



Solicitation Information
1 May 07

RFP# 7003587

TITLE: Pay Telephone System for Inmates

Submission Deadline: 29 May 07 @ 2:00 PM (Eastern Daylight Time)

PRE-BID/ PROPOSAL CONFERENCE: Yes Date: 14 May 07 Time: 2:30 PM Mandatory : No Location: Department of Administration / Division of Purchases (Bid Room), One Capitol Hill, Providence, RI

Questions concerning this solicitation may also be e-mailed to the Division of Purchases at questions@purchasing.state.ri.us no later than **11 May 07 at 12:00 Noon (ET)**. Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP / LOI # on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: \$1,000 BOND REQUIRED: Yes
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Jerome D. Moynihan, C.P.M., CPPO
Administrator of Purchasing Systems

Vendors must register on-line at the State Purchasing Website at www.purchasing.ri.gov

NOTE TO VENDORS:

Offers received without the entire completed three-page RIVP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

SECTION 1 - INTRODUCTION

The Rhode Island Department of Administration/Office of Purchases, on behalf of the Rhode Island Department of Corrections, is soliciting proposals from qualified firms to install and manage a network of pay telephones for inmates in accordance with the terms of this Request for Proposals and the State's General Conditions of Purchase, which may be obtained at the Rhode Island Division of Purchases Home Page by Internet at <http://www.purchasing.ri.gov>

This is a Request for Proposals, not an Invitation for Bid: responses will be evaluated on the basis of the relative merits of the proposal, in addition to price; there will be no public opening and reading of responses received by the Office of Purchases pursuant to this Request, other than to name those offerors who have submitted proposals.

INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:

- Potential offerors are advised to review all sections of this Request carefully, and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
- Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this Request will be rejected as being non-responsive.
- All costs associated with developing or submitting a proposal in response to this Request, or to provide oral or written clarification of its content, shall be borne by the offeror. The State assumes no responsibility for these costs.
- Proposals are considered to be irrevocable for a period of not less than sixty (60) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
- All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
- Proposals misdirected to other State locations or which are otherwise not present in the Office of Purchases at the time of opening for any cause will be determined to be late and may not be considered. **For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the Office of Purchases.**
- It is intended that an award pursuant to this Request will be made to a prime contractor, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered, but subcontracts are permitted, provided that their use is clearly indicated in the offeror's proposal, and the subcontractor(s) proposed to be used are identified in the proposal.

- Offerors are advised that all materials submitted to the State for consideration in response to this Request for Proposals will be considered to be Public Records as defined in Title 38 Chapter 2 of the Rhode Island General Laws, without exception, and will be released for inspection immediately upon request once an award has been made.
- In accordance with Title 7, Chapter 1.1 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the state *until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State* (401 222-3040).
- The State of Rhode Island has a goal of ten per cent (10%) participation by MBE's in all State procurements. For further information, the web address is www.mbe.ri.gov and the telephone number is 401 574-8253.
- Interested parties are instructed to peruse the Division of Purchases web site on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP / LOI
- **Equal Employment Opportunity (RIGL 28-5.1)**
§ 28-5.1-1 Declaration of policy. – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies in all areas where the state dollar is spent, in employment, public service, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Employment Opportunity Office, at 222-3090

SECTION 2 – OVERVIEW AND BACKGROUND

OVERVIEW:

The RI Department of Corrections intends to establish a concessions agreement with a firm for the provisioning of inmate telephone services at all State Prisons/Jails. No costs shall be directed to the State, nor shall any commission be provided to the State. The contract shall include provision and maintenance of all necessary telephone equipment and as well as related security equipment, provision of local and long distance telephone service, The Vendor shall also manage the activities associated with approved callee database, as well as the debit/collect call billing process. This contract will be for three years, beginning 8/1/2007, and would be renewable for two additional three-year terms at the discretion of the State.

BACKGROUND:

The Rhode Island Department of Corrections (RIDOC) provides both jail and prison services to the State of Rhode Island. There are a total of eight correctional institutions for men and women, all of which are located at the John O. Pastore Government Center in Cranston, Rhode Island, with the exception of a single facility that is just off the campus on the other side of Pontiac Avenue. The facilities house an average daily population of approximately 3,740 men and women.

Inmates are allowed to call family and friends (up to 10), as well as attorneys (up to 5), from a pre-completed and approved list. Additionally inmates may universally call RIDOC investigators). Calls other than to the attorneys are recorded for security purposes.

