



State of New Jersey

DEPARTMENT OF THE TREASURY
DIVISION OF PURCHASE AND PROPERTY
P. O. BOX 230
TRENTON, NEW JERSEY 08625-0230
(609) 984-9703

DONALD T. DiFRANCESCO
Acting Governor

PETER R. LAWRENCE
Acting State Treasurer

October 15, 2001

Ref: 02-X-32533
Inmate/Resident Telephone Control Service
Bid Opening Date: November 1, 2001
Revised Bid Opening Date: December 20, 2001

Addendum No. 1

To All Attendees of the Bidder's Conference:

This is to advise that the bid opening date has been changed. The new revised bid opening date is December 20, 2001. It is the bidder's responsibility to change the bid opening date on the bid return envelope.

Questions received by the Purchase Bureau on the referenced Request for Proposal (RFP) will be answered in a future addendum.

Vendors will also be advised of the date and location of site visits in a future addendum.

Attached is a copy of the Sign-In Sheet from the Bidders Conference listing all the vendors who attended the meeting.

Addendum No. 1 is to be incorporated and become a part of proposal 02-X-32533.

Sincerely yours,

Antoinette Lello
Purchase Bureau

Attachment
Attendance Sheet

MANDATORY PRE-BID CONFERENCE

SIGN-IN-SHEET (PLEASE PRINT)

RFP NUMBER: 02-X-32533
 CONFERENCE DATE: October 4, 2001
 Inmate/Resident Telephone Control Service

TIME: 9:30

REPRESENTATIVE - (PLEASE PRINT)	COMPANY - (PLEASE PRINT)	TELEPHONE #
Paul Matsikas	Qwest	860 404 0546
Dick Tighe	Qwest	713-660-4296
Janice Mc GUIGON	VERIZON	610-892-9775
Bill ARFICEN	Verizon	732-251-5901
Bob Lynch	T'netix	973-637-0530
JOHN COFFEY	T-NETIX	856-767-0020
TERESA RIDGEMAN	Global Tel*Link	251-510-4275
BOB HALLANDER	mcI WORLDCOM	770 625-6981
Pat Pliner	mcI Worldcom	518-433-4018
JAMES DEHAVEN	Focal COMMUNICATIONS	732-631-2013

MANDATORY PRE-BID CONFERENCE

SIGN-IN-SHEET (PLEASE PRINT)

RFP NUMBER: 02-X-32533

TIME: 9:30

CONFERENCE DATE: October 4, 2001

Inmate/Resident Telephone Control Service

REPRESENTATIVE - (PLEASE PRINT)	COMPANY - (PLEASE PRINT)	TELEPHONE #
DARYL DORAN	THALES CONTACT SOLUTIONS	973 633 3899
Tim Miller	ATT TCG	732 695 9614
Tim Vaughn	Evercom	800-704-2768
Michael Hynes	Sprint	727 284 7268
Charles Weg	Sprint	609-734 9510
Dennis Yarrington	Sprint	609-734 9510
MICHAEL ZUR	ATT	732-980-6813
Thomas McLellan	ATT	732-980-6814

MANDATORY PRE-BID CONFERENCE

SIGN-IN-SHEET (PLEASE PRINT)

RFP NUMBER: 02-X-32533

TIME: 9:30

CONFERENCE DATE: October 4, 2001

Inmate/Resident Telephone Control Service

REPRESENTATIVE - (PLEASE PRINT)	COMPANY - (PLEASE PRINT)	TELEPHONE #
Phil Apanovitch	PCS	860 368-2456
JAMES MCKINNEY	KELLEE COMMUNICATIONS	802-393-1700



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DONALD T. DIFRANCESCO
Acting Governor

PETER R. LAWRENCE
Acting State Treasurer

November 16, 2001

Ref: 02-X-32533
Inmate/Resident Telephone Control Service
Bid Opening Date: November 1, 2001
Revised Bid Opening Date: December 20, 2001

Addendum No. 2

To All Attendees of the Bidder's Conference:

Site Visits have been scheduled for this procurement. The date, time and locations are provided as follows:

Date: December 4, 2001
Time: 9:00 am
Location: Juvenile Medium Security Facility
West Burlington Street
Bordentown, NJ

The next two site visits will follow immediately after the Juvenile Medium Security Facility. They are as follows:

Albert C. Wagner Youth Correctional Facility
Ward Avenue
Bordentown, NJ

Garden State Youth Correctional Facility
Highbridge Road (Off Route 130)
Yardville, NJ

Vendors planning on attending the Site Visits must contact Toni Lello at 609-984-9703 by Thursday, November 29, 2001 in order to register for admittance to the prison facility. Vendors will not be able to gain admittance to the prison facility on the day of the site visit unless they have pre-registered. Vendors will be required to submit their social security number and have a valid picture ID to gain admittance to the facilities.

Questions received by the Purchase Bureau on the referenced Request for Proposal (RFP) will be answered in a future addendum.

Addendum No. 2 is to be incorporated and become a part of proposal 02-X-32533.

Sincerely yours,

Antoinette Lello
Purchase Bureau



State of New Jersey

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DIVISION OF PURCHASE AND PROPERTY
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TRENTON, NEW JERSEY 08625-0230
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DONALD T. DIFRANCESCO
Acting Governor

PETER R. LAWRENCE
Acting State Treasurer

November 30, 2001

Ref: 02-X-32533
Inmate/Resident Telephone
Control Service
Original Bid Opening Date: November 1, 2001
Revised Bid Opening Date: December 20, 2001

Addendum #3

To All Attendees of the Bidder's Conference

The following revisions and clarifications are made to the referenced Request for Proposal (RFP):

1. Page 13, Section 6.2.2.2 the following is added to this section:
 1. Severity Level 1: An equipment/service conditions or malfunction not critical to the DOC or JJC and services can effectively continue until repairs are completed.
 2. Severity Level 2: An equipment/service failure or malfunction that is not currently impairing the DOC or JJC's ability to provide service. However, if additional failures or malfunctions occur, prior to repair, this will cause the DOC or JJC to be operating at a reduced capacity.
 3. Severity Level 3: An equipment/service failure or malfunction that prohibits the DOC or JJC's ability to provide acceptable service. All or partial service is limited to a reduced capacity. This reduced capacity exists when 25% or more of the facility is out of service.

4. Severity Level 4: An equipment/service failure or malfunction that significantly impairs the DOC or JJC's ability to properly process outgoing calls. A severity level 4 exists when a DOC or JJC facility is to a large extent out of service.
2. Page 14, Section 6.2.5 Call Billing, the following is added after the first sentence:

Local – service chargers not to exceed \$2.00
3. Page 17, Section 6.3.1 Authorized System Features, last paragraph, delete "All recording equipment must be compatible with existing system to read all discs currently on file."
4. Page 17, Section 6.3.1 Authorized System Features, add the following paragraph to this section: All information should be retrievable in a printed format or other electronic media. These records shall be retained by the Contractor for the life of the contract and transferred to the State at the termination of the contract.
5. Page 17, Section 6.3.3 Usage Studies, delete •Inmate/resident SBI number.
6. All references to 01-X-32533 should read 02-X-32533.
7. Page 1, Item 13, delete "1 days after receipt of order."
8. Page 9, Section 6.1.3 Call Routing, this section is revised to read as follows:

The Contractor will bear all costs of miss-routed calls such as those resulting from improperly programmed Inmate/Resident approved telephone numbers.
9. Page 10, Section 6.1.6, Dialing Plan, the following sentence is added to this section:

Due to up coming area code additions, all dialing service must be compatible to upgrade for this service.
10. Page 15, Section 6.3, Inmate/Resident Telephone Control System, the third listing under the information to be provided on the bubble form should read: Name of Inmate/Resident
11. Page 16, Section 6.3.1 Authorized System Features, the fifth item down should read as follows: Automated voice announcement to the called party identifying Correctional Facility name and address and a prerecorded Inmate/Resident name.
12. Page 17, Section 6.3.2 System Controls and Restrictions, the following is added to this section:

Time limit may be set on total minutes per month for all calls, per Inmate/Resident, excluding the approved general population numbers.

13. Page 17, Section 6.3.3 Usage Studies, the following is added to this section:

Disconnect reason

14. The following section is added to 3.0 Bidder's Information:

3.15 Compliance with Set-Aside Subcontracting

This is a contract with set-aside subcontracting requirements. The bidder must return with its bid proposal a completed Notice of Intent to Subcontract from listing all subcontractors that it intends to use during the course of the contract. Failure to do so will be sufficient cause to reject a bidder's proposal as non-responsive.

Bidders intending to utilize subcontractors must also include a completed and signed Subcontractor Utilization Plan. Failure to do so will be sufficient cause to reject a bidder's proposal as non-responsive.

See attached Notice to all Bidders, Notice of Intent to Subcontract Form, Subcontractor Utilization Plan Form.

Below are questions received on the referenced RFP and their responses:

Question 1: Page 1, Section 2.0 Background, Please identify the 29 State Correctional/JJC facilities by name and location and if any of the facilities are within the same complex and can be supported with one central call processor?

Response: See attached list of facilities which was distributed at the Bidder's Conference.

Question 2: Page 1, Section 2.10, Background, Would the State provide the inmate/resident population and phone count by facility?

Response: See attached list of facilities which was distributed at the Bidder's Conference.

Question 3: Page 1, Section 2, Background, Would the State provide the inmate/resident call detail by facility including local Intra State IntraLata, Intra State InterLata, and Interstate InterLata?

Response: Waiting for current contractor to provide detailed information. Will be provided in a future addendum.

Question 4: Page 1, Section 2.0, Background,

- (1) What is the current commission percentage provided by AT&T?
- (2) (2) How does the State use the Commission?

Response: (1) Inter-Lata/International: 32%
Local/Intra-Lata: 27%
(2) General Fund

Question 5: Page 1, Section 2.0, Background, What are the current rates for local, IntraState IntraLata, IntraState InterLata and Interstate InterLata calls place by inmates/residence?

Response: Verizon New Jersey Tariff – BPU-2 Exchange Service

Question 6: Page 3, Section 3.5, Please verify that this contract for Inmate Telephone Service is not a “public works” contract as defined in N.J. Statue 34:11-56.26 and is not subject to the Public Works Contractor Registration Act. Is this correct?

Response: Section 3.5 clearly states that Contractors must be in compliance with the Public Works Contractor Registration Act.

Question 7: Page 4, Section 3.8, When will the public bid opening be held and what information will be released upon opening?

Response: See the above revised bid opening date December 20, 2001. Schedule G will be read and the Evaluation Criteria Weight will be available at the bid opening.

Question 8: Page 14, Section 6.2.6, “Individual and Bulk Station Feature Changes.” What types of change is the State anticipating that will require six months notice?

Response: None anticipated at this time.

Question 9: Page 10, Section 6.1.5, Item states that "only new on site equipment will be acceptable for all systems and telephones in each correctional facility." Will the incumbent vendor, AT&T, also be required to replace all on-site equipment including telephones and ancillary supporting equipment.

