



SUBJECT: Amendment 1 to Request for Proposal 3073
RFP TITLE: Inmate Telephone Services
DATE OF AMENDMENT: February 28, 2014
DATE OF RFP RELEASE: January 29, 2014
OPENING DATE: March 18, 2014
OPENING TIME: 2:00 PM
CONTACT: Gail Burchett, Procurement Staff Member

The following shall be a part of RFP **3073**. If a vendor has already returned a proposal and any of the information provided below changes that proposal, please submit the changes along with this amendment. You need not re-submit an entire proposal prior to the opening date and time.

1. Page 36 section 4.1.7. Disclosure of prior contract failures. In order to provide a more full view of providers' ongoing compliance with contracts and regulatory rules, will the State also require disclosure of any instances in the past 5 years where:
 - a) the provider has charged end-users costs (calling rates, prepaid account funding fees, account maintenance fees, regulatory "cost recovery" fees, etc.) that were not in compliance with their contract at a correctional facility?
No.
 - b) a served correctional facility has made a claim of breach of contract?
No.
 - c) a regulatory agency has cited the provider or a provider's practice as being inconsistent with filed tariffs or that agency's regulatory rules – e.g. "cease and desist" letters, orders to appear in regulatory dispute hearings, etc.
Yes, bidders should disclose any instances in the past six (6) years.
2. Page 34 section 3.19.4.7. Additional fees: a) For clarity, in requiring bidders to detail additional billing fees and policies would the State consider a fee reporting response based on the following criterion:
 - I. Amount
 - II. Applicable to Collect, PrePaid Collect, Direct Billed and/or Debit?
 - III. Applicable to Local, Intralata, Interlata, or Interstate

for each of the following categories:

- i. Prepaid Account Set up Fee
- ii. Prepaid Account Funding Fee by Internet
- iii. Prepaid Account Funding Fee by Telephone
- iv. Prepaid Account Funding Fee by Interactive Voice Response (IVR) system
- iv. Prepaid Account Funding Fee by Western Union, MoneyGram, or other cash method
- v. Minimum Account Funding Amount
- vi. Refund Fee
- viii. Account Maintenance Fee
- ix. Inactive Account Fee
- x. Regulatory Cost Recovery Fee
- xi. Bill Statement Fee
- xii. Other. Describe any other fees that are not covered above

b) Given the impact billing fees and policies have on the commissions and calling rates bidders are able to offer, will the State confirm that they will be evaluated?

NDOC deletes section 3.19.4.7 from RFP 3073. The Department expects providers to be compliant with all regulatory agencies.

3. Page 39 section 4.3.1 References. In addition to the minimum 3 references provided by bidders, will the State also require bidders to disclose contact information for all other state DOC contracts served in the past 3 years (even past contracts), which the State may contact at its discretion? This would provide a better picture of the consistency of a bidder's service.

Bidders may include other state DOCs as references for current or past contracts.

4. Page 41 section 6.2.4 Alternative payment options. Some providers offer one-time call payment options (e.g. text collect, one-time payments through IVRs), but do so with an additional per-call "transaction fee" to end-users that is also not commissioned to the State. Will the State confirm that per-call fees beyond the offered calling rates are not allowed – i.e. these specific types of alternative payment options are not allowed?

NDOC expects providers to be compliant with all regulatory agencies.

5. Page 79 Attachment P Cost Commission Proposal. Will the State confirm that any optional services impacting the cost proposal (in addition to cell phone detection in 3.11.1.5) may be added in a separate table in our response to Attachment P?

Yes.

6. Can inmates check their balance from the phones. If so, is the information accurate?

Yes, balances are updated nightly.

7. What is the process for inmates filing phone grievances. Does it involve paperwork? How long does it take? Can you provide an estimate of how much NDOC labor is involved in processing these grievances?

This question is vague. NDOC does have a grievance process in place which does require paperwork. Please refer to the NDOC website (www.doc.nv.gov), About NDOC, Table of Contents, AR Number 740 – Inmate Grievance Procedure. The length of time to resolve grievances vary based on the issue.