The following legislation was recently passed which will impact the next contract for inmate phone services:

SECTION 1. Chapter 42-56 of the General Laws entitled "Corrections Department" is hereby amended by adding thereto the following section:

42-56-38.1. Prisoner telephone use. -- (a) When an inmate requests and receives a list of parties approved to receive telephone calls, the inmate shall be provided the option of using either a debit or collect call system to place such calls. Under the debit system, either the cost of such service shall be automatically deducted from the account maintained by the inmate for that purpose, or the inmate shall set aside money from his/her account to be placed in a prepaid telephone account.

(b) No telephone service provider shall charge a customer rate for calls made from a prison in excess of rates charged for comparable calls made in non-prison settings. All rates shall reflect the lowest reasonable cost to inmates and call recipients.

(c) No concessions agreements for inmate telephone calling services shall include provisions for a commission payable to the state, nor shall any correctional institution

impose a surcharge for telephone usage by inmates in addition to the charges imposed by the telephone service provider.

SECTION 2. This act shall take effect on August 1, 2007.

The current contract makes provision for only collect calling.

The following table identifies the current number of inmate phones by facility location

Facility	# Pay Phones
Intake Service Center (ISC)	55
High Security Center (HSC)	8
Maximum Security	36
J.J. Moran Medium Security	81
D. Price Medium Security	25
Men's Minimum Security	34
G. McDonald Women's Facility	15
D. Dix Women's Facility	10
Total	264

In addition, a new facility – the Reintegration Center – will open on or around 7/1/2008. This facility is also on the grounds of the Pastore Center, and is being wired for 28 inmate telephones.

The following tables identify the number of total calls and minutes of calls from inmates in the sample month of December 2006:

Type call	Records	Minutes	Revenue
INTRALATA	12,841	156,530	\$38,815.43
INTERSTATE	2,343	25,719	\$27,726.33
LOCAL	65,771	899,014	\$115,020.50
	80,955	1,081,263	\$181,562.26

Day of Month	Total Records	INTRA-LATA	INTER-STATE	LOCAL	Revenue Per Day
1	2,337	354	57	1,926	\$5,193.82
2	2,850	460	87	2,303	\$6,234.18
3	2,991	514	99	2,378	\$6,590.85
4	2,410	373	53	1,984	\$5,368.10
5	2,287	355	55	1,877	\$5,129.25
6	2,447	401	61	1,985	\$5,563.36
7	2,417	399	61	1,957	\$5,527.91
8	2,439	409	50	1,980	\$5,422.80
9	2,804	512	81	2,211	\$6,059.04
10	2,730	476	80	2,174	\$5,851.77
11	2,466	364	46	2,056	\$5,333.13
12	2,428	387	52	1,989	\$5,324.24
13	2,664	426	59	2,179	\$5,909.35
14	2,280	341	68	1,871	\$5,137.31
15	2,599	426	70	2,103	\$5,984.46
16	2,800	470	86	2,244	\$6,057.51
17	2,990	503	97	2,390	\$6,654.24
18	2,462	384	64	2,014	\$5,538.44
19	2,408	374	85	1,949	\$5,567.01
20	2,647	371	83	2,193	\$6,091.41
21	2,557	410	86	2,061	\$5,912.25
22	2,612	413	68	2,131	\$6,025.46
23	2,824	428	96	2,300	\$6,132.15
24	2,460	386	87	1,987	\$5,457.40
25	2,909	490	149	2,270	\$7,490.76
26	2,711	407	81	2,223	\$6,222.70
27	2,628	425	75	2,128	\$6,043.66
28	2,494	346	67	2,081	\$5,518.79
29	2,409	388	57	1,964	\$5,513.79
30	2,642	416	80	2,146	\$5,660.97
31	3,253	433	103	2,717	\$7,046.15
	52,777	12,841	2,343	65,771	\$181,562.26

Call Duration in Minutes	Total Calls	Minutes	Revenue
1	4,160	4,160	\$7,682.51
2	4,266	8,532	\$8,276.54
3	3,444	10,332	\$6,862.83
4	3,083	12,332	\$6,491.37
5	2,878	14,390	\$6,119.00
6	2,751	16,506	\$5,846.51
7	2,532	17,724	\$5,624.41
8	2,425	19,400	\$5,585.15
9	2,265	20,385	\$5,187.58
10	2,177	21,770	\$4,975.45
11	2,168	23,848	\$5,108.51
12	1,932	23,184	\$4,492.52
13	1,860	24,180	\$4,396.08
14	1,847	25,858	\$4,521.53
15	1,742	26,130	\$4,271.70
16	1,678	26,848	\$4,059.88
17	1,534	26,078	\$3,735.11
18	1,571	28,278	\$3,716.39
19	1,512	28,728	\$3,949.09
20	35,130	702,600	\$80,660.10
	80,955	1,081,263	\$181,562.26