Response: Yes

Question 10: Page 10, Section 6.1.7, Is the State currently billed for any services required for the provision of the inmate telephone system provided by the incumbent vendor AT&T?

Response: No

Question 11: Page 13 & 14, Section 6.2.4, Will the State allow for 2 digit speed dial numbers to be used for access to toll free numbers rather than allowing for the inmate to dial the actual number?

Response: No. Two digit speed dialing is not allowed. Two toll free numbers are accessible by dialing a fictional number programmed through the system provider. The two toll free number are the AIDS hotline and the DOC Ombudsman.

Question 12: Page 15, Section 6.3,

(1) Does the State use Bubble Forms today?

(2) Will the State provide a sample form?

(3) Is it the State's intent to have all the Inmate/Resident information obtained with the Bubble Form to reside on the Inmate Telephone System, or will the State download this information to a separate State owned and operated database?

Response: (1) No
(2) Yes, see attached
(3) Inmate Telephone System

Question 13: Page 15, Section 6.3, Why is the State considering the use of Bubble Forms?

Response: Speed and Efficiency

Question 14: Page 15, Section 6.3, In what format is your present inmate database?

Response: Unknown, handled by the Incumbent.

Question 15: Page 16, Section 6.3.1,

- (1) Can State provide the specific locations where cutoff keys will be required?
- (2) If System can provide electronic capability to shut off phones will cutoff keys still be required?

Response: (1) Yes, Center Control
(2) Yes, manual switches are required at all facilities.

Question 16: Page 17, Section 6.3.1, What make and model is your present recording system and what format are the recording stored in, i.e. cartridge, real to real, CD, etc.

Response: Dictaphone, tapes.

Question 17: Page 18, Section 6.4, How do you presently administer phone calls for hearing impaired inmates?

Response: Amplified headsets on some Inmate phones or the facilities separately handles calls through a social worker.

Question 18: Page 19, Section 6.5,

- (1) Who presently owns your cable from mdf to idf and to the inmate phone?
- (2) Do you presently have Porta type lightning protection on facility cables connecting remote buildings to the main Administration phone room?
- (3) Do you expect or forecast additional phone installations during the implementation phones?
- (4) Will you allow site surveys prior to the RFP proposal submission?

Response: (1) State owned
(2) Yes
(3) No
(4) Yes, State has chosen representative locations for site surveys, DOC Garden State, DOC Albert C. Wager and JJC Juvenile Modern Security Facility.

Question 19: Page 20, Section 7.1.1, May the bidder submit multiple solutions in one proposal or does the State required multiple bids with only one solution per bid?

Response: Multiple solutions in one proposal.

Question 20: Page 25, Section 7.7.5, Would the Department accept a centralized pin administration solution?

Response: Yes, will have to be partitioned by facility.

Question 21: Page 32, Section 9.0, Please clarify that the reference to "Request for Proposal 01-X-32533" refers to bid No. 02-X-32533?

Response: See Revision 6 to the RFP above.

Question 22: Standard Terms and Conditions, Pages 2 to 7, Please verify that the State will delete Standard Terms and Conditions that do not apply to the resulting contract. For example, Volunteer Fire Departments and the State and County Colleges will not be purchasing Inmate Telephone Services under the resulting Contract (Sections 3.7, 3.8, 3.9, 3.10).

Response: Section 1.0 clearly states that that the contract should be extended only to county correctional facilities, this supercedes any provision to the contrary in the Standard Terms and Conditions.

Question 23: At what time (estimated month) does the State anticipate that the installation and testing of the six systems/vendors will begin?

Response: Within two months after bid opening.

Question 24: Are there any County or State facilities that will be added to the contract that are not listed?

Response: No.

Question 25: Would the state consider a 30-day extension for proposal due date based on the number of questions and the additional material need to evaluate the procurement?

Response: See revised Bid Opening date above.

Question 26: Page 1, Section 2.0 Background, Please provide a list of the 29 New Jersey Correctional sites and the associated phone count.

Response: See response to Question 1 above.

Question 27: Page 1, Section 2.0, Background, Please provide a list of the 29 correctional sites to include by month the annual minutes, messages and the local, IntraLata and InterLata revenue by sites.

Response: See response to Question 3 above.

Question 28: Page 16, Section 6.3, "The contractor will provide, at no charge to the State, scanners at each correctional facility and toll free access to the system software for processing bubble forms. Scanning of these forms may be performed by the DOC and/or JJC staff. Please explain "bubble forms" and the process for using them.

Response: Once the form is completed by the Inmate/Resident, the completed form will be inserted into the Scanner, a PIN number will be randomly generated, information automatically updated into the system and a report transmitted back to the facility with the acceptance, PIN number and the Inmate/Resident.

Question 29: Page 15, Section 6.2.7 System Administrators, How many system administrators are presently assigned to the State correctional facilities? Are they dedicated by site, do they report to the facility and what are their responsibilities.

Response: Two institutions for one administrator. CRAF (the Central Reception Assignment Facility) will have its own administrator.

Question 30, Page 11, Section 6.1.8, Please explain the two month equipment trial. What size facility will be tested? Will the present Call Control equipment be removed during the trial period and replaced with the trial equipment or installed side by side? Will the phones be replaced with the trial phones for use by the inmates or will there be a test phone(s) located in the equipment room or another location?

Response: There will be a four month trial. Equipment will be installed side by side and two telephones will be replaced for the trial period per vendor.

Question 31: Page 18, Section 6.4, "The DOC/JJC will supply 2500 type telephones to work with this system with specified units." Please explain 2500 type telephones and how they are used within the specified units.

Response: The 2500 is a standard single line set and would operate under the same features and restrictions.

Question 32: Page 36, Schedule D, Section 7.6.7, Non recurring charges, Provide the rate and conditions that charges would apply for State initiated activity." What would be an example of State initiated activity?

Response: Possible telecommunication room being remodeled, expanded or moved at the State's request.

Question 33: Please supply information on any new correction facility construction or expansion scheduled during the term of the contract.

Response: At this time there are no new correction facility construction or expansions scheduled during the term of the contract.

Question 34: Section 6.2.7, How many systems administrators will be required.

Response: See response to Question 29 above.

Question 35: Page 17, Section 6.3.1, paragraph 2, What type of recording equipment is currently in place?

Response: Dictaphone, multi-channel tape recorder.

Question 36: Section 6.4, Will the incumbent vendor be required to replace existing ITS equipment and telephone instruments with new equipment if the incumbent wins the contract?

Response: See response to Question 9 above.

Question 37: Section 6.4, How many TDD telephones will be required?

Response: Unknown, however, vendors are encouraged to supply a solution for incorporating TDD into the Inmate/Resident Telephone System.

Question 38: Section 6.5, Who owns the existing wiring and will the winning bidder be allowed to use it?

Response: State owned. Yes.

Question 39: Section 6.1.9, Are the county facilities to be installed in the three month window for installations?

Response: Installation dates determined by the County.

Question 40: Section 1.0, Are the counties required to buy from the state contract or can they negotiate on their own?

Response: Counties are not required to utilize the contract. With respect to contracting on their own, counties must comply with local procurement law.

Question 41: Would the State consider extending the three month installation period to a more realistic period considering the large number of facilities to be installed?

Response: Yes, will work with awarded vendor.

Question 42: Section 6.2.2.1, What measured parameters are included in the Network Performance Standards?

Response: Availability and throughput.

Question 43: Section 6.2.2.2 D, Will the State clarify the statement "within three days of order receipt"? Verizon intervals for installation of business lines is four days minimum (for more than 4 lines).

Response: State will work with vendor.

Question 44: Section 6.2.2.2 C, Will the State further define the maintenance severity levels?

Response: See Revision 1 to the RFP above.

Question 45: Section 6.2.5, Will the State further clarify "postalized transport charges"?

Response: Fixed flat rate, not affected by time of day, and/or day of week.

Question 46: Section 6.2.6, Will the State further clarify the meaning of "priority changes" required to be accomplished within five minutes.

Response: Changes required during an emergency situation.

Question 47: Section 6.3, In reference to not taking the system off line to make software additions/changes, would the State consider allowing software upgrades to be done after hours when the system could be taken down?

Response: Yes

Question 48: Section 6.3, Last Paragraph, Will the new vendor be required to interface with a commissary system.

Response: No.

Question 49: Will site visits be allowed prior to completing the proposal?

Response: See Question 18 above.

Question 50: Would the State consider a reasonable extension of the proposal due date to allow a more comprehensive proposal to be prepared?

Response: See revised bid opening date above.

Question 51: Front Page, Item 13, Is the one day delivery requirement applicable to this RFP?

Response: See Revision 7 to the RFP.

Question 52: Due to the complexity of the RFP requirements, for a vendor to give a complete response, will the State grant an extension?

Response: See revised bid opening date above.

Question 53: Page 1, Section 1.0, Will the State accept multiple options within the same response or should the options be submitted under a separate response.

Response: See Question 19 above.

Question 54: Page 2, Section 3.3, Will the State provide each vendor with a written copy of all questions submitted and the States response?

Response: Yes

Question 55: Page 11, Section 6.1.8,

- (1) Will the State accept two checks each month for commission payment? One for intraLata, and one for interLata?
- (2) The time frame of 15 days for the commission check preparation – is this time frame requirement for the trial only? Is this time frame mandatory for the final selected prime vendor?
- (3) Is the State willing to work with a prime vendor provided the monthly commission check is issued within 3-4 days of the 15-day requirement.

Response: (1) Yes, Two checks and a copy of the call detail will be acceptable.
(2) Yes, fifteen day period for trial period and for final contract award
(3) No extension on 15 day period.

Question 56: Page 11, Section 6.1.8, Will the State accept commission payments via Electronic Funds Transfer (EFT)?

Response: No.

Question 57: Page 11, Section 6.1.9, What are the minimum requirements for installation if a county piggybacks on the State contract? Does the three months include the county locations?

Response: See question 39 above.

Question 58, Page 12, Section 6.2.2.2, Would the State better define service outages and severity levels?

Response: See question 44 above.

Question 59: Page 15, Section 6.2.7, What is the minimum requirement for site administrators?

Response: See Section 6.2.7 and 6.7 in the RFP.

Question 60: Page 15, Bubble Form

- (1) What is a bubble form and what is the purpose of the scanner and the 800 number?
- (2) Does the State have a standardized format for the bubble form?
- (3) Will the State accept alternative technology for the intake of prisoners (e.g. web-based application) and the assignment of administrative PINS, etc?
- (4) What is the State's requirement for retention of the bubble form?

Response: (1) See question 28 above.
(2) See Attachment – Sample Form
(3) Vendors must supply bubble forms, but the DOC/JJC will consider alternate methods.
(4) The DOC/JJC will retain all bubble forms.

Question 61: Page 16, Section 6.3.1, Please define call splitting.

Response: During call setup, the calling party and called party will not be connected.

Question 62: Page 40, Section 7.7.3, Is it the State's intention for the rates not to exceed the local exchange carrier rates?

Response: Yes

Question 63: Page 40, Section 7.7.3, (1) Will the State please elaborate on what they are looking for in each category: Transport charge, Service Charge, BPU/FCC Surcharge.