8. Does the current system verify the identify the called party? Does NDOC have access to the names of those who deposit funds for inmates and the amount and inmate associated with each deposit?

The current system identifies to the called party from whom the call is made. Yes.

9. Does the current system offer voicemail? If so, how much is charged per voicemail?

Yes, it is \$1.00 for a 30-second message.

10. What call data and recordings, and in what format will the current provider offer to the new vendor if it is replaced?

Data formats to be mutually determined between the current and new vendor.

11. Does the current system automatically detect individual phone outages and dispatch technicians or is it up to the individual facilities to report broken phones? If it's the latter, can NDOC provide an estimate of the labor required to do this?

Currently, inmates notify facility staff if an individual phone is broken, facility staff notifies Inmate Banking Services (IBS) staff, and IBS staff notifies the vendor for resolution. NDOC does not track the labor required.

12. Regarding Section 3.15.2 (p. 30): Who is the new commissary services provider for NDOC? Will the Inmate Communications vendor be allowed to install lobby deposit kiosks at all or any facilities?

Keefe Group is the primary commissary provider. Kiosk services are not part of this RFP, and were awarded separately as part of RFP 1901.

13. Will state please provide a two week extension?

14. Section 3.4.1 Please clarify requirement 3.4.1 (note bold and italics). What is the official data repository? 3.4.1 The vendor will provide the ITS with a technology system fully supported by an infrastructure which has the capability to provide specified services such as secure and real-time monitoring of inmate telephone calls meeting the NDOC's ITS security requirements. In addition, the ITS will contain a secure database for transactional call records and provide data feeds to the NDOC's official data repository.

The vendor must keep all data in a centralized repository. At this time, NDOC does not have a segregated storage data repository for phone records and will discuss the methodology with the vendor.

15. Section 3.4.6 - Does the state wish for all of the following information to be played every 5 minutes of the call in addition to the call initial set-up: rate information, complaint information, and toll free number for consumer's user? This is a lengthy announcement and could restrict the ability of the inmate and the called party to converse while this announcement is playing.

The pre-recorded announcement for collect calls is not needed every five (5) minutes.

16. Section 3.8.10 The ITS will store all call detail records, including all attempted and completed calls. This data will be stored at the vendor sites throughout the duration of the Contract. Upon successful ITS implementation, the vendor will either import the previous year's telephone data or pay the previous vendor to provide one (1) year of call record storage and retrieval at no cost to NDOC. The vendor will provide authorized NDOC staff with a "Certificate of Destruction". Does NDOC have an agreement with the current vendor to provide the prior 1 year of call detail records?

The current provider keeps call records for the contract period. Upon termination of the contract, the vendor shall provide NDOC with all call detail records within 90 days.

17. Section 3.11.1.3.C - Regarding the alert event "A NDOC unauthorized call attempt is made." Please define "a NDOC unauthorized call attempt."

The provider would need to work with NDOC to define the parameters of an unauthorized call attempt.

18. Section 3.11.1.4 - The requirement for NDOC staff to be able to disconnect a call includes the requirement that the ITS will interject a message stating "This call is being disconnected in ten (10) seconds". This implies that a call will be allowed to continue for 10 seconds after the NDOC staffer initiates the disconnect, after which it will be disconnected. Is this desired functionality?

Yes.

19. Section 3.14.4.7 - Please define what is requested in the "Fraud/velocity report."

NDOC requests the vendor to provide a High Volume Callers report and Frequently Called Numbers report. Additionally, a fraud report includes, but is not limited to, any suspected three-way calling, inmate(s) using another inmate's PIN.

20. Section 3.15.2 - "In December of 2013, the commissary and banking environment will be moving to a new software application." Has this move to the new software application occurred? Please identify the new software application?

The move to a new commissary and banking application has not occurred. The current application is an internal AS400 system. The new commissary application will be provided by Keefe Group, and the new banking application will be provided by ATG, A Keefe Group Company.

21. Section 4.1.5 - Regarding the request to provide information: "Has the vendor ever been engaged under Contract by any State of Nevada agency?" Does this apply only to the State government, or also to any County or City governments in the State of Nevada?

This applies only to State agencies in Nevada.