SECTION 3 - SCOPE OF WORK

3.1 Equipment

- 3.1.1 Vendor will provide state-of-the-art telephones and all related equipment.
- 3.1.2 The Vendor is required to install replacement equipment within the same locations and cut over services prior to removal of existing equipment
- 3.1.3 Vendor will provide one TTD unit in each facility.
- 3.1.4 The Vendor shall retain ownership of all equipment throughout the duration of the contract. All equipment and services shall remain in operation from the commencement of the contract to the initiation of a future contract. In the event that a replacement subsequent contract is not awarded to the same Vendor, the existing Vendor shall supply all equipment and services for a period of up to 90 calendar days beyond the contract termination date. The State shall bear no costs for the installation of new services, or the removal and transfer of existing services.
- 3.1.5 Vendor shall be responsible for maintenance of the cable feeding the telephones.
- 3.1.6 All cable, wire, patch panels, jacks, interface blocks, wire management facilities and Administrative/Investigative PCs shall remain as property of the State at the termination of this agreement.
- 3.1.7 The State shall bear no costs for the removal and transfer of services from incumbent vendor to the vendor obtained as a result of this bid. Vendor shall not be reimbursed for the removal or relocation of any Vendor equipment throughout the duration of any resulting contract, including the removal of equipment at contract termination. Vendor shall make arrangements for removal of existing systems at each facility, with smooth cutover to new services without interruption of service.
- 3.1.8 Vendor shall provide a complete inventory to the State, including all equipment and telephones used, inclusive of make, model, definition (inmate phone, pay phone, switch, etc.), enclosure and location of equipment after installation. Inventory shall be electronic, compatible with MS Excel software. Inventory shall be updated on a yearly basis, with reports due on September 30, 2007 and July 1 of each succeeding year of the contract and any extension thereof.
- 3.1.9 Vendor will provide upgrades to system and equipment as such upgrades become available.

3.2 Controls

- 3.2.1 The system shall include PIN-based identification of inmates
- 3.2.2 The system shall include inmate-specific privilege control
- 3.2.3 The system shall have an inmate-specific pre-determined call-list; each list will differentiate between social callees and attorneys
- 3.2.4 The system shall have controls for call duration and frequency
- 3.2.5 The system shall include three-way detection and cutoff for conference calling, switchhook action, etc.)
- 3.2.6 The system shall allow for universal access to pre-determined telephone numbers
- 3.2.7 The system will permit the called party to block all future calls from a particular inmate or from all inmates in the correctional facility.
- 3.2.8 Calls will be “branded” as from a RI Correctional Institution and will name the specific inmate, with opportunity for the callee to accept or reject.
- 3.2.9 The system will not allow the inmate to communicate with the called party until the call has been accepted.
- 3.2.10 Each facility will have a centrally located cut-off switch for each telephone in that facility.

3.3 Security

- 3.3.1 The system will log all calls:
 - inmate #
 - phone called from
 - number called
 - time/date/duration of call
 - The system will allow DOC staff to view log information on calls in progress
- 3.3.2 The system will allow DOC staff to input callee telephone numbers that will generate a real time “alarm” notification” when these numbers are called
- 3.3.3 The system will digitally record calls except for calls to pre-designated attorney

3.3.3.1 All Digital recordings will be accessible to DOC for a minimum of 5 years, which will include the period following termination of the contract.

3.3.4 The system will provide the capacity to identify commonly called numbers from the entire inmate population.

3.4 Service to RIDOC

3.4.1 Vendor shall provide 24x7 on-call remote technical support for the system.

3.4.2 Repairs and/ or replacement of malfunctioning equipment will ordinarily occur within 1 business day.

3.4.3 Vendor shall provide an employee located at the Pastore Center to provide operational and maintenance support for the inmate telephone system. Operational support shall include, but not be limited to, data entry for the establishment of new inmate accounts, programming of calling privileges and call restrictions, collecting and inputting voice samples of the inmates for identification and tracking purposes, entering and adjusting inmate personal identification numbers (PIN) and training Corrections staff in the use of the Administrative/Investigative terminals (PCs). Personnel must be immediately accessible by e-mail, fax and telephone.

3.4.4 Department of Corrections Personnel Training: Vendor shall provide on site training of system functional operations for groups of up to ten (10) correctional staff immediately before and after system installation. Classes shall be a minimum of two hours each, and be provided for each of the three employee work shifts. A minimum of two classes shall be held for each shift at the discretion of the Department of Corrections administration. Topics to be covered shall include:

- Inmate call process;
- Communicating PIN assignments and change requests;
- Trouble reporting procedures
- Complaint procedures;
- Emergency operations including telephone shutdown, reporting and service issues.

3.5 Customer Service

3.5.1 Vendor is responsible for providing local, intralata, interlata and international call services to the inmates and their callees.