- (2) Is the maximum interLATA call surcharge of \$3.00 for all intraState and interState interLATA calls?
- (3) Is there a specific requirement for the maximum per minute transport fee?
- (4) How will the surcharge and per minute rates be weighted/evaluated?

Response:

- (1) Lowest rate
- (2) Yes
- (3) No
- (4) To be identified in the evaluation criteria which will be available at the bid opening.

Question 64: Page 14, Section 6.2.5, Would the State consider it an advantage to charge a lower surcharge?

Response: Yes

Question 65: Does the State allow T1 or line concentration i.e. one (1) central office line for 24 inmate lines? Does the State prefer a 1-to-1 ratio of lines to phones?

Response: No preference

Question 66: What weighting will be given to the various criteria, commission, operational solution, end-user rates, etc?

Response: Evaluation information will be given out at the bid opening.

Question 67: Is the Prime Vendor required to name the subcontractor to be utilized for provisioning of the inmate call control technology?

Response: Yes, subcontractors must be identified and meet the same requirements as the primary bidder.

Question 68: Page 9, Section 6.1.4: What quality standard does the P.01 grade of service belong? Can the State elaborate on what is meant by a P.01 grade of service at all times, including the busy hour?

Response: Only one call in one hundred, under all conditions, including the busy hour, can be blocked.

Question 69: Page 17, Section 6.3.2, Can the State clarify what is meant by "no two telephones can be connected to the same line at the same time"?

Response: No two telephones can be bridge on the same circuit.

Question 70: Page 24, Section 7.7.3,

(1) Can the state clarify what is meant with "flat rates"?

(2) Does the State know that there is a regulated "usage (per minute) charge for the intra-LATA calls in addition to the "flat" surcharge?

Response: (1) Flat rate is a fixed amount per minute.
(2) Yes

Question 71: Page 14, Section 6.2.5, Does the State have a requirement for a flat service charge for Local Collect calls which are different than Intra-LATA collect calls?

Response: Yes, see Revision 2 to the RFP above and attached Revised Schedule G.

Question 72: What is the weighting/evaluation criteria on commissions paid to the State?

Response: See Question 66 above.

Question 73: Will the State accept different commission offers: one for local/intraLATA and one for the InterLATA traffic?

Response: Yes, see attached Revised Schedule Q.

Question 74: Section 6.2.2, Repairs, Can the State define repairs and the classification/priority for them? For example, broken handsets, system outage, static on line, crosstalk, etc. Is the State saying that all repairs, regardless of the nature/severity must be repaired in the time frame specified?

Response: See Revision 1 to the RFP above and Section 6.2.2.2 (C), second sentence which states " Total duration time may be less than twenty-four hours if the reported trouble is deemed a higher severity level by the DOC or JJC."

Question 75: Is it necessary for the prime contractor to "name" the vendor utilized to provide the Inmate Control System?

Response: Yes, see question 67 above.

Question 76: If a prime contractor submits two bids, each with a different Inmate Control System sub-contractor, will the State allow two separate trials by the "prime" if both responses are selected by the State?

Response: Yes

Question 77: Page 14, 800 calls: Does the State know approximately how many Public Defender's provide 800 numbers to the inmates?

Response: None at this time.

Question 78: Page 17, Section 6.3.3, Usage Studies, Can the State elaborate on their requirement for a report which provides "words or groups of words used during conversations?"

Response: State desires the ability to review previously recorded conversations for words or group of words..

Question 79: Must the prime vendor identify and name, in their response, all subcontractors they intent to use.

Response: See Question 67 above.

Question 80: Section 6.2.6, Remote Access Software Requirements: Individual and Bulk Station Feature Changes – Can the State elaborate on this requirement as it pertains to inmate telephone stations? What type of changes would be scheduled six months in advance?

Response: See Question 8 above.

Question 81: Section 6.1.8, System Evaluation, Will the State of NJ allow the bidder a longer trial period, for example, four months?

Response: See response to Question 30 above.

Question 82: Section 6.1.9, Implementation Plan, For the purpose of quality control, will the State allow the bidder to develop a project plan extending beyond three months?

Response: The State goal is three months. However, the State will work with awarded vendor.

Question 83: Section 6.2.1, Reliability/Availability, Will the State allow the use of a managed Voice over Internet Protocol (VoIP) network that meets the States Performance Standards in Section 6.2.2.1.

Response: No, cannot guarantee the availability and reliability of P.01 Grade of service on the Internet.

Question 84: Section 6.2.6, Remote Access Software Rearrangements, Will the State allow a centralized database for all facilities that allows individual secure system access to each facility database as required?

Response: Yes.

Question 85: Section 6.3.1, Authorized System Features,

(1) Will the State allow for live monitoring of inmate calls in progress from remote sites as well as from the correctional facility?

(2) If this feature is implemented, will the State allow live monitoring software to be installed on authorized PC desktops running the Windows operating system?

Response: (1) State will allow on site and remote live monitoring.
(2) Yes, if on vendor provided PC's only.

Question 86: Section 7.0, Proposal Preparation and Submission Instructions, For the purpose of a more comprehensive system evaluation, will the State allow bidders to submit a proposal to install two different trial systems as defined under Section 6.1.8.

Response: Yes, if both solutions are selected.

Question 87: Page 17, first paragraph, "All recording equipment must be compatible with the existing system to read all discs currently on file. The bidder should provide information on additional systems feature available for consideration."

Is it the State's intent to have bidder's provide the latest technology in recording/monitoring and seamless integration to the call control system proposed? If this is the case, it seems contradictory to have compatibility with a system that was released in 1994 and no longer manufactured. The optimum way to handle the stored media would be for the State to negotiate with the current contract holder for a nominal number of units to remain for review of archived media.

Response: Yes, see Revision 3 to the RFP above.

Question 88: Section 3.5(A) and (B), Will the State consider modification of this Section to more closely conform to the fact that this is a concession contract and not a contract for purchase of services by the State? The following language is suggested:

"In the case of termination of this agreement under Subsection a of this Section, the Contractor shall be compensated for a pro rata share of startup costs based on the ratio of the total startup cost the remaining portion of the initial term at the time of termination of the agreement."

Response: No.

Question 89: Section 3.7 and Section 3.8, If the contract is extended to other correctional facility, or city and county correctional facilities under this provision, will contractor be permitted to adjust the commission rate paid for those additional facilities to compensate for different costs of service and/or different revenue received due to alternate calling or inmate population patterns?

Response: No, see response to Question 22 above.

Question 90: With respect to the requirement in Phase 2 to "make fully operational the exact system proposed in their bid response in the correctional facility selected by the State,," how many telephones does the State contemplate will be installed in the test system? For example, will the entire facility need to be installed or will it just be a sample system with only a few telephones?

Response: Two telephones per selected bidder per test system.

Question 91: Will the State consider inserting a clause into the contract between the State and the successful bidder which would grant the Contractor an equitable adjustment in either the commission structure or other terms of the contract if a change in law or regulations applicable to this contract should have an adverse affect on the contractor's performance or revenue under this contract?

Response: No.

Question 92: Standard Terms & Conditions, Page 4, Item 3.8 and all pages that reference County language throughout the RFP. Is the State officially stating that the NJ Counties named in the last page of the RFP have given up their right to decide whether they will piggyback off the State agreement in advance thereby guaranteeing the winning vendor those County Jails?

If no to the above, will the State consider revising the RFP by eliminating all County references?

Response: No, the decision to participate in the contract remains with the counties. The State will not eliminate county references.

Question 93: Standard Terms & Conditions, Page 5, Item 3.18, How will the State determine a vendor's financial capability? Will the State request a Dunn & Bradstreet, 10-Q's annual reports."

Response: Yes, State will utilize a Dunn & Bradstreet.

Question 94: Standard Terms & Conditions, Page 6, Item 4.7, Will the State explain "Reciprocity" in more detail and provide a copy of statues NJSA 52:32-14 and NJAC 17:12-2.13?

Response: Reciprocity is explained in the fourth sheet of the RFP. These regulations and statutes are a matter of public record. They also can viewed at the Purchase Bureau

Question 95: What is the local inmate station collect service charge rate cap?

Response: See Revision 2 to the RFP above and Schedule G.

Question 96: What is the rate cap on the "Transport" portion for all four (4) call types?

Response: No rate cap on transport charges. Once contract is awarded, transport charges will be capped for the duration of the contract.

Question 97: Could you please clarify which specifications are mandatory and which ones are not? Example: Specification 6.3.2, which System Controls and Restrictions are mandatory.

Response: The system controls and restrictions listed in Section 6.3.2 are preferred, but not mandatory. Alternate solutions would be considered. See Section 7.8.2, vendor to provide detail description of controls and restrictions.

Question 98: Specification 3.5 and 3.6, Please provide the State's definition of a "Subcontractor."

Response: The subcontractor is one who has entered into a contract, express or implied, for the performance of an act with the person who has already contracted for its performance.

Question 99: Under specification 3.6, must all subcontractors file with the Division of Revenue?

Response: Yes.

Question 100: Specification 6.3, Please explain in a step-by-step description on how the "Scanners" will be used and is it the intent that once scanned a vendors system is automatically updated?

Response: See Question 28 above.

Question 101: Can (vendor) receive an electronic copy (Word (format) of the State's RFP and any addendums?

Response: No, the RFP is not available electronically.

Question 102: Will the State provide calling statistics for DOC and JJC facility by call type?

Response: See Question 3 above.

Question 103: Does the State have plans to expand existing facilities or add new prisons during the term of this contract?

Response: None at this time.

Question 104: Is the State interested in lower rates and proportionate commissions? Which has greater value to the State: Commissions or end user rates?

Response: Evaluation criteria to be available at bid opening.

Question 105: Section 6.1.4, In the bid it states "The State can not guarantee continuous operating ranges of temperature and humidity." Is the inmate telephone equipment room air-conditioned?

Response: Most facilities are air-conditioned and all have adequate ventilation.

Question 106: Section 6.3.1, In the bid it states, "All recording equipment must be compatible with existing system to read all discs currently on file." What type of media are you presently using to store voice recordings, (CDs, diskettes, reel to reel)?

Response: Tapes, see revision to RFP above.

Question 107: Section 7.0, Proposal Preparation and Submission Instructions, The RFP does not state where to send the RFP responses. Would the State please provide the location where RFP's are to be submitted.

Response: See page one, Item on of the RFP.

Question 108: Bubble Form, Hand Out,

- (1) What is the intended use of the SBI Number listed on the Bubble Form?
- (2) When will the SBI Number be assigned?
- (3) Who will fill in the number on the Bubble Form.
- (4) Can multiple inmates have the same SBI Number?
- (5) How frequently are inmates allowed to add/delete/change the called allow list?

Response: (1) State use only
(2) State use only
(3) Inmate/Resident
(4) No
(5) Every ninety days

Question 109: When an inmate updates his call list/form, should the contractor delete the old forms or retain them for historical information?

Response: State retains the Bubble Form. Contractor does not have to retain the forms.

Question 110: Will the State want to be able to retrieve the "NJ DOC Inmate Pin Assignment" bubble form from the contractor for the "Signature" verification only?

