STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

Department of Administration
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1/31/97

ADDENDUM NO. 1

RFP # 1752   TITLE: TELEPHONE SYSTEM
                    DEPT. OF CORRECTIONS

OPENING DATE AND TIME: 3/27/97 - 2:20 P.M.

The deadline for submission is **3/27/97 at 2:20 p.m.** and it correctly appears on the front cover of the R.F.P.
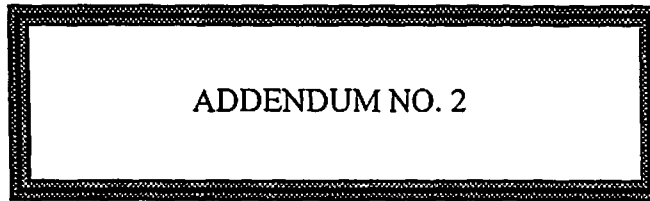
Within the text of the Request for Proposals, Section 2.13 Submittal Date erroneously identifies the submission deadline as February 27, 1997.

Please note the deadline is 3/27/97.

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JDM/lh

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2/10/97

ADDENDUM NO. 2

RFP# 1752

TITLE: TELEPHONE SYSTEM
DEPT. OF CORRECTIONS

OPENING DATE AND TIME: 3/27/97 - 2:20 P.M.

The following specifications concerning multi-party call conference have been added to the document as Section 6.3.5.

6.3.5 Multi-Party Call Conferencing Equipment

6.3.5.1   The system will be equipped, either as an additional software feature and/or as additional hardware, to accommodate the ability to provide simultaneous call conferencing for a minimum of twenty-one (21) callers and a maximum of at least sixty-four (64).

6.3.5.2   Either through the telephone system or through its own administration terminal, multi-party conferences will be set up and controlled.

6.3.5.3   Using a pre-defined Telephone System extension number, the callers participating in the multi-party conference call will have access to a specific conference.

6.3.5.4   Using the Telephone System administrative terminal and/or its own display terminal, callers participating in a particular multi-party conference will be identified by extension number and/or directory information.

6.3.5.5   Using the Telephone System printer and/or its own printer, the multi-party conference device will establish records detailing participants, conference called, and time of interconnection which can be displayed and/or printed out.

6.3.5.6   The multi-party conference vehicle will have the ability to call and/or camp on to pre-identified party extensions that have been scheduled to participate in a specific multi-party conference.

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3/4/97

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║   ADDENDUM NO.3   ║
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RFP# 1752

TITLE: TELEPHONE SYSTEM
DEPT. OF CORRECTIONS

OPENING DATE AND TIME: 3/27/97 - 2:20 P.M.

The following are responses to questions raised at the pre-proposal conference and submitted in writing:

Inmate Pay Phones

1. *What is the monthly average of inmates housed by facility in 1996; what is the current population; what is the capacity of current facilities?*

Facility	Average Population Calendar 1996	Population 2/28/97	Capacity
High Security	84	96	108
Maximum Security	433	433	445
Medium Security	843	869	870
Medium II[1]	0	0	304
Intake Service Ctr	984	1072	1100
Minimum	547	638	652
Women's (GM)	109	112	145
Women's (Dix)	87	82	150
Bernadette[2]	0	0	150
Total	3,087	3.304	3.924

[1] Scheduled to be opened 4/1/97 with 100 inmates, with all beds opened by 10/1/97.
[2] Not scheduled for opening at this time.

2. *What is the average length of call in 1996 by facility; number of billable calls made by inmates the final three months of 1996 broken down by month by facility?*

    Where did the State come up with the 2 million call volume from the inmate phones? (Ref #1.2 para 2).

The Department has not been given detailed call records by its vendors so as to determine with precision the actual call volumes/revenues. Hence, the 2 million calls were an approximation. The approximate quarterly commission received by the Department from both NYNEX and AT&T (current vendors) is in the area of $117 -$125K per quarter (this holds true over the last five quarters.) This represents approximately 20% of gross revenues received by NYNEX/AT&T. If one projects to an annual basis, the estimated gross revenue of the current inmate population is in the vicinity of $2 million per annum. The 2 million calls assumes a $1 per call minute average.

Vendors must make their own estimates and assumptions about current and, as well as future inmate call volume, as effected by population increases, establishment of a monitoring system, etc.

3. **What is the distribution of the inmate call as far as in-state and out-of-state?**

Most of the calls are in the state of Rhode Island. The number of long distance calls outside of Rhode Island are fairly limited, with a substantial amount of those being to the NY City area.

4. **What is the maximum length of call by facility that will be permitted when new system is installed?**

The maximum length will be 15 minutes; however, this number may change at a future date.

5. a. **What is the number of calls by facility that an inmate will be permitted to make per day/week/month when new system is installed?**

Regardless of facility, there will be an unlimited number of calls allowed as long as the inmate in not on LOAP (loss of all privileges)

    b. **RE: The inmates PIN technologies or PIN numbers, are they being limited to the actual number of calls that they could make?**

No. Inmates will be limited to 12 telephone numbers that can be called. Inmates can make unlimited numbers of calls per day to the 12 telephone numbers on their PIN if they are not on LOAP.

6. **What is the maximum number of simultaneous calls the monitoring system will be required to monitor/record (Ref 6.7)?**

Up to the number of inmate calls that the telephone system can handle at any given time.

7. **Should the inmate system include languages other than English in its menus? How many languages does the inmate system need to offer (Ref 6.6.7)?**

The system should offer a Spanish language alternative at no additional cost to the State. Additionally, the system should be capable of adding additional languages at a later date, but the add-on cost beyond English and Spanish may be born by the State.

8. **Does RIDOC today place inmates on phone restrictions? For example, loss of phone privileges for a specific period of time? If so, what is the average percentage of the inmate population that is on phone restriction in a given month? How does RIDOC enforce that loss of privilege today?**

An average of up to 5% of inmates are on restricted phone privilege at any given time. All inmates must ask permission to make a call. Officers at phone sites have lists of prisoners on LOAP (loss of all privileges), and the inmate on LOAP does not get permission to make a call.

9. *Will the new system be utilized to enforce inmate loss of privilege?*
Yes.

10. a. *Please define a "flagged" call (Ref 6.7.1).*
 b. *Is such a call placed from the Inmate Telephone System?*

    a.   Call "flagging" refers to a process whereby Corrections officials from time to time will register specific telephone numbers. When a call to that number is made by a specific inmate(s) or by any inmates (as designated by the Corrections officials), an "alarm" is sounded at the monitoring workstation, thereby allowing officials to do real-time monitoring of the calls. As well, a flagging report is generated, allowing the officials to easily locate the call(s) for post-monitoring.

    b.   Yes

11. *Please define "FCC authorized tone bursts" (Ref 6.7.2).*

To use taped/monitored conversations in a court of law, one must either announce at the beginning of a conversation that the conversation is being taped and/or a short burst of tone (frequency and length unspecified) must be played at the beginning of the taped/monitoring process and repeated every thirty (30) seconds thereafter throughout the conversation to remind the parties that the conversation is being taped/recorded.

12. *Please explain "Control Center" (Ref 6.7.3), and describe how the various alarms are to be communicated to a Control Center.*

Each prison has a central control center that monitors all security activities within each prison. The control center for each prison may be found at the entrance to that prison's security area. The various alarms are connected to panels in the control center.

13. *Please describe the proposed (or existing?) voice paging system (Ref 6.7.4). How does this system interface to the record/monitoring system? Please detail the locations of "security sections".*

"Security sections" refers to the secure, locked areas where prisoners are held. Prisoners, either individually, or in groups are paged to report to various prison areas, officials and/or activities continuously throughout the day. It is the desire of the Department of Corrections to have the logging system record all pages with time stamp. One will need to "double tap" the page system with a line back to the monitoring system.

14. *Please detail the system functions desired and appropriate cabling methods.*

System functions have been described in Section 6.6 & 6.7 of the bid document. All cable methods should follow those detailed in Section 5.0 of the bid document.

15. *Please detail equipment to be powered by the UPS (Ref 6.7.7). Common UPS configurations for Recording equipment match the back-up time of the Inmate Calling System.*

   It is the Department's desire to ensure continued operation of the logging system for a minimum of six hours after the cessation of building electrical power. It would be advised that the overall UPS arrangements for each individual telephone system module and ancillary equipment be engineered so as to provide adequate power to support all systems according to specification.

16. *Is all monitoring done from the same location (i.e. four monitoring headsets at the same console) (ref 6.7.8)?*

   Monitoring will occur at the same location. The location will be adjacent to the main switch room in the basement of Admin A Building.

17. *Is the recording/logging equipment required for only the inmate system, or will it be required for all the Administrative lines as well?*

   Inmate system only.

18. *How do local phone companies collect the revenues from a prisoner?*

   From the called party. DOC allows only collect calls from inmates. However, future alternatives (i.e., internal debit card) will be open for discussion.

. . . .

Technical/General

19. *Can a vendor submit only an inmate or only the administrative section of a proposal or is it mandatory to have one proposal containing both sections? Will the State have an option of awarding breaking the award up into PBX and Inmate sections?*

   The responding vendor must support all requirements set out in the bid document for both sections. The State does not intend to award sections of the proposals to different proposers.

20. *Is it mandatory that the State not receive any bills for the PBX charges (installation charges — inside and outside wiring, maintenance charges, etc.)?*

   Yes, the State will not receive any bills for the PBX charges outlined in this RFP document. Future installations, above and beyond those items specified in the RFP document (e.g. the addition of a new program unit, opening up of a previously closed building, etc....), will be paid for by the State.

21. *Will the State pay the bill for the monthly line charges associated with the Administrative system, along with the monthly rate and the usage charges (local and long distance)?*

   Yes, the State will pay for administrative monthly usage related charges.

22. a.   *Is the State willing to extend the submittal date for proposals beyond March 27, 1997?*
     b.   *A 4th quarter completion date is mentioned in the RFP. Has a goal been set for a startup date?*

     a.   No.
     b.   As quickly as possible. The goal is to start before the summer months.

23. *Will the State have the option, at any time during the contract, to select their own interLATA carrier for long distance traffic for the inmate system, or will the proposed long distance carrier be for the entire contract term?*

     The inmates LATA/interLATA calling will be held by the same carrier identified in the proposal throughout the length of the contract. For the administrative system, the State reserves the right to select the long distance vendor of its choice for whatever period it deems appropriate.

24. *Is the State requiring that the vendor provide for On-Site Administration of the Inmate & Administrative systems for the duration of the contract?*

     Yes.

25. *Can the State clarify exactly what type and amount of bond must be submitted with the proposal?*

     Please refer to Sections 2.2.33, *Performance and Labor and Payment Bonds.*

26. *Will the RFP be provided by disk or via the Internet?*

     No.

27. *In section 6.1.1c, it is stated "The customer is assuming a ten year life span for this system." In section 7.2, it is stated, "The contract length will not exceed seven (7) years, however, the vendor has the opportunity to offer a contract of fewer years if he/she so desires." Please clarify the intent of these two statements.*

     Technologically, the system should be state-of-the-art and we expect it to function well for a minimum period of ten years. Financially, the Department expects to receive ownership of the system in seven years or less.

28. *What cost proposal is there if the State isn't paying for anything directly (Ref 2.14)?*

     The cost proposal referred to the length of the contract period (which may be extended up to a seven year period). Effectively, the shorter the period in which the vendor owns the system, the lower the "cost" to the State.

29. *When connecting clusters, are they only fiber?*

     Clusters will be connected via fiber optics cable. While copper cable will be used to connect nearby sites together (e.g. the Staff Building to the Admin Bldg.), modules will be connected with fiber for two reasons. First, to reduce the amount of conduit required and second, the distances between sites exceeds the standard 2,000' distance required for digital telephones. One should

note that all conduit routes will be kept as close as possible to the streets so as to avoid the possibility of future buildings interrupting and/or destroying the conduit system. The conduit system has also been designed to allow the remaining agencies residing at the Howard Center to come onto the system at their own expense.

30. *Why has the "Ponderosa" been omitted from the requirements? (NOTE: Ponderosa refers to a section adjacent to the Howard Industrial Complex currently housing Correctional Industries.)*

As of April, staff will be moved to a new location on the Howard Complex. DOC will no longer occupy the Ponderosa.

31. *Why are you requiring multi-mode rather than single mode?*

Multi-mode fiber optics cable has an operating distance of five (5.0) kilometers (approximately 3.0 miles), well within the distances required in the bid document. Virtually all telephone systems that operate remote fiber optics modules require single mode fiber.

32. *Are there plans for buildings that require wiring?*

The building plans are included in the RFP. All information is scanned on the computer in AutoCAD format. The State has no maps or blueprints with greater detail than those included with the RFP.

33. *What is the correct structure per station, i.e., specifics on estimation of cabling requirements?*

Given the length of the average riser should give you a good estimation of how much cabling should be needed in each building. An appropriate 'fudge factor' should be included in estimations.

NOTE: Outside 'dig safe' does not come on the complex.
It may be necessary to go around obstacles that are not accounted for in the original plans.

34. *RE: Calling pattern. Are we restricted in mark up of all tariffs that go along with long distance calls?*

Local calls are regulated by the State of Rhode Island, Public Utilities Commission. We have not addressed the issue of long distance calls. Whether they are local or long distance, the vendor will have to file with the Secretary of State a 'tariff with association' with every rate that is being charged. Some rates are listed on the tariffs PUC determines.
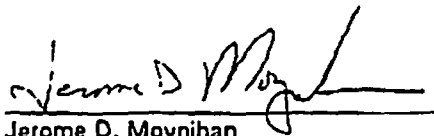
35. *Who will pay for local access?*

The vendor will pay for the access; however, Administration will pay for usage.

36. *Where are tie lines going from and to? Without actual locations, how is the vendor going to be able to bid (Ref 6.3.1)?*

Tie lines will connect system to the Boys School, the Girl's School and the System 85 that is currently servicing the complex. All tie lines are within the exchange and are flat rated.

37.   *Will technicians be provided security escorts when working inside the facilities?*

Yes. Once working inside, escorts will be provided. Tools and equipment are to be taken with you every day. Allow time for set up and breakdown and moving around in buildings in pricing this bid.

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3/20/97

ADDENDUM NO. 4

RFP# 1752

**TITLE: TELEPHONE SYSTEM
DEPT. OF CORRECTIONS**

OPENING DATE AND TIME: **3/27/97 - 2:20 P.M.**

A.   Questions pertaining to Multi-Party Conferencing Equipment (ref: Addendum
#2, section 6.