- 3.5.1.1 Offerrer must identify any restrictions in call placements (area codes or other)
- 3.5.2 Initial prompt will include option for callee to receive additional prompts in Spanish
- 3.5.3 Notification of termination will be given before termination of call, except when terminated because of detection of 3-wall call attempt.
- 3.5.4 In cases where either callee or caller is utilizing a pre-pay account, such party will be notified when the pre-pay balance reaches below a pre-determined percentage or amount.
- 3.5.5 Vendor will provide both web-based and telephone-based access to family and friends for services including complaint resolution, call refunds, and number blocking/unblocking.

3.6 Additional Functionality:

Offerer may optionally include information on additional functionality of equipment, system or service not specifically required in Section 3.

3.7 Billing Options

- 3.7.1 Vendor will provide multiple options for the payment for calls:
 - 3.7.1.1 Caller-payment: debit-based system in which the inmate can transfer funds from his/her trust account to a telephone pre-pay account
 - 3.7.1.2 Callee-payment: system in which the callee can set up a pre-pay account and/or can be billed for calls accepted.
 - 3.7.1.3 Billing options must be compliant with RIGL §42-56.38.1

3.8 Financial Considerations

- 3.8.1 The State will receive no commission
- 3.8.2 The State will incur no costs for installation or maintenance for equipment, software or related supplies, nor for transportation, lodging or related expenses of vendor's personnel or subcontractors, nor for local, intralata or interlata call service provided by this contract.

3.9 Other Vendor Obligations

- 3.9.1 Vendor is responsible for insuring that all telephone services and rates are in compliance with any applicable RI Public Utilities Commission regulations.
- 3.9.2 Security Clearance: Employees of vendors who must gain entrance into correctional facilities are subject to police record checks; the Department retains the right to refuse entrance to vendor employees with felony convictions. Access to correctional facilities also requires adherence to rigid security rules as far as property search, contact with inmates, etc.
- 3.9.3 Vendors must comply with all provisions of RIDOC Policy and Procedure # 9.40-3 (Procedures for Contractors at Institutional Facilities), which will be shared with the tentative awardee prior to promulgation of a letter of agreement.
- 3.9.4 Regular on-site personnel of the vendor will be required to attend a security orientation session provided by RIDOC.
- 3.9.5 Smoking Prohibition: All use of tobacco products and accessories, including, but not limited to pipes, cigarettes, cigarette papers, chewing tobacco, cigars, matches and lighters, is prohibited within any and all buildings, and property under the control of the RIDOC. Any use of such products must be beyond fifty (50) feet of any RIDOC building. Vendors' employees are not allowed to have such products on their person when inside a correctional facility.

3.10 RIDOC Obligations

- 3.10.1 RIDOC will provide office space and telephone for on-site employees of the vendor.

SECTION 4 - PROPOSAL SUBMISSION

A **Pre-proposal Conference**, for the purpose of clarifying the scope and intent of this requirement, as well as the evaluative criteria to be employed in the review of responses to this Request, will be conducted at the date, time and location listed on the cover page. An optional physical inspection of telephone sites will also be held at this time. Vendors' representatives who wish to participate in the site inspection **MUST** submit name, personal address and DOB one week prior to the conference date via e-mail to RIDOC (Ann.Gallant@doc.ri.gov).

A summary of this meeting will be issued, as an addendum to this solicitation, and posted on the Rhode Island Division of Purchases home page at the Internet address listed on Page 1.

Interested offerors may submit proposals to provide the services covered by this Request on or before the date listed on the cover page. Proposals received after this time and date will not be considered.

Proposals must include the following:

1. A completed and signed R.I.V.I.P. generated bidder certification cover form (downloaded from the R.I. Division of Purchases Internet home page at: <http://www.purchasing.ri.gov>)
2. A proposal of rates to be charged to customers (callers and callees). Such rates may be identified for each year of the contract (if only one set of rates are proposed, it will be assumed that those rates will be in effect for entire length of the contract. The rates will address differentiation for:
 - a. Interlata, intralata, local, international calls
 - b. Cost for each type of billing option
 - c. Time of day blocks
 - d. Connect fee, per minute fee and any other specified fee
3. A Technical Proposal describing the background, qualification, and experience with and for similar programs, as well as the work plan or approach proposed for this requirement.