Response: State retains the Bubble Form.

Question 111: Will the State require on line access to the bubble form after completed or will a hard copy meet the State's needs?

Response: Yes, see Section 6.2.6, first paragraph.

Question 112: On the Ownership Disclosure Form, we assume we must list our corporate officers. Are we in compliance if we do not include home address and birth dates?

Response: Yes, can use corporate address.

Question 113: Should the Local Exchange Carrier receive approval to raise the tariffed rates, will the rates specified in the RFP allow for an increase to that ceiling?

Response: No.

Question 114: Page 29-31, Section 8.0-8.2.11, The State has provided the evaluation criteria in the sections listed above but has not provided the weight or value of the evaluation criteria. May we suggest you assign points to each to total 100?

Response: See response to Question 66 above.

Question 115: Page 30-31, Section 8.17 Cost to end user, 8.18 Commission Rate, 8.2.10 Cost to end user, 8.2.11 Commission Rate, Cost to the end user is in direct conflict to the commission rate. What is more important, low rates or high commissions? The lower the rate the lower the commission. Please see question 114 above, assigning a weight to this criteria will assure that all vendors can respond on an equal playing field.

Response: See response to Question 66 above.

Question 116: Page 30, Section 8.18 and page 31, Section 8.2.11, Over the past few years some states have issues laws that reduce and eliminate commissions while lowering rates. If this were to happen in New Jersey, how would it affect this contract?

Response: Question is speculative. No such law enacted.

Attached is a copy of the bidders who attended the Mandatory Bid Conference based on the completion of the white cards distributed at the conference.

Addendum No. 3 is to be incorporated and become a part of proposal 02-X-32533.

Very truly yours,



Antoinette Lello

Attachments:

1. Schedule G
2. Schedule Q
3. Subcontractor Utilization Plan Form
4. List of Facilities
5. Bubble Form
6. Bidder Conference Attendees

**Inmate/Resident Telephone Control Service
Schedule G (REV 1)**

7.7.3 Call Billing

Provide the description and charges for the component parts to be applied to all inmate/resident station to station collect calls and the measurement of time for these charges.

Local rate

_____	\$ _____
_____	\$ _____
_____	\$ _____

IntraLATA rate

_____	\$ _____
_____	\$ _____
_____	\$ _____

InterLATA rate

_____	\$ _____
_____	\$ _____
_____	\$ _____

Interstate rate

_____	\$ _____
_____	\$ _____
_____	\$ _____

Comments: _____

Inmate/Resident Telephone Control Service Schedule G

7.7.3 Call Billing (continued)

Provide a postalized transport charge, flat rate service charge and any additional surcharges for a call of 5 minutes placed at any time period, as collect station to station from NPA-NXX 609-292 to the following:

	Call Charge
Trenton - NPA-NXX 609-292	
Transport charge	\$ _____
Service charge	\$ _____
BPU/FCC surcharge	\$ _____
Atlantic City - NPA-NXX 609-441	
Transport charge	\$ _____
Service charge	\$ _____
BPU/FCC surcharge	\$ _____
Jersey City - NPA-NXX 201-795	
Transport charge	\$ _____
Service charge	\$ _____
BPU/FCC surcharge	\$ _____
Red Bank - NPA-NXX 732-741	
Transport charge	\$ _____
Service charge	\$ _____
BPU/FCC surcharge	\$ _____
Camden - NPA-NXX 856-614	
Transport charge	\$ _____
Service charge	\$ _____
BPU/FCC surcharge	\$ _____

Inmate/Resident Telephone Control Service Schedule G

7.7.3 Call Billing (continued)

Elizabeth - NPA-NXX 908-820

Transport charge	\$ _____
Service charge	\$ _____
BPU/FCC surcharge	\$ _____

Newark - NPA-NXX 973-648

Transport charge	\$ _____
Service charge	\$ _____
BPU/FCC surcharge	\$ _____

New York City, NY - NPA-NXX 212-425

Transport charge	\$ _____
Service charge	\$ _____
BPU/FCC surcharge	\$ _____

Philadelphia, Pa - NPA-NXX 215-965

Transport charge	\$ _____
Service charge	\$ _____
BPU/FCC surcharge	\$ _____

San Juan, Puerto Rico - NPA-NXX 787-725

Transport charge	\$ _____
Service charge	\$ _____
BPU/FCC surcharge	\$ _____

Comments: _____

Any charges not identified will not be paid.

Inmate/Resident Telephone Control Service Schedule Q (Rev 1)

7.15 Commission Structure

Percentage rate to be applied to the total billable revenue for each year of the contract.

	Local	INTERLATA	INTRALATA	Interstate
Oct. 1, 2002 - Sept. 30, 2003	_____	_____	_____	_____
Oct. 1, 2003 - Sept. 30, 2004	_____	_____	_____	_____
Oct. 1, 2004 - Sept. 30, 2005	_____	_____	_____	_____
Oct. 1, 2005 - Sept. 30, 2006	_____	_____	_____	_____
Oct. 1, 2006 - Sept. 30, 2007	_____	_____	_____	_____
One year renewal terms at the State's option.				
Oct. 1, 2007 - Sept. 30, 2008	_____	_____	_____	_____
Oct. 1, 2008 - Sept. 30, 2009	_____	_____	_____	_____

Ability to provide commission check and the required information to State Treasurer's office. Please initial response.

	YES	NO
Send to State Treasurer's office each month within fifteen days	_____	_____

Comments: _____

NOTICE TO ALL BIDDERS

NOTICE OF INTENT TO SUBCONTRACT FORM

SUBCONTRACTOR UTILIZATION PLAN FORM

PROCEDURES FOR MINORITY-OWNED AND WOMAN-OWNED BUSINESS PARTICIPATION AS SUBCONTRACTORS

The contract(s) to be awarded as a result of this Request for Proposal (RFP) will include minority-owned and woman-owned business subcontracting goals pursuant to NJAC 17:13-4.1(a)2. Each bidder is required to make a good faith effort to meet the set-aside subcontracting goals of awarding seven percent (7%) and three percent (3%) respectively, of the value of the contract to New Jersey-based, New Jersey Commerce and Economic Growth Commission (Commerce)-certified or -certifiable minority-owned and woman-owned businesses. Bidders must respond to this requirement by completing the *Notice of Intent to Subcontract* form. Failure to include a completed and signed *Notice of Intent to Subcontract* form will be sufficient cause to reject a bidder's proposal as non-responsive.

Any bidder intending to subcontract, pursuant to Section 3.11 of the Standard Terms and Conditions, must complete the *Subcontractor Utilization Plan (Plan)*. Bidders are instructed to list *all* proposed subcontractors on the *Plan*. A bidder intending to subcontract, must include a completed and signed *Plan* or be subject to rejection of its proposal as non-responsive.

DEFINITIONS:

"New Jersey-based business" means a business that has its principle place of business located in the State of New Jersey.

"Minority-owned business" means a business that is independently owned and operated and at least 51 percent (51%) of which is owned and controlled by a person/persons who is/are African American, Latino or Asian American.

"Woman-owned business" means a business that is independently owned and operated and at least 51 percent (51%) of which is owned and controlled by a woman or women.

"Commerce-certified or -certifiable" means a business that meets the requirements and definitions of *minority-owned* and/or *woman-owned* business and has been certified as such or can become certified as such by Commerce. A certification document is issued by Commerce to certified businesses.

"Eligible" means a Commerce-certified or -certifiable minority-owned or woman-owned business that has its principal place of business located in the State of New Jersey.

PROCEDURE:

If a bidder intends to subcontract with eligible businesses, the following actions should be taken to achieve set-aside subcontracting goal requirements:

1. Attempt to locate eligible businesses appropriate to the RFP;
2. Request a listing of minority-owned and woman-owned businesses from Commerce;
3. Record efforts to locate eligible businesses, including the names of businesses contacted and the means and results of such contacts;
4. Provide all potential subcontractors with detailed information regarding the specifications;
5. Attempt, whenever possible, to negotiate prices with potential subcontractors submitting higher than acceptable price quotes;

REQUIRED SUBMISSION

STATE OF NEW JERSEY
DIVISION OF PURCHASE AND PROPERTY (DPP)
NOTICE OF INTENT TO SUBCONTRACT FORM

THIS **NOTICE OF INTENT TO SUBCONTRACT** FORM MUST BE COMPLETED AND INCLUDED AS PART OF EACH BIDDER'S PROPOSAL. FAILURE TO SUBMIT THIS FORM WILL BE CAUSE FOR REJECTION OF THE BID AS NON-RESPONSIVE.

DPP Solicitation Number	DPP Solicitation Title:
Bidder's Name and Address:	

INSTRUCTIONS: PLEASE CHECK ONE OF THE BELOW LISTED BOXES:

If awarded this contract, I will engage subcontractors to provide certain goods and/or services.

ALL BIDDERS THAT INTEND TO ENGAGE SUBCONTRACTORS MUST ALSO SUBMIT A COMPLETED AND CERTIFIED **SUBCONTRACTOR UTILIZATION PLAN** WITH THEIR BID PROPOSALS.

If awarded this contract, I do not intend to engage subcontractors to provide any goods and/or services.

ALL BIDDERS THAT DO NOT INTEND TO ENGAGE SUBCONTRACTORS MUST ATTEST TO THE FOLLOWING CERTIFICATION:

I hereby certify that if the award is granted to my firm and if I determine at any time during the course of the contract to engage subcontractors to provide certain goods and/or services, pursuant to Section 3.11 of the Standard Terms and Conditions, I will submit the **Subcontractor Utilization Plan (Plan)** for approval to the Division of Purchase and Property in advance of any such engagement of subcontractors. Additionally, I certify that in engaging subcontractors, I will make a good faith effort to achieve the subcontracting set-aside goals established for this contract, and I will attach to the **Plan** documentation of such efforts in accordance with NJAC 17:13-4 and the **Notice to All Bidders**.

PRINCIPAL OF FIRM:

(Signature)

(Title)

(Date)

REQUIRED SUBMISSION

STATE OF NEW JERSEY - DIVISION OF PURCHASE AND PROPERTY (DPP) SUBCONTRACTOR UTILIZATION PLAN (REFERENCED IN RFP STANDARD TERMS AND CONDITIONS)	OPP Solicitation No.: _____
NOTE: If utilizing subcontractors, failure to submit this properly completed form will be sufficient cause for rejection of the bid as non-responsive.	OPP Solicitation Title: _____
Bidder's Name and Address: _____ _____ _____	☐ Bidder's Telephone No.: _____ ☐ Bidder's Contact Person: _____

INSTRUCTIONS: List all businesses you intend to use as subcontractors. This form may be duplicated for extended lists.

