.7.4  <i>State of Illinois Response</i>	15	51	<p>Is DOC quoting Interstate Rates to the called party today?</p> <p><i>DOC does not quote rates to the called party. Vendors are mandated by the FCC to announce interstate inmate rates to the called party before acceptance of the call is made.</i></p>
4.	4.7.4  <i>State of Illinois Response</i>	15	51	<p>Does the Illinois Commerce Commission require collect call rate quoting for inmate collect calls?</p> <p><i>No.</i></p>

## Inmate Collect Calling Vendor Questions – Round 2

	RFP Reference	Page Number	Original Question	Follow Up Question and Response
5.	<i>State of Illinois Response</i>	Attachments	Addendum 1	<p>Is it possible to get more exact data on present inmate phone usage? The previous CDR data provided in Amendment #1 provides some but not all of this essential pricing information.</p> <p><b><i>The State has provided usage information for each site. No further information will be provided.</i></b></p>
6.	3.10	4	Addendum 3, Item 1	<p>If a vendor wants to continue to use the Eventide recorders will the Vendor be able to use the existing recorders?</p> <p><b><i>The State prefers that the vendor replace the existing recorders with newer technology. The State will use the Eventide recorders to access archived data.</i></b></p>
7.	4.1.3	5	Addendum 3, page 10, item 22	<p>Are the 150 single line sets included in the phones showing on A-1 for Menard (116), Stateville (127) and Pontiac (77)? Or are they in addition to what's on A1? If they are not do we need a phone line for each single line set?</p> <p><b><i>The lines required for the single line sets are included in the totals on A-1.</i></b></p>