The Technical Proposal must contain the following sections:

- a. Executive Summary: The Executive Summary is intended to highlight the contents of the Technical Proposal and to provide State evaluators with a broad understanding of the offeror's technical approach and ability.
- b. Offeror's Organization and Staffing: This section shall include identification of all staff and/or subcontractors proposed as members of the project team, and the duties, responsibilities, and concentration of effort which apply to each (as well as resumes, curricula vitae, or statements of prior experience and qualification).
- c. Response to each of the requirements in Section 3 (Scope of Work)

- d. Work Plan/Approach Proposed: This section shall describe the offeror's understanding of the State's requirement, including the result(s) intended and desired, the approach and/or methodology to be employed, and a work plan for accomplishing the results proposed. The description of approach shall discuss and justify the approach proposed to be taken for each task, and the technical issues that will or may be confronted at each stage on the project. The work plan description shall include a detailed proposed project schedule (by task and subtask), a list of tasks, activities, and/or milestones that will be employed to administer the project, the assignment of staff members and concentration of effort for each, and the attributable deliverables for each.
- e. Previous Experience and Background, including the following information:
 - i. A comprehensive listing of similar projects undertaken and/or similar clients served, including a brief description of the projects, and a contact name and telephone number for each of the listed clients;
 - ii. A description of the business background of the offeror (and all subcontractors proposed), including a description of their financial position.
- f. Minority Business Enterprise Status: The offeror's status as a Minority Business Enterprise (MBE), certified by the Rhode Island Department of Administration, and or a subcontracting plan which addresses the State's goal of ten per cent (10%) participation by MBE's in all State procurements. Questions concerning this requirement should be addressed to Charles Newton, M.B.E. Officer, at (401) 574-08253
- g. A completed and signed W-9, taxpayer identification form, available at www.purchasing.ri.gov.

In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in electronic format (CDRom or Diskette). Microsoft Word / Excel OR PDF format is preferable. Only 1 electronic copy is requested.

Proposals:

An original plus seven (7) copies of the Technical component and an original plus two (2) copies of the Cost component should be mailed or hand-delivered in a sealed envelope marked with the RFP # and Title as listed in the cover sheet of the RFP.

Mailing Address:

**RI Department of Administration
Division of Purchases (2nd Floor)
One Capitol Hill
Providence, RI 02908-5855**

SECTION 5 - EVALUATION AND SELECTION

The State will commission a Technical Review Committee, which will evaluate and score all proposals. Prior to the scoring of proposals, offerors may be asked to meet with the Committee to respond to questions, clarify issues and exhibit equipment, software, etc.,

Scoring of the proposals will be based on the following criteria:

	Criteria	Possible Points	Threshold
1	Capability, Capacity, and Qualifications of the Offeror	25 Points	15
2	Quality of the Proposal: Meeting RIDOC security and control requirements	35 Points	15
3	Quality of the Proposal: Meeting the needs of customers (callers and callees), including proposed rates	35 Points	15
4	Minority Business Enterprise Consideration [Offeror is a registered Minority Business Enterprise, or proposal includes workable plan for use of MBE in subcontracts]	5 Points	0
	Total Possible Points	100	N/a

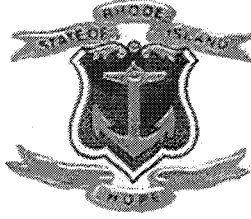
Notwithstanding the above, the State reserves the right not to award this contract or to award on the basis of cost alone, to accept or reject any or all responses, and to award in its best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further. Proposals which do not receive the threshold score in categories 1, 2 or 3 will be rejected.

The Technical Review Committee will present written findings, to the State Purchasing Agent, or designee, who will make final selection.

A performance bond, for the full face value of the project, will be required of the successful vendor, prior to the issuance of a purchase order.

END



2 May 07

Addendum #1

RFP# 7003587

TITLE: Pay Telephone System for Inmates

Submission Deadline: 29 May 07 @ 2:00 PM (Eastern Daylight Time)

- The Pre-proposal conference has been moved to the following location:

Department of Corrections
Pastore Center
40 Howard Avenue (Building # 51)
Cranston, RI

- **Reminder:** Questions concerning this solicitation may also be e-mailed to the Division of Purchases at questions@purchasing.state.ri.us no later than **11 May 07 at 12:00 Noon (ET)**. Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP / LOI # on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

A handwritten signature in black ink, appearing to read "Jerome D. Moynihan".

Jerome D. Moynihan, C.P.M., CPPO
Administrator of Purchasing Systems



**State of Rhode Island
Department of Administration / Division of Purchases
One Capitol Hill, Providence, Rhode Island 02908-5855
Tel: (401) 222-2142 Fax: (401) 222-6387**

ADDENDUM #2

BID #7003587

BID TITLE: PAY TELEPHONE SYSTEM FOR INMATES

OPENING DATE AND TIME: JUNE 1, 2007 @ 2:00PM

BID OPENING DATE AND TIME HAS BEEN CHANGED FROM MAY 29, 2007 @ 2:00PM TO JUNE 1, 2007 @ 2:00PM.