SUBCONTRACTOR'S NAME ADDRESS, ZIP CODE TELEPHONE NUMBER AND VENDOR ID NUMBER	CERTIFIED WITH NJ COMMERCE AND ECONOMIC GROWTH COMMISSION *				TYPE(S) OF GOODS OR SERVICES TO BE PROVIDED	ESTIMATED VALUE OF SUBCONTRACTS
	MINORITY-OWNED		WOMAN-OWNED			
	YES	NO	YES	NO		

* For those Bidders listing Minority-Owned and Woman-Owned Subcontractors: Attach copies of NJ Commerce & Economic Growth Commission Certification or application for Certification for each subcontractor listed. If bidder has not achieved established subcontracting set-aside goals, also attach documentation of good faith effort to do so in accordance with NJAC 17:13-4 and the Notice to All Bidders.

I hereby certify that this Subcontractor Utilization Plan (Plan) is being submitted in good faith. I certify that each subcontractor has been notified that it has been listed on this Plan and that each subcontractor has consented, in writing, to its name being submitted for this contract. Additionally, I certify that I shall notify each subcontractor listed on the Plan, in writing, if the award is granted to my firm, and I shall make all documentation available to the Division of Purchase and Property upon request.

I further certify that all information contained in this Plan is true and correct and I acknowledge that the State will rely on the truth of the information in awarding the contract.

PRINCIPAL OF FIRM:

(Signature)
(Title)
(Date)

Juvenile Justice Commission Resident Calling Sites

Facility	Address	Resident Population	Resident Telephones
New Jersey Training School	1 State Home Road Jamesburg, NJ 08831 732-521-0030	126	26
Stabilization & Reintegration	800 Carranza Road Tabernacle, NJ 08088 609-268-1424	70	4
Juvenile Medium Security Facility	1 Burlington Street Bordentown, NJ 08505 609-298-8222	120	7
Reception & Assessment Center	1 Burlington Street Bordentown, NJ 08505 609-324-6400	144	18
Valentine Unit	1 Burlington Street Bordentown, NJ 08505 609-324-0329	34	4
Hayes Unit	1 Burlington Street Bordentown, NJ 08505 609-324-0392	80	5

**NJ DEPT. OF CORRECTIONS INSTITUTIONS/INMATE TELEPHONES
AS OF AUGUST 2001**

INSTITUTION	INMATE POPULATION	INMATE TELEPHONES
CORRECTIONAL FACILITIES		
Adult Diagnostic & Treatment Center 8 Production Way Avenel, NJ 07001 732 574-2250	630	24
Albert C. Wagner YCF 500 Ward Ave. Bordentown, NJ 09505 609 298-0500	1287	75
Bayside State Prison 4293 Rt. 47 Leesburg, NJ 08327 856 785-0040	2059	117
Central Medical Unit 601 Hamilton Ave. (at St. Francis Medical Ctr.) Trenton, NJ 609 633-2370	18	30
Central Reception & Assignment Facility Stuyvesant Ave. (on the grounds of Trenton Psych. Hosp.) West Trenton, NJ 08628 609 984-6000	813	45
East Jersey State Prison Rahway Ave. Woodbridge, NJ 07065 732 499-5010	1713	127
Edna Mahan Correctional Facility for Women 30 County Rt. 513 Clinton, NJ 08809 908 735-7111	1148	61
Garden State YCF Highbridge Rd. Yardville, NJ 08620 609 298-6300	1679	85
Mid-State Correctional Facility Building # 8401 Range Rd. Fort Dix, NJ 08562 609 723-4221	618	37
Mountainview YCF US Route 22 Annandale, NJ 908 638-6191	1132	48
New Jersey State Prison Third and Federal Sts. Trenton, NJ 08625 609 292-9700	1875	84

Northern State Prison 168 Frontage Rd. Newark, NJ 07114 973 465-0068	2324	215
Riverfront State Prison Delaware Ave. and Elm St. Camden, NJ 08101 856 225-5700	1136	71
Southern State Correctional Facility 4295 Rt. 47 Delmont, NJ 08314 856 785-1300	1476	114
South Woods State Prison 215 Burlington Rd. South Bridgeton, NJ 08302 856 459-7000	3249	351
SATELLITE UNITS		
SRP Boot Camp Rt. 72 New Lisopi (ACWYCF) 6099 726-0804	136	10
Ancora Unit (BSP) Spring Garden Rd. Hammonton, NJ 08037 856 561-5246	332	19
Rahway Camp (EJSP) on the grounds of ADTC 8 Production Way Avenel, NJ 732 499-5467	122	6
Jones Farm (CRAF) Bear Tavern Rd. West Trenton, NJ 08628 609 530-3996	274	7
Marlboro Camp(EJSP) Rt. 520 Marlboro, NJ 732 499-5106	118	7
Stokes Forest Unit (MYCF) 95 Deckertown Turnpike Sussex, NJ 07461 973 875-4470	110	5
TOTAL	22249	1538

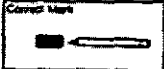
NJ DOC IPIN ASSIGNMENT FORM-SAMPLE DRAFT

DATE		
MON	DAY	YEAR
00	00	00 2001
00	00	00 2002
00	00	00 2003
00	00	00 2004
00	00	00 2005
00	00	00 2006
00	00	00 2007
00	00	00 2008
00	00	00 2009
00	00	00 2010

Marking Instructions

- >Use a pencil ONLY.
- >Make dark marks that fill oval completely.
- >Make erasures cleanly.

Correct Mark



INMATE NUMBER									
00	00	00	00	00	00	00	00	00	00
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Housing Unit: _____
(Unidad de Vivienda)

Name: _____
(Nombre) Last First Middle

SBI Number: _____

Your signature is your acknowledgement that all inmate telephone calls shall be subject to recording and monitoring/listening. Legal and Ombudsman calls are not monitored or recorded. (Su firma es su aceptación de que todas las llamadas de confinados estarán sujetas a grabación y a que se supervisen/escuchen. Las llamadas legales y las del(la) Mediador(a) en Asuntos de Interés Público (Ombudsman) no se supervisan ni se graban.)

Signature(Firma): _____ Date(Fecha): ____/____/____

Instructions: Your PIN is required to place calls to the Ombudsman's Office and the telephone numbers identified on this form. List below up to 10 friends, relatives, acquaintances and 2 attorneys. All names, numbers and addresses may be verified and subject to the approval of the New Jersey Department of Corrections. (Instrucciones: Se le requiere a usted tener su NUMERO PERSONAL para hacerle llamadas a la Oficina del(la) mediador(a) en Asuntos de Interés Público y a los números identificados en este formulario. Enumere a continuación hasta 10 amigos, familiares, conocidos y dos abogados. Todos los nombres, números y direcciones se verificarán y estarán sujetos a la aprobación del Departamento de Correcciones de Nueva Jersey.)

IMPORTANT: This entire form, including all phone numbers and attorney numbers on your list, must be filled out every time you wish to make a change.

PIN Number									
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00	00	00	00	00	00	00	00	00	00
00	00	00	00	00	00	00	00	00	00

1. Name of Called Party _____

Address _____

Relation _____

Area Code		Number							
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2. Name of Called Party _____

Address _____

Relation _____

Area Code		Number							
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00	00	00	00	00	00	00	00	00	00
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3. Name of Called Party _____

Address _____

Relation _____

Area Code		Number							
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4. Name of Called Party _____

Address _____

Relation _____

Area Code		Number							
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00	00	00	00	00	00	00	00	00	00
00	00	00	00	00	00	00	00	00	00
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Janice McGuigon
Verizon
389 Old Forge Road
Media, PA 19063

Teresa Ridgeway
Global Tel Link
2609 Cameron St.
Mobile, AL 36607

Kathleen Kelly
Verizon
2475 Koons Road
Quakertown, PA 18951

James DeHaven
Focal Communications
333 Thornall St.
4th Floor
Edison, NJ 08837

William B. Arfken
Veriozon
8 Lori Street
Monroe Twp., NJ

T-Netix, Inc.
2155 Chenault Drive
Suite 410
Carrollton, TX 75006

T-Netix, Inc.
2155 Chenault Drive
Suite 410
Carrollton, TX 75006

Tim Vaughn
Evercom
8201 Tri Star Drive
Irving, TX 75063

Attn: Proposal Manager
Bob Lynch
T-Netix
26 Highland Tpk.
Wayne, NJ 07470

John Coffey

James McKinney
Kellee Communications Group, Inc.
Washington National Airport
GAT Hanger 7, Ste 213
Washington, DC 20001

Tim Miller
AT&T (TCG)
340 Daniele Drive
Ocean, NJ 07712

Bob Hallander
MCI Worldcom
2520 Northwinds Parkway
Suite 500
Alparetta, GA 30004

Thomas McLellan
AT&T
30 Knightsbridge Raod
Piscataway, NJ 08854

Phil Apanovitch
PCS
11859 Wilshire Blvd.
Suite 600
Los Angeles, CA 90025

Michael Hanes
Sprint
218 Washington Street
Butler, PA 16001

Daryl Doran
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State of New Jersey

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DONALD T. DI FRANCESCO
Acting Governor

PETER R. LAWRENCE
Acting State Treasurer

December 11, 2001

Ref: 02-X-32533
Inmate/Resident Telephone Control Service
Original Bid Opening Date: November 1, 2001
Revised Bid Opening Date: December 20, 2001
New Revised Bid Opening Date: January 25, 2002

Addendum No. 4

To All Attendees of the Bidder's Conference:

This is to advise that the bid opening date has been changed. The new revised bid opening date is January 25, 2002. It is the bidder's responsibility to change the bid opening date on the bid return envelope.

Additional questions received by the Purchase Bureau on the referenced Request for Proposal (RFP), as well as the call detail by facility, will be answered in a future addendum.

Addendum No. 4 is to be incorporated and become a part of proposal 02-X-32533.

Sincerely yours,

A handwritten signature in cursive script, appearing to read "A Lello".

Antoinette Lello
Purchase Bureau



State of New Jersey

DEPARTMENT OF THE TREASURY
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DONALD T. DiFRANCESCO
Acting Governor

PETER R. LAWRENCE
Acting State Treasurer

January 11, 2002

Ref: 02-X-32533
Inmate/Resident Telephone Control Service
Original Bid Opening Date: November 1, 2001
Revised Bid Opening Date: December 20, 2001
Revised Bid Opening Date: January 25, 2002
New Revised Bid Opening Date: February 28, 2002

Addendum No. 5

To All Attendees of the Bidder's Conference:

This is to advise that the bid opening date has been changed. The new revised bid opening date is February 28, 2002. It is the bidder's responsibility to change the bid opening date on the bid return envelope.

The following revisions and clarifications are made to the referenced Request for Proposal (RFP):

1. Page 5, Page 5, Section 4.0 Contract Definitions, add the following definition:

BILLABLE REVENUE – All revenue generated from each and every telephone on the inmate/resident telephone control system. This revenue will include all service charges, all transport charges and any other generated revenue, excluding taxes and regulatory fees.