22. Section 9.6.4 - The requirement is for one PDF file each for Part IA, Part IB, and Part II. Since each part is comprised of a multiple forms and inserts, the only way to create a single PDF file is to create a scanned version of the paper document. This will result in an unsearchable "scanned" PDF. Will the State alternatively except a searchable "main" PDF file of the submission, with all signed inserts as separate scanned files, then grouped in appropriately labeled folders (e.g., "Part IA", "Part II")?

Yes.

23. Section 9.7.1 – This section states that each Part should be separately sealed and then placed in a common shipping container. Since Part IA will take up the majority of the space in the sealed shipping container, would it be acceptable for the Master and copies of Part IA to be placed in the sealed shipping container without those large documents being separately contained, while the other parts are separately sealed within the same container?

Yes.

24. Section 3.10.1.2 NDOC inmate ID numbers are generated by Nevada Offender Tracking Information System (NOTIS) at intake and will be provided to the ITS daily. What file formats is NOTIS willing to conduct Inmate ID transfers to the ITS? Web Service, XML, and Flat file via FTP?

NDOC inmate ID numbers generated by Nevada Offender Tracking Information System (NOTIS) are transmitted in a .csv file to NDOC's internal banking system. The .csv file is then transmitted from the banking system to the current ITS provider via FTP once daily. When NDOC changes banking systems, ATG will receive the .csv file from NOTIS and transmit the file via FTP to the ITS provider.

25. Section 3.10.6 The ITS will interface with the NDOC NOTIS system to ensure the NDOC inmate ID will be automatically transferred to the ITS. Is this the same requirement as 3.10.1.2? ...are inmates only to be able to call from their assigned facility?

Refer to question 24. Yes, inmates can only call from their assigned facility.

26. Will the state please provide one full year of call data for collect, prepaid, and debit calling; Commissions, revenue, and minutes for all Lata's.

NDOC Call Data for 12 months ending December 31, 2013

	COLLECT			
	Calls	Minutes	Revenue	Commission
Local	25,613	407,169	\$74,923.81	\$ 40,608.71
IntraLATA	62,359	981,708	\$189,981.04	\$ 102,969.72
InterLATA	36,796	578,057	\$111,943.41	\$ 60,673.33
Interstate	25,412	336,894	\$232,299.96	\$ 125,906.58
International	0	0	\$0.00	\$0.00
Total	150,180	2,303,828	\$609,148.22	\$330,158.34

	PREPAID COLLECT			
	Calls	Minutes	Revenue	Commission
Local	410,855	7,598,577	\$1,276,317.89	\$ 691,764.30
IntraLATA	486,992	7,832,033	\$1,505,156.29	\$ 815,794.71
InterLATA	259,443	4,212,336	\$807,046.68	\$ 437,419.30
Interstate	52,829	608,839	\$437,308.92	\$ 237,021.43
International	0	0	\$0.00	\$0.00
Total	1,210,119	20,251,785	\$4,025,829.78	\$2,181,999.74

	DEBIT			
	Calls	Minutes	Revenue	Commission
Local	121,339	2,078,177	\$352,135.14	\$ 190,857.25
IntraLATA	132,507	1,884,834	\$377,535.42	\$ 204,624.20
InterLATA	80,371	1,174,949	\$233,114.37	\$ 126,347.99
Interstate	16,878	166,193	\$125,695.19	\$ 68,126.79
International	935	9,811	\$13,430.57	\$ 7,279.37
Total	352,030	5,313,964	\$1,101,910.69	\$597,235.59

	TOTAL			
	Calls	Minutes	Revenue	Commission
Local	557,807	10,083,923	\$1,703,376.84	\$ 923,230.25
IntraLATA	681,858	10,698,575	\$2,072,672.75	\$ 1,123,388.63
InterLATA	376,610	5,965,342	\$1,152,104.46	\$ 624,440.62
Interstate	95,119	1,111,926	\$795,304.07	\$ 431,054.81
International	935	9,811	\$13,430.57	\$ 7,279.37
Total	1,712,329	27,869,577	\$5,736,888.69	\$3,109,393.67

27. Is the state currently receiving a MAG as well as commissions and if so what is the current MAG? MAG = Minimal Annually Guarantee

The MAG is \$2.4 million per year.