THE REQUIREMENT FOR A PERFORMANCE BOND HAS BEEN DELETED FROM THE PROPOSAL.

ATTACHED ARE THE ANSWERS TO QUESTIONS PROVIDED BY VENDORS.

NO FURTHER QUESTIONS WILL BE ENTERTAINED.

Responses to Questions Raised at 05-14-07 Pre-Proposal Conference or e-mailed to RI State Purchasing prior to the Pre-Proposal Conference

Questions Regarding Performance Bond & Surety:

1. The RFP calls for a Performance Bond equal to the full face value of the contract. Typically, performance bonds are required for contracts where the vendor is providing equipment or services for a fee. Because there is no cost to the Department of Corrections and no commission payments are due, we believe that the performance bond may not be necessary. Will the DOC consider removing this requirement?
Answer: The State will remove the requirement for a performance bond. This will be reflected in an official addendum to RFP#7003587.
2. Please explain the \$1,000 surety requirement.
Answer: Required on submission of proposal

Questions Regarding Minority Business Enterprise:

3. What is the correct phone number for Charles Newton?
Answer: The MBE's phone number was listed incorrectly in the RFP. The MBE main number: 401-574-8100; Charles Newton's direct number: 401-574-8253.
4. The RFP references 10% goal for minority business enterprises. How you evaluate the 10%?
Answer: The 10% is the states goal for percentage of vendors that are minority business enterprises. Hence, the figure of 10% is not relevant to individual bidders.
5. The RFP states that you will score up to 5 points to MBEs. Please explain how that scoring will occur?
Answer: If vendor is registered as an MBE business, the vendor will receive five (5) points in the evaluation and selection process. The vendor will receive one to three (1-3) points if proposal includes the use of MBE registered subcontractors.

Questions Regarding Current Contract for Inmate Telephone Services:

6. What vendor has the current inmate phone service contract?
Answer: The Current contractor is Securus Technologies, Inc.

Responses to Questions Raised at 05-14-07 Pre-Proposal Conference or e-mailed to RI State Purchasing prior to the Pre-Proposal Conference

7. Please provide historical information on commissions paid the state under the current contract.

Answer: The current contract provides the State with a quarterly commission of \$117,500.

8. What are the rates currently being charged for collect, prepaid collect and debit calls placed from the facility?

Answer: It is important to note that the current contract is very different than the prospective contract in several ways. The current contract involved vendor's investment into infrastructure (fiber-optics cabling, etc.) for both an administrative and an inmate pay telephone system, and the current contract provides a commission to the State. That having been said, this is the table of rates currently in effect.

Intralata Intrastate:		Interlata Interstate:	
Connect Charge	\$1.75	Connect Charge	\$4.25
Per minute – Day	\$0.17	Per minute – Day	\$0.69
Per minute – Evening	\$0.11	Per minute - Evening	\$0.69
Per minute - Night/weekend	\$0.05	Per minute - Night/weekend	\$0.69

Intralata/Intrastate: There is no difference between long distance and local service rates within the State of Rhode Island. Westerly and Woonsocket are toll calls in Rhode Island. Call prices may be different if other than calling to Cranston and Providence. The solicitation asks vendor to confirm rates.

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9. Do you have any breakdown of historical call volume and revenue by call type? (i.e. collect prepaid collect and debit).

Answer: The current contract provides only the collect call option. The following is a one-year breakdown of call volume and revenues requested by vendors at conference.