2. Page 14, Section 6.2.6, Fourth paragraph, add the following: The Contractor to provide a PC loaded with the proper software that DOC/JJC can have access to centralized system
3. Page 16, Section 6.3.1 Authorized System Features is revised to read as follows:

6.3.1 System Features

6.3.1.1 Mandatory Requirements

- All dialing instructions, warnings and messages should be available in English and Spanish for each data base.
- All telephones turned on and off at predetermined hours.
- Announcement on each call, except legal or Ombudsman, that call may be subject to monitoring and/or recording.
- Announcement on legal or Ombudsman calls that they are not monitored or recorded.
- Automated voice announcement to the called party identifying correctional facility name, city and a prerecorded inmate/resident name.
- Call splitting to isolate calling party from called party during call setup.
- Cutoff keys will be installed, at a DOC and JJC approved location, on every inmate/resident telephone line in each facility. These keys will enable the DOC and JJC to separately cut off service to any and all lines serving any area.
- Interactive acceptance or denial of call by called party.
- On demand system wide blocked numbers.
- Permit outgoing station to station collect calls only and billed to the called party.
- Provide inmate/resident with a message that call can not be completed as dialed.
- Security announcement instructing switch hook operation from either party to terminate call.
- Service must provide a capability to interface with both touch tone and rotary telephones at the called party location.
- System must be DTMF dialing only.
- System must limit access to one call per connection.
- Telephone switch hook operation will indicate disconnect of call only.
- The DOC and JJC will have the capability to monitor and record all calls on each line as needed from a central point in each facility without inmate/resident or called party detection.

6.3.1.2 Preferred Requirements

- Caller ID information passed to called party after call splitting.
- Prompts inmate/resident through dialing instructions.
- Provide inmate/resident with appropriate message (i.e. "call not accepted", "call blocked").

The DOC locations require monitoring and recording of all individual inmate calls. Monitoring equipment will be provided by the Contractor in each correctional facility. On site storage of these recorded calls need to be maintained for 90 days. Discs used for investigations or legal action are marked as evidence and maintained permanently. The bidder should provide information on additional system features available for consideration.

4. Page 17, Section 6.3.2 System Controls and Restrictions is revised as follows:

6.3.2 System Controls and Restrictions

6.3.2.1 Mandatory Requirements

- Block call forwarding from originally called party
- No access to an Operator
- No call waiting acceptance
- No credit card calls
- No incoming calls
- No partial service during system failure
- No person to person calls
- No pulse dialing
- No third party billing of calls
- No third party conference calls
- No transfer of calls
- No two telephones can be connected to the same line at the same time (i.e. Maximum Security)
- Ten time call limit, per facility, on any authorized number per day except for the four approved general population numbers.
- Time limit may be set on total minutes per month for all calls, per inmate/resident, excluding the approved general population numbers.
- Time limit on every authorized call with a warning tone thirty seconds to termination

6.3.2.2 Preferred Requirements

- Time of day restrictions on a called number. This option provides automatic enforcement of called party requests, facility requirements and legal requirements.

The bidder should provide information on additional system controls and restrictions available for consideration.

5. Page 20, Section 6.10 Commission Structure, add the following to the itemized report list:
 - Number of Calls
6. Schedule J, Inmate/Resident Telephone Control Service is revised. See attached Schedule J (Rev 1)
7. Schedule K Inmate/Resident Telephone Control Service is revised. See attached Schedule K (Rev 1).

Below are questions received on the referenced RFP and their responses:

- Question 1: Based on Section 6.3.1, the last feature listed and the subsequent paragraph seem to contradict each other. Does the DOC require the same feature set for the Adult facilities and the Juvenile facilities governed by this RFP? In particular, is full channel, full time recording required for the Juvenile facilities?

Response: At the present time JJC does not monitor or record calls but required the capability to do so in the future.

Question 2: Does the State wish to have call recordings archived to a central location after the 90-day online period has expired or will recordings be archived at each individual facility

Response: Each individual facility to archive the call recording

Question 3: Will the State reconsider its position on transport rates and assign a fixed value for inmate station collect rates?

Response: To be answered in a future addendum.

Question 4: Addendum #3 question 20; please expand on the answer "partitioned by facility."

Response: All information should be separated by each facility. For example, if a vendor chooses to use a centralized computer or controller, all information must be partitioned by facility.

Question 5: Addendum #3 question 30; will the scanners be required for this 2 station trial?

Response: Yes, fully operational system to include scanner.

Question 6: Please explain the state's understanding between a "sub-contractor versus a supplier. And does a vendor need to identify suppliers?

Response: Supplier provides equipment and material, would not provide service.

Question 7: Section 7, Proposal preparation and submission Instructions do not provide a specific place to respond to Section 6.2.3 (Authorization List) and Section 6.2.4 (Outgoing calls). Is a response required for these sections? If so, where in the proposal should this response be provided?

Response: No response is required for these Sections.

Question 8: Reference the State's response to Vendor Question 97. Is the vendor correct in interpreting that this response indicates that the specifications in Section 6.3.2 are "preferred" and are not "Mandatory"?

Response: See revisions to RFP above.

Question 9: Reference the State's response to Vendor Question 97. What other specifications in the RFP are "preferred, but not mandatory." From the wording in the RFP it is difficult to impossible to determine which requirements are mandatory vs. preferred. For example, Section 6.3.1 and 7.8.1, I read very similar to Sections 6.3.2 and 7.8.2, which the State has indicated is preferred. For clarity, would the State identify exactly which specifications listed in Section 6 (Scope of Work) are mandatory and which are preferred?

Response: See revisions to RFP above.

Question 10: Reference Section 6.5 Wiring. The specifications appear to mix internal, in-house facility wiring and local, external ("last mile") wiring/cabling within this section. Request the State clarify what is meant by the last sentence in Section 6.5 that states: "The new cable, if adequate, may be shared by other communication suppliers." Specifically, is the State referring to the "last mile" cabling in this sentence and is the State mandating sharing of the "last mile" facilities with other communication suppliers?

Response: Section 6.5 is for internal, in-house facility wiring, installed behind the Dmarc.

Question 11: Addendum 3, Vendor Question 111. Does the State require online access to the bubble form? If so, is that access to the form itself or only to the relevant data/information provided via the form that is required to run standard and administrative reports (as specified in Section 6.2.6)?

Response: Yes, does require on line access for information contained on the form.

Question 12: Specifically, how many trim line phones will the State require at what locations?

Response: Approximately five locations: NJ State Prison, Albert Wagner, Edna Mahon, East Jersey Northern State and Garden State correctional facilities.

Question 13: Can the State please break out Local and IntraLATA (Toll) minutes and calls into separate buckets.

Response: To be answered in a future addendum.

Question 14: MBE Requirement – the set aside subcontracting goals of 7% and 3% respectively of the value of the contract. What do the 7% and 3% refer to? This is on contract. Is the goal actually 10% of the value of the contract?

Response: The requirement is for a bidder to make a good faith effort to subcontract, at a minimum, 7% and 3% respectively of the value of its proposal to NJ based, NJ Commerce & Economic Growth Commission – certified or certifiable minority owned and woman-owned business.

Question 15: Page 4, Question 8, Section 6.2.6 – Individual and Bulk Station Feature Changes – this seems to be applicable language for a PBX or Centrex type proposal. What, specifically, would individual and/or bulk feature changes refer to in the inmate control system? The stations are essentially “featureless,” the control system provides various call controls. What kind of bulk feature changes would be required in an inmate environment?

Response: System wide block on a specific number at all facilities may be required.

Question 16: Page 7, Question 20, Section 7.7.5 – I believe that a Centralized pin administration solution may refer to a location outside of the DOC facility. Is the response indicating that the State wants PIN administration to be handled on-site only? Would the State consider report generation and PIN administration to be handled in a non-DOC facility located in the State of New Jersey?

Response: See response to Question 4 above.

Question 17: Page 8, Question 29, Section 6.2.7 – System Administrators. (1) Is the State indicating that the minimum number of System Administrators desired is 1 for each 2 facilities and 1 full time SA at CRAF? Does the State realize that the requirement for bubble forms/scanners greatly reduces the need for on-site data entry? (2) What does the State envision to be the duties of an on-site System Administrator given automatic entry of PIN's, access to reports by Internal Affairs personnel, etc.

Response: Scanners would reduce number of discrepancies.
(1) No minimum number of System Administrators required.
(2) Duties are listed in 6.2.7, for example, moves and changes.

Question 18: Page 11, Question 45, Section 6.2.5 – (1) Although the State has been very specific about the maximum surcharge billed for each type of call, there has been no specific rate requirements for the transport charges. This could result in low surcharges quoted but very high per minute charges applied to end users. Would the State consider providing specific details relative to the rates they desire on per minute charges? (2) In a related Question (#62) Page 14, Section 7.7.3, the State agrees that it is their intention that the rates are not to exceed the local exchange carrier rates. Does this mean that the regulated

rates approved by the New Jersey State Regulatory authority are acceptable where applicable.

Response: To be answered in a future addendum.

Question 19: Page 11, Question 45, Section 6.2.5 – Is the State aware that current rates for local and inter-lata calls provide lower costs to inmate's families when calls are made at night, on weekends and on holidays? Is the State in agreement that these "discount" periods should be entirely eliminated or is the "postalized transport charge" in reference to long distance charges only (specifically Inter-Lata/Intra-State and Inter-Lata/Inter-State)?

Response: Postalized transport rates are required.

Question 20: Page 14, Question 63, Section 7.7.3 – Again, the State indicates that there is NOT a specific requirement for the maximum per minute transport fee. If the State is concerned about rates billed to inmate families/end users, are they concerned that a low surcharge coupled with a high per minute transport charge might defeat what they are trying to accomplish relative to controlling costs? Will the State provide specific guidelines for the per minute rate?

Response: No, the State will evaluate each RFP and take into consideration the rates quoted.

Question 21: Taking into consideration that collect call rates from prison facilities are regulated by the State Public Utility Commission and, if the local phone company (LEC) increases the local and intraLATA rate to over \$2.00 during the RFP process, would the NJ State DOC consider the new regulated LEC collect rate as the rate cap for the RFP? For example, if the State Public Utility Commission approves a rate increase on the local/intra-lata calls during the RFP process, will the State use the new rate cap for the collect call rates? Please keep in mind that regulated rates by the State PUC do not allow for higher or lower rates but just the rates that are in the respective tariff. It is understood that once the RFP is awarded, the rates would be "capped" for the life of the contract.

Response: To be answered in a future addendum.

Question 22: If a company is already certified for Affirmative Action within the State of New Jersey and can provide a NJ State Certificate for AA, but the vendor also complete the Affirmative Action Employee Information Report?

Response: If an Affirmative Action certificate is submitted with the proposal, the vendor does not have to complete the Affirmative Action Employee Information Report.

Question 23: Would the State consider moving the RFP due date to the third or fourth week of January 2002?

Response: See new revised bid opening date above.

Question 24: Will the State identify how many "user" terminals will be required for each site by site?

Response: Vendor to provide end user terminal in each facility.

Question 25: Will the State provide the evaluating criteria weighting prior to submission so Vendors can best emphasis their strengths to match the weighting?

Response: Criteria will be available at the bid opening.

Question 26: (1) Will the State allow vendor to order circuits in advance of finalist selection, in order to met the 30-day delivery requirement? (T-1 service orders are at least 45 to 60 days). (2) Will the "user/investigator" terminals reside in the phone room also? (3) What will the accessibility rules be for the telephone room for the testing period.