28. What are the current telephone rates being charged for collect, prepaid and debit calling as well as international?

Inmate Phone Calls - New Rates as of February 11, 2014 (Does not include taxes)			
Call Type	Surcharge	Per Minute Rate	Total 15 min. Call
Local	\$1.00	\$0.13	\$2.95
Intrastate	\$1.00	\$0.13	\$2.95
Interstate - Collect	\$1.00	\$0.18	\$3.70
Interstate - Prepaid/Debit	\$1.00	\$0.14	\$3.10
International	\$3.99	\$0.99	\$18.84

29. Will the DOC please provide information about any current Cell Phone Managed Access solutions that are in place either as a beta or in full production? Who is providing the service? Who provided test systems, etc?

There are none at this time.

30. Will the state allow for real time debit calls/funding?

NDOC may consider allowing real-time debit calls/funding.

31. What is the current collect calling thresholds imposed today?

\$60.00.

32. What are the current fees other than taxes that are being applied to inmate and end-user's accounts? Example; account set up, billing, refund, etc.

NDOC only tracks rates applied to inmate accounts; refer to question 28.

33. How many site administrators are currently servicing the state?

There are 0 site administrators, but one (1) state-wide Program Manager.

34. How many technicians are servicing the state?

There are three (3) field technicians.

35. How many techs/site-administrators are servicing the state?

Refer to question 33 and 34.

36. What is the name of the current software for the commissary and banking?

Refer to question 20.

37. Who is the vendor for commissary or does the DOC run its own?

Refer to question 20.

38. Who is providing the current banking system for the DOC?

Refer to question 20.

39. Who provides commissary for the state? Does the state procure bulk items and then "self service" meaning the state runs its own commissary?

This question does not pertain to this RFP.

40. Are 18" handsets required at every locations or will there be exceptions? It was noted that some camps are currently using 24" handsets

18" and 24" handsets will be required. The exact number is contingent on the height of the phone mounting, and will be mutually agreed upon by NDOC and the vendor during installation.

41. Is the State still requiring TTD units at all facilities, as camps stated during walkthrough that they cannot accommodate hearing impaired inmates?

TDD phones are not required at camps at this time; however, the vendor is expected to provide them, at no additional cost to the NDOC, should the need arise.

42. Attachment J – TDD unit, it is stated that Central Inspectors office requires a TDD unit, where is this facility located and will they require the unit to process the call via the platform?
 a. If this is the CGTH facility can they use the same device?

A TDD phone is requested by the Inspector General's Office for its Administrative offices located in Carson City and at CGTH in Las Vegas. At CGTH, the TDD phone should be in addition to the one made available for the facility's use.

43. Please provide an updated phone count for the entire state.

Facilities	2014 7090	2014 Mini	2014 Cordless	PAY PHS	2014 TDD PORTS	Total
Carlin Conservation Camp (CCC)	6					6
Casa Grande Transitional Housing (CGTH)	25				1	26
Ely Conservation Camp (ECC)	5					5
Ely State Prison (ESP)	11		22			33
Florence McClure Women's Correctional (FMWCC)		61	5			66
High Desert State Prison (HDSP)	156		17			173
Humboldt Conservation Camp (HCC)				4		4
Jean Conservation Camp (JCC)	25					25
Lovelock Correctional Center (LCC)	81				2	83
Northern Nevada Correctional Center (NNCC)	50		6			56
Northern Nevada Restitution Center (NNRC)	7					7
Pioche Conservation Camp (PCC)	8					8
Southern Desert Correctional Center (SDCC)	95				1	96
Stewart Conservation Camp (SCC)	11					11
Three Lakes Valley Conservation Camp (TLVCC)	14					14
Tonopah Conversation Camp (TCC)				6		6
Warm Springs Correctional Center (WSCC)	21				1	22
Wells Conservation Camp (WCC)	6					6
Total	521	61	50	10	5	647

44. Please confirm the phone counts at SDCC as it was noted that there is approximately 57 phones but Attachment J states 87 phones. Do these numbers include those that are branched off to TLVCC and if so TLVCC shows 15 phones only?