**Inmate Telephone Revenues and Call Volume
Adult Correctional Facilities (ACI), Cranston RI
Calendar Year 2006**

Month		Type			Grand Total
		Interstate	Intralata	Local	
Jan	Revenues	\$ 30,116.24	\$ 36,589.01	\$ 117,570.25	\$ 184,275.50
	# Calls	2,426	11,781	67,183	81,390
	# Minutes	28,704	148,180	902,166	1,079,050
Feb	Revenues	\$ 28,973.64	\$ 35,796.43	\$ 112,777.00	\$ 177,547.07
	# Calls	2,367	11,793	64,444	78,604
	# Minutes	27,361	140,162	833,234	1,000,757
Mar	Revenues	\$ 29,601.25	\$ 39,811.52	\$ 125,172.25	\$ 194,585.02
	# Calls	2,426	12,943	71,527	86,896
	# Minutes	27,865	158,123	953,744	1,139,732
Apr	Revenues	\$ 28,443.74	\$ 34,275.32	\$ 120,694.00	\$ 183,413.06
	# Calls	2,288	11,503	68,968	82,759
	# Minutes	27,036	140,669	920,863	1,088,568
May	Revenues	\$ 27,065.92	\$ 33,585.69	\$ 120,753.50	\$ 181,405.11
	# Calls	2,181	11,147	69,002	82,330
	# Minutes	25,728	128,804	914,170	1,068,702
Jun	Revenues	\$ 23,665.51	\$ 35,389.65	\$ 117,864.25	\$ 176,919.41
	# Calls	1,948	11,668	67,351	80,967
	# Minutes	22,244	138,175	883,351	1,043,770
Jul	Revenues	\$ 23,311.81	\$ 34,930.18	\$ 120,216.25	\$ 178,458.24
	# Calls	1,946	11,645	68,695	82,286
	# Minutes	21,799	137,371	912,194	1,071,364
Aug	Revenues	\$ 20,844.48	\$ 35,783.38	\$ 118,902.00	\$ 175,529.86
	# Calls	1,740	11,591	67,944	81,275
	# Minutes	19,492	140,527	906,458	1,066,477
Sep	Revenues	\$ 20,762.48	\$ 30,290.51	\$ 100,066.75	\$ 151,119.74
	# Calls	1,720	9,986	57,181	68,887
	# Minutes	19,472	121,917	769,312	910,701
Oct	Revenues	\$ 22,149.55	\$ 33,842.58	\$ 105,659.75	\$ 161,651.88
	# Calls	1,859	11,027	60,377	73,263
	# Minutes	20,595	139,559	826,123	986,277
Nov	Revenues	\$ 24,385.10	\$ 36,115.79	\$ 111,475.00	\$ 171,975.89
	# Calls	2,046	11,745	63,700	77,491
	# Minutes	22,665	144,406	872,932	1,040,003
Dec	Revenues	\$ 27,726.33	\$ 38,815.43	\$ 115,020.50	\$ 181,562.26
	# Calls	2,341	12,832	65,726	80,899
	# Minutes	25,717	156,521	898,969	1,081,207
Total for 2006	Revenues	\$ 307,046.05	\$ 425,225.49	\$ 1,386,171.50	\$ 2,118,443.04
	# Calls	25,288	139,661	792,098	957,047
	# Minutes	288,678	1,694,414	10,593,516	12,576,608

* As reported by current provider, SECURUS, Inc.

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Questions Concerning the RFP Specifications:

10. Are existing trunk lines connecting to main telephone room from all buildings?

Answer: Yes

11. Will RI DOC require portable phones on carts and if so how many?

Answer: This will not be a requirement

12. Are any free calls required?

Answer: Free calling will be provided to the telephone numbers of the RIDOC Special Investigations Unit, RIDOC office of Internal Affairs, and the State Police. Specific numbers will be provided to the vendor.

13. Please confirm that any vendor selected, including the incumbent vendor, will be required to provide the DOC with all new call processing and phone equipment.

Answer: The selected vendor, regardless of whether this is also the current vendor, will be required to provide equipment that meets the specifications and is in excellent working condition, and also to repair and replace all equipment as needed in order to maintain this level of condition. The RFP is silent as to the question of "new."

14. What is our expectation – one system branched out. Is it available for vendor to utilize?

Answer: There are viable connections from facility to facility. There are available connections for any vendor that may want to utilize them. There is copper cable with a caveat; most of the cable part of an old Verizon cable plant purchased by the state several years ago, the majority being paper-coated cable. There is cable from Simpson Hall to all buildings. The current location of the inmate telephone system/equipment is in the basement of Admin. A Building (#53). All Verizon service is demarked in Simpson Hall.

15. How would DOC evaluate current condition of existing cable? Will replacement of cable be required?

Answer: The cable is, for the most part, fairly adequate. There is new cable going to Medium Price facility. ISC cable is in good condition. HSC and Maximum will be receiving new cable. Women's and Minimum cable are in marginal, but usable, condition.

16. Who will be responsible for replacement of cable?

Answer: Replacement of cable - as needed to maintain service - will be the responsibility of the vendor.

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17. Regarding Connectivity to new buildings. Will vendor be able to share cable with the State?

Answer: Yes

18. Is fiber available?

Answer: Cannot guarantee adequate strands. There should be a minimum of 2 strands available to every building for use with inmate phones although we cannot any guarantee actual availability . All currently installed fiber is multi-mode.

19. How many Investigators are utilizing workstations today? How many will be required?

Answer: Would like to continue each individual desktop (with a minimum of 10 to 12 stations).

20. Can system be accessed though the Internet?

Answer: Yes, if you have web access.

21. Can DOC create a VPN (Virtual Private Network) to get into the system?

Answer: Yes

22. Who inputs the inmate data? Is there file sharing? (Page 10 of 15)

Answer: Data entry is currently performed by an employee of the vendor; the specs require that this be the prospective vendor's responsibility as well.

23. Currently an inmate fills out forms identifying the persons s/he wishes to place on his/her call list; these are then data entered. Would the State consider automating the first ten (10) numbers dialed?