Response: (1) Yes
(2) All equipment to be installed in the phone room except for cut-off keys.
(3) To be advised prior to test period.

Question 27: Bubble Forms- Is it the State's intention to be an alpha site for technology that is not currently deployed or proven in this industry?

- a. Does the State anticipate all existing inmates/residents to use the bubble form? If not will the existing database be provided by the Sate?
- b. How will the new PIN numbers be deployed to the inmate/residents?
- c. How will inmate/resident changes to his/her call lists process after full implementation of the bubble system? Will they fill out a new form every quarter? Will the old data be purged?
- d. What happens if the inmate/resident does not know the addresses of the parties the wish to call?
- e. Will the State consider modifying the sample bubble form to allow Optical Marketing Recognition (OMR) by requiring bubble format insertion for ALL information that is filled in by the inmate/resident? (Current form allows writing).

- f. There is a space on the sample bubble form provided for PIN number. If the PIN number must be randomly generated, presumably by the ITS, what is this space used for?
- g. Is there a requirement as to how this report, containing the PIN, will be communicated back to the inmate?
- h. How many pages are required to contain all the information requested on (Section 6.3) the bubble form? The sample form was only one page. Is it permissible to use double-sided forms?

Response: (a) Yes, all inmates will use the bubble form
 (b) Procedure presently being developed
 (c) Inmate will complete a new bubble form each quarter. All data will be archived for investigation purposes.
 (d) DOC/JJC Issue
 (e) Yes
 (f) Initial assignment of PIN number, adds, changes, deletes.
 (g) No requirement at this time
 (h) Yes, but only one piece of paper per inmate, one page, double-sided

Question 28: Addendum #3, #11 and RFP section 6.3.2, is it the State's intent for the system to announce that "this call is a collect call from the NJ DOC Riverfront State Prison at Delaware Avenue and Elm Street in Camden NJ from inmate/resident name"?

Response: Provide facility name, city, inmate/resident name

Question 29: Will the State clarify Response "Verizon New Jersey Tariff - BPU-2 Exchange Service as well as AT&T current rates?"

Response: All tariffs are on the PBU Internet Home Page

Question 30: Section 6.2.7 and the response to Question 29. Are there currently 8 system administrators? Will the State allow for less "on site" administrators reporting directly to the sites if a "centralized in State" solution is offered?

Response: See Response to Question 17 above.

Question 31: To follow up on a previous question. Do we need to disclose the birthdates of our officers on the Ownership Disclosure Form to be compliant?

Response: No

Question 32: Will the selected vendor be required to supply a systems administrator for every two counties? Is there an administrator requirement for the counties?

Response: Vendor to coordinate with each County for a required schedule.

Question 33: RFP Item 6.2.6, Individual and Bulk Station Feature Changes, Please clarify or provide an example of what type of changes are intended by this sentence.

Response: See response to Question 15 above.

Question 34: Addendum #3, Question 29 established a ratio of service administrators of 1 per 2 sites, except CRAF, which will put the total number at 15 administrators. This is about double the number today. Should we all include 15 administrators in our calculations and bid response and as an option offer other alternatives? One method might be to include a base number of administrators, or none, and then provide a percentage reduction on the commissions for each service administrator added per Schedule H.

Response: Number of Site Administrators will be determined by the functionality of the system installed.

Question 35: Comments regarding Standard Terms and Conditions Document

I. Please note this bid states that any proposed changes, modifications, or exceptions will be a factor considered in the determination of an award. I want to suggest that it does not say the bidder will be thrown out, it simply states it is a factor, among many factors to be weighed. I stress this, due to initial concerns aired about taking any exceptions or suggesting any modification. Having stated that I am further aware that within the body of the INMATE/RESIDENT TELEPHONE CONTROL SERVICE DOCUMENT, under section 7.12, it states any such changes "may" result in the rejection of the proposal. For this reason, you may need to escalate this to the VP level to obtain the level of authority necessary to open the company to greater risk to pursue this potential opportunity.

2.1 This clause needs to be modified to be made mutual. It currently reads as follows:

LIABILITY – COPYRIGHT – The contractor shall hold and save the State of New Jersey, its officers, agents servants and employees, harmless from liability of any nature or kind for or on account of the use of any copyrighted or uncopyrighted composition, secret process, patented or unpatented invention, article or appliance furnished or used in the performance of this contract.

It should be modified to read:

LIABILITY – COPYRIGHT – The parties shall hold and save the other, their officers, agents servants and employees, harmless from liability of any nature or kind for or on account of the use of any copyrighted or uncopied composition, secret process, patented or unpatented invention, article or appliance furnished or used in the performance of this contract.

- 2.2 This clause needs to be modified to be made mutual. It currently reads as follows:

INDEMNIFICATION – The contractor shall assume all risk of and responsibility for, and agrees to indemnify, defend, and save harmless the State of New Jersey and its employees from and against any and all claims, demands, suits, actions, recoveries, judgments, and costs and expenses in connection therewith on account of the loss of life, property or injury or damage to person, body, or property of any person or persons whatsoever, which shall arise from or result directly or indirectly from the work and/or materials supplied under this contract. This indemnification obligation is not limited by, but is in addition to the insurance obligations contained in this agreement.

It should read:

INDEMNIFICATION – The contractor shall assume all risk of and responsibility for, and agrees to indemnify, defend, and save harmless the State of New Jersey and its employees from and against any and all claims, demands, suits, actions, recoveries, judgments, and costs and expenses in connection therewith on account of the loss of life, property or injury or damage to person, body, or property of any person or persons whatsoever, which shall arise from or result directly or indirectly from the work and/or materials supplied under this contract. This indemnification obligation is not limited by, but is in addition to the insurance obligations contained in this agreement. State of New Jersey specifically agrees to defend and indemnify contractor from any claims that may result from State of New Jersey's failure to properly maintain the area or enclosure except to the extent that such failure is due to the sole negligence or willful acts of contractor's employees or agents.

- 3.5 NOTE: I would suggest modifying to 30 days verses 10 but that is a business decision.

- 3.11 The first paragraph of this clause needs to be modified. It currently reads:

SUBCONTRACTING OR ASSIGNMENT – The contract may not be subcontracted or assigned by the contractor in whole or in part without the prior written consent of the Director of the Division of Purchase and Property. Such consent, if granted, shall no relieve the contractor of any of his responsibilities under the contract.

Please modify the first paragraph to read:

SUBCONTRACTING OR ASSIGNMENT – The contract may not be subcontracted or assigned by the contractor in whole or in part without the prior written consent of the Director of the Division of Purchase and Property, except,

either party may assign this contract to a parent, subsidiary or affiliated company by providing thirty (30) days written notice to the other party. Such consent, if granted, shall not relieve the contractor of any of his responsibilities under the contract.

INMATE/RESIDENT TELEPHONE CONTROL SERVICE DOCUMENT

3.5 Compliance with Public Works Contractor Registration Act

"(Vendor) does not currently believe that it is required to be certified/registered under the Public Works Act in order to perform the functions requested in this Proposal because our activities do not amount to a Public Works."

9.0 Supplement to Standard Terms and Conditions

Section 2 Liabilities currently reads:

The contractor assumes all risk and responsibility for, and agrees to indemnify, defend and save harmless the State of New Jersey and its employees from and against any and all claims, demands, suits, actions, recoveries, judgments and costs and expenses in connection therewith on account of loss of life, property or injury or damage to the person, body or property of any person or persons whatsoever, which shall arise or result from: (1) any willful misconduct or negligent act or omission of the contractor; or (2) the work, materials or services supplied by the contractor under the contract to the extent that such work, materials, or services are defective or not complaint with this contract; or (3) the contractor's breach of this contract. The State agrees to notify the contractor as soon as is practical of any claim, demand or action for which the State will request indemnification's from the contractor.

It should be modified to read:

The contractor assumes all risk and responsibility for, and agrees to indemnify, defend and save harmless the State of New Jersey and its employees from and against any and all claims, demands, suits, actions, recoveries, judgments and costs and expenses in connection therewith on account of loss of life, property or injury or damage to the person, body or property of any person or persons whatsoever, which shall arise or result from: (1) any willful misconduct or negligent act or omission of the contractor; or (2) the work, materials or services supplied by the contractor under the contract to the extent that such work, materials, or services are defective or not complaint with this contract; or (3) the contractor's breach of this contract. The State agrees to notify the contractor as soon as is practical of any claim, demand or action for which the State will request indemnification's from the contractor. State of New Jersey specifically agrees to defend and indemnify contractor from any claims that may result from State of New Jersey's failure to properly maintain the area or enclosure except to the extent that such failure is due to the sole negligence or willful acts of contractor's employees or agents.

Section 2.3

(Vendor) Reads, Understands, and Complies.

PLEASE ADD THE FOLLOWING CLAUSES:

LIMITATION OF LIABILITY. The obligation of contractor in the event of a service interruption caused by contractor, shall be limited to the use of reasonable diligence under the circumstances for restoration of service. **IN NO EVENT SHALL EITHER PARTY BE LIABLE TO THE OTHER FOR INCIDENTAL, SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING LOST STATION REVENUES, LOSS OF PROFITS OR OTHER COMMERCIAL OR ECONOMIC LOSS ARISING OUT OF THE PERFORMANCE OF THIS AGREEMENT, INCLUDING WITHOUT LIMITATION NEGLIGENT PERFORMANCE OR FAILURE TO PERFORM, EXCEPT AS SET FORTH UNDER THE TERMINATION LIABILITY PROVISION HEREIN.**

DISPUTE RESOLUTION. Any claim, controversy or dispute between the parties shall be resolved by binding arbitration in accordance with the Federal Arbitration Act, 9 U.S.C. 1-16, not state law.

Response: The Statement in paragraph 1 of the RFP's Standard Terms and Conditions, relating to any changes, modifications or exceptions proposed by a bidder being a factor in the contract award decision, is meant to inform the bidder that material modifications or exceptions may necessitate the rejection of a bid as non-responsive. Please be advised that changes, modifications and exceptions similar to the one proposed above, have in other procurements been found to be material, resulting in the rejection of the involved bids as non-responsive.

Question 36: Is it acceptable for a central site to handle faxed data (on the bubble forms) from the remote sites? All information from the bubble forms will be faxed directly to the fax server at the central site. If there is anything that is not clear, then someone at that location will need to handle the document. Otherwise, the central site will not be required to deal with anything else and the forms would be interpreted and sent out to a database for processing. This solution would involve only a central processing solution instead of a scanning data capture station at each site.

Response: No.

Addendum No. 5 is to be incorporated and become a part of proposal 02-X-32533.

Sincerely yours,



Antoinette Lello
Purchase Bureau

Attachment:

1. Schedule J Inmate/Resident Telephone Control Service
2. Schedule K Inmate/Resident Telephone Control Service

Inmate/Resident Telephone Control Service Schedule J

System Features (continued)

	YES	NO
On demand system wide blocked numbers	_____	_____
Permit outgoing collect calls	_____	_____
Provide message that call can not be completed as dialed	_____	_____
Recording discs available for review and/or permanent storage	_____	_____
Recording equipment to be compatible with existing system	_____	_____
Security announcement instructing switch hook operation terminates call	_____	_____
Service to interface with both touch tone and rotary service	_____	_____
System must be DTMF dialing	_____	_____
System must limit access to one call per connection	_____	_____
Telephone switch hook operation indicates disconnect of call	_____	_____
The DOC/JJC capability to monitor and record calls from central point without detection	_____	_____

Inmate/Resident Telephone Control Service Schedule J

System Features (continued)

Preferred Requirements

	YES	NO
Caller ID info passed to called party after call splitting	_____	_____
Prompts for dialing instructions	_____	_____
Provide appropriate message	_____	_____

Comments:

Inmate/Resident Telephone Control Service Schedule K (REV 1)

System Controls and Restrictions

Ability to provide System Controls and Restrictions for each data base. Please initial response.

Mandatory Requirements

	YES	NO
Block call forwarding from originally called number	_____	_____
No access to an operator	_____	_____
No call waiting acceptance	_____	_____
No credit card calls	_____	_____
No incoming calls	_____	_____
No partial service during system failures	_____	_____
No person to person calls	_____	_____
No pulse dialing	_____	_____
No third party billing of calls	_____	_____
No third party conference calls	_____	_____
No transfer of calls	_____	_____
No two telephones can be connected to the same line at the same time	_____	_____

Inmate/Resident Telephone Control Service Schedule K

System Controls and Restrictions (continued)

	YES	NO
Ten time call limit on any authorized number per day	_____	_____
Time limit on total minutes per month	_____	_____
Time limit on every call with thirty second warning tone	_____	_____

Preferred Requirements

Time of day restrictions on a called number	_____	_____
---	-------	-------

Comments:

Inmate/Resident Telephone Control Service Schedule J (REV 1)

System Features

Ability to provide Authorized System Features for each data base. Please initial response.

Mandatory Requirements

	YES	NO
All dialing instructions, warnings and messages in English and Spanish	_____	_____
All telephones turned on and off at predetermined hours	_____	_____
Announcement of call monitoring and/or recording with exceptions	_____	_____
Announcement of no monitoring or recording of legal or Ombudsman	_____	_____
Automated voice announcement to called party	_____	_____
Call splitting of calling party from called party	_____	_____
Capability to monitor and record all calls on each line	_____	_____
Cutoff keys on all system telephone lines	_____	_____
Interactive acceptance or denial of call	_____	_____
Monitoring and recording capability without detection	_____	_____



State of New Jersey

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JOHN E. MCCORMAC
Acting State Treasurer

LOCATION:
33 W. STATE STREET
TRENTON, NJ

JAMES E. MCGREEVEY
Governor

January 23, 2002

Ref: 02-X-32533
Inmate/Resident Telephone Control Service
Original Bid Opening Date: November 1, 2001
Revised Bid Opening Date: December 20, 2001
Revised Bid Opening Date: January 25, 2002
Revised Bid Opening Date: February 28, 2002

Addendum No. 6

To All Attendees of the Bidder's Conference:

The following revisions and clarifications are made to the referenced Request for Proposal (RFP):

1. Page 14, Section 6.2.5 Call Billing, this section is revised to read as follows:

One flat rate service charge should be billed for all calls regardless of time of day and/or day of week.

- Local – service charges not to exceed \$2.50
- IntraLATA – service charges not to exceed \$2.50
- InterLATA – service charges not to exceed \$2.50
- Interstate – service charges not to exceed \$2.50

A separate postalized transport charge should be billed for each of the above areas regardless of the time of day and/or day of week.

These billable elements must be capped for the duration of the Contract. Billing of calls will not begin until an off-hook, voice acceptance and interactive signal is received from the called party. Call detail must be provided for every outgoing call.

The overall billing per call will be included in the Bidder's evaluation criteria.

2. The Call Detail included in the attached CD is made part of this RFP.
3. Addendum No. 3 added Section 3.15 Compliance with Set-Aside Subcontracting

All vendors are required to complete and return the Notice of Intent to Sub-Contract Form with their proposals.

The following questions were included in Addendum No. 5, but were not answered. Revision 1 to the RFP responds to these questions.

Question 3: Will the Sate reconsider its position on transport rates and assign a fixed value for inmate station collect rates?

Response: See Revision 1 to the RFP above and the enclosed CD.

Question 13: Can the State please break out Local and IntraLATA (Toll) minutes and calls into separate buckets.

Response: See Revision 1 to the RFP above and the enclosed CD.

Question 18: Page 11, Question 45, Section 6.2.5 – (1) Although the State has been very specific about the maximum surcharge billed for each type of call, there has been no specific rate requirements for the transport charges. This could result in low surcharges quoted but very high per minute charges applied to end users. Would the State consider providing specific details relative to the rates they desire on per minute charges? (2) In a related Question (#62) Page 14, Section 7.7.3, the State agrees that it is their intention that the rates are not to exceed the local exchange carrier rates. Does this mean that the regulated rates approved by the New Jersey State Regulatory authority are acceptable where applicable.

Response: See Revision 1 to the RFP above.

Question 21: Taking into consideration that collect call rates from prison facilities are regulated by the State Public Utility Commission and, if the local phone company (LEC) increases the local and intraLATA rate to over \$2.00 during the RFP process, would the NJ State DOC consider the new regulated LEC collect rate as the rate cap for the RFP? For example, if the State Public Utility Commission approves a rate increase on the local/intra-lata calls during the RFP process, will the State use the new rate cap for the collect call rates? Please keep in mind that regulated rates by the State PUC do not allow for higher or lower

rates but just the rates that are in the respective tariff. It is understood that once the RFP is awarded, the rates would be "capped" for the life of the contract.

Response: See Revision 1 to the RFP above.

The following response to question 6 included in Addendum No. 5 was not complete. Below is the complete response:

Question 6: Please explain the state's understanding between a "sub-contractor versus a supplier. And does a vendor need to identify suppliers?

Response: Supplier provides equipment and material, would not provide service. Sub-contractor would provide services. Vendors do not have to provide the name of the suppliers.

Addendum No. 6 is to be incorporated and become a part of proposal 02-X-32533.

Sincerely yours,



Antoinette Lello
Purchase Bureau

Enclosure:

1. CD - Call Detail



State of New Jersey

DEPARTMENT OF THE TREASURY
DIVISION OF PURCHASE AND PROPERTY
Purchase Bureau
P. O. BOX 230
TRENTON, NEW JERSEY 08625-0230

TELEPHONE (609) 984-9703 / TELEFAX (609) 292-5170

JAMES E. MCGREEVEY
Governor

JOHN E. MCCORMAC
Acting State Treasurer

LOCATION:
33 W. STATE STREET
TRENTON, NJ

February 15, 2002

Ref: 02-X-32533
Inmate/Resident Telephone Control Service
Original Bid Opening Date: November 1, 2001
Revised Bid Opening Date: December 20, 2001
Revised Bid Opening Date: January 25, 2002
Revised Bid Opening Date: February 28, 2002
New Revised Bid Opening Date: March 15, 2002

Addendum No. 7

To All Attendees of the Bidder's Conference:

This is to advise that the bid opening date has been changed. The new revised bid opening date is March 15, 2002. It is the bidder's responsibility to change the bid opening date on the bid return envelope.

Additional clarifications regarding the Notice of Intent to Subcontract Form will be forthcoming in another addendum.

Addendum No. 7 is to be incorporated and become a part of proposal 02-X-32533.

Sincerely yours,

Antoinette Lello



State of New Jersey

DEPARTMENT OF THE TREASURY
DIVISION OF PURCHASE AND PROPERTY

Purchase Bureau

P. O. Box 230

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JAMES E. MCGREEVEY
Governor

JOHN E. MCCORMAC
Acting State Treasurer

LOCATION:
33 W. STATE STREET
TRENTON, NJ

February 25, 2002

Ref: 02-X-32533

Inmate/Resident Telephone Control Service

Original Bid Opening Date: November 1, 2001

Revised Bid Opening Date: December 20, 2001

Revised Bid Opening Date: January 25, 2002

Revised Bid Opening Date: February 28, 2002

Revised Bid Opening Date: March 15, 2002

Addendum No. 8

To All Attendees of the Bidder's Conference:

Below are questions received on the referenced RFP on the Subcontractor Utilization Plan and their responses:

Question 1: Do we need to list every subcontractor we plan to use on the form, or just those that meet the MBE or WBE requirement?

Response: Every subcontractor is to be listed on the "Subcontractor Utilization Form", which can include suppliers, installers, etc.

Question 2: What is a "Vendor ID Number"?

Response: It is the number identified by a firm when it applies for certification from the New Jersey Commerce and Economic Growth Commission – typically it is a tax identification number or a social security number.

Question 3: For the "Estimated Value of Subcontracts" - can you explain what you're looking for here. For example, if we are using a subcontractor to provide the long distance, are you looking for the total long distance revenue (gross amount) or the value to the long distance company (net, after expenses, commissions, etc).

Response The "Estimated Value of Subcontracts" should be the estimated gross amount to be paid to the subcontractor, i.e. for the long distance subcontractor, estimate the value of the long distance service over the term of the contract.

Question 4: Relative to #3, are you just looking for the "Estimated Value of Subcontracts" for those subcontractors that are MBE or WBE?

Response: The "Estimated Value of Subcontracts" refers to the estimated value of all subcontracts.

Question 5: (Vendor) would like clarification on the MWBE set-a-side program. Specifically, does that mean "two separate MWBE companies"? One for the MBE at 7% and another for WBE at 3% for a total of 10%?

Response: The State has a bifurcated goal of 7% for MBEs and 3% for WBEs. A contractor may have one or multiple vendors in each of the categories.

Question 6: (Vendor) seeks clarification on "Value of the Contract" in determining what is 7% and 3% in terms of actual revenue. As an example, most State Contracts are cost based and not revenue sharing like the inmate phone contract. The State should at least allow corporations to subtract the commissions paid to the state before determining "Value of Contract."

Response: It is up to the prime contractor to estimate the "Value of the Contract" and to make a good faith effort to achieve the set-aside subcontractor goals. The prime contractor's estimated amount of the commission to the State does not have to be included in the set-aside subcontractor amount.

A vendor contacted the New Jersey Commerce and Economic Growth Commission's Office of Small Business requesting a clarification of the Set-Aside Program. The information provided the vendor is as follows:

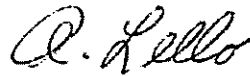
The vendor challenged the ability to support having woman or minority subcontractors. The concern in the event that it could not provide them was that they would not be eligible to bid. The vendor was informed that the process was meant to be fair and equal for all. If a prime contractor is unable to find certified firms specific to the contract to complete the work the company should proceed

with the bid proposal, including providing supporting evidence to demonstrate that every reasonable effort was made to secure certified woman and minority firms to fulfill the requirements of the RFP.

In addition, the Office of Small Business will supply, by written request, a listing of woman and minority firms by specific commodity code.

Addendum No. 8 is to be incorporated and become a part of proposal 02-X-32533.

Sincerely yours,



Antoinette Lello