Refer to question 43.

45. HDSP was stated as having 71 phones, can you confirm this number? (Our records show there was 156 phones at this location and 3 housing units were added since then).

Refer to question 43.

46. The state has asked for a simple, easy to read RFP to include other information that is relevant to this procurement. We do not see where an Executive Summary is asked for. Does the State want one?

No.

47. The following questions are in respect to the Evaluation Criteria stated in Sections 10.1.1 – 10.1.6.35.

- a. For each of the evaluation criteria listed as 10.1.1 – 10.1.6, how many evaluation points are assigned to each criteria?

This information is confidential.

- b. What methodology is used for each of the evaluation criteria? For example, using Experience in performance, what methodology is used to determine the firm with the most and/or relevant experience? Methodology used to identify the firm ranked second in this category?

This information is confidential.

- c. How many total evaluation points are assigned to this RFP?

This information is confidential.

- d. What criteria will be used to evaluate financial stability? Who performs this evaluation?

The State will use personnel on the evaluation committee to evaluate the confidential financial information requested and will also use a Dun and Bradstreet report.

- e. What component(s) comprise Cost? Is this solely evaluated on the cost of a call to the friends and family member? Is this solely evaluated on highest commission % paid to the Nevada DOC? If it is a blend of the two components, what is the weighting between the two components?

Your cost submission will comprise the evaluation information for the “Cost Section” evaluation. Weighting information is confidential.

- f. How many points are assigned to the financial incentive, MAG Payment and Commission rate?

This information is confidential.

- g. For the Cost category, what methodology is used to determine who receives the highest points, second most points, for collect call rates, debit rates, prepaid collect rates, additional charges, commission rate, MAG Payment and financial incentive?

The evaluation committee members’ scores are added and then averaged to determine the ranking of each vendor.

48. Section 3.3.8 - "Vendor will explain their process to validate and restore the ITS after shut down. If this is longer than 60 minutes, please explain how this will become part of a service level support defect." Please define "Service Level Support Defect."

If the vendor is unable to restore the ITS functionality in 60 minutes, ongoing efforts to resolve the issue will be governed by the "System Technical Assistance Service Level Agreement" process described in Attachment O – Service Level Agreement of this RFP. The vendor must describe how the outage will become governed by this process.

49. Section 3.5.2 - "In addition, the ITS will interface with all digital network services provided by local exchange carriers (LEC) as well as inter-exchange carriers. The vendor's response shall provide the types of network services to which the ITS will interface and the purpose (use of a specific application) of such services for the NDOC." Please define what is meant by "types of network services."

This is an explicit request; no additional clarification is necessary.

50. Section 3.8.10 - "Upon successful ITS implementation, the vendor will either import the previous year's telephone data or pay the previous vendor to provide one (1) year of call record storage and retrieval at no cost to NDOC. The vendor will provide authorized NDOC staff with a "Certificate of Destruction." Please define "a Certificate of Destruction."

The "Certificate of Destruction" is a legal document confirming which materials have been destroyed.

51. Section 3.8.8 – This requirement includes the statement "The vendor will briefly describe how the local ITS databases at all NDOC facilities will be kept current with the ITS back-ups at the vendor's off-site location in case of required re-programming or ITS recovery at the NDOC facility." There are other RFP requirements that state that the State requires a CENTRALIZED database system. • Section 1.2.2 – "Centralized NDOC system database" • Section 3.7.2 – "The vendor will be responsible for the generation and creation of a centralized system database." In addition, the State's current ITS is a centralized system without local databases. The statement "local ITS databases at all NDOC facilities" contradicts the other cited requirements, and therefore respectfully request that this requirement be modified or removed to be consistent with earlier centralized requirements.

The vendor must keep all data in a centralized repository. This does not preclude using localized repositories to temporarily store data.

ALL ELSE REMAINS THE SAME FOR RFP 3073.

Vendor must sign and return this amendment with proposal submitted.

Vendor Name: _____

Authorized Signature: _____

Title: _____ Date: _____

This document must be submitted in the "State Documents" section/tab of vendors' technical proposal.