Answer: No; this will not comply with our security requirements.

24. DOC currently prohibits calls to cell phones. But more and more people are converting from home landlines to cell phone service. Will DOC allow cell phone numbers on the call list in the future?

Answer: DOC is not opposed to allowing cell phone numbers on the call list, but the practice is not done at this time. This will be considered at a later date.

25. Will proposers be allowed/required to demonstrate the system to the technical review committee?

Answer: After reviewing the submitted proposals, the technical review committee will consider whether if demonstrations are needed.

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26. Does RIGL §42-56-38.1 refer to a commissary account or to a phone account that the vendor maintains?

Answer: The statute simply requires that some form of debit-type calling option be included. Currently DOC utilizes Keefe inmate trust fund software (the Keefe contract expires January 11, 2008). Keefe maintains the software/system, while RIDOC staff manage the accounts.

The vendor may choose to work out a procedure with the current and/or future vendor to allow for direct charge to the inmate's account, or to set up and maintain an independent pre-pay telephone account for each inmate, whereby funds will be transferred via request of the inmate from their trust fund account to the telephone account. In the latter case, a mechanism whereby the inmate is notified at termination of call as to the remaining balance of his/her pre-pay account.

27. Section 1(b) (Page 4 of 15 in the RFP): "No telephone service provider shall charge a customer rate for calls made from a prison in excess of rates charged for comparable calls made in non-prison settings." Please explain further.

Answer: Collect call rates (connect charges and per-minute) cannot be higher than that charged at pay phone stations on the outside. How this would relate to debit calling is not clear; we are hopeful that competitive bidding on the rates will insure the inmates will be charged the lowest rates possible.

28. Is DOC looking at lowest costs for all call types?

Answer: The call rates are one of the selection criteria; for that criteria, the lower the rates, the higher the score. The technical review committee will create calculate this score by laying the proposed rates against the prior year distribution of call types.

29. Controls 3.2.3 (Page 9 of 15): "The system shall have an inmate-specific pre-determined call-list...will differentiate between social callees and attorneys". With this provision in place, would this negate the idea of an automatic allow list?

Answer: Yes. Attorneys would have to be identified. We are not allowed to record calls made to attorneys.

30. Could internal inmate database be integrated with vendor's system? Would MIS be open to integration?

Answer: Only to the extent that the selected vendor chooses to integrate the charging with the inmate trust fund system. Keefe's trust fund and banking system is integrated with INFACTS.

31. Will Investigators require laptops?

Answer: Yes, investigators are on-call 24-7 and laptops would be a helpful tool. There are currently ten (10) Investigators.

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32. Who is responsible for providing "air cards" for these units?
Answer: DOC will provide air cards.
33. Security 3.3.3.1 (Page 10 of 15): Will vendor be responsible for maintaining digital recordings after expiration of contract?
Answer: Recordings need to be maintained for five (5) years after termination of contract. The vendor will either maintain and make available such recordings as needed, or may propose to transfer to DOC at one time all such digital recordings at time of expiration, in a format that is usable by DOC.
34. Is there a call duration limit in how long an inmate may talk on the telephone? There is currently a ten (10) minute duration for calls. Can the time frame be changed?
Answer: There is currently a standard ten (10) minute limit for calls. However, the RFP specs calls for flexibility by facility or personal exception.
35. Are public coin pay phones involved, e.g. for visitors?
Answer: No.
36. What is the total number of TDD units required?
Answer: Nine (9) units including one at the new Reintegration Center.

Miscellaneous:

37. Does a corporation without a Rhode Island address have to be registered with the State prior to or after the bid is awarded (Page 3 of 15)?
Answer: Corporation must be registered with the Secretary of State's Office prior to issuance of a Purchase Order.
38. Overview (Page 4 of 15): Is the effective date for implementation August 1, 2007 realistic? Is it set in stone? It typically takes 60 days working with Verizon for implementation.
Answer: We know that this is a tight time frame. We will reconsider this date with the tentatively selected vendor at that time.
39. What is DOC's expected timeframe to complete the evaluation and selection process?
Answer: Once DOC receives proposals from Purchasing, the process should take a few weeks. Once review is complete, a recommendation is sent to State Purchases for final approval.

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40. RIVP Generated Certificate of Authority form (Page 3 of 15). Is this form required for the Secretary of State? Is form required prior to submission of proposal?

Answer: RIVIP Certification Cover Form must be completed and submitted with proposal.

41. Can a vendor propose different rate options?

Answer: Yes. However, we recommend your submitting the rates in the categories identified in the RFP, then proposing the optional rates as an alternative proposal.

42. What is the current inmate population?

Answer: Approximately 3800 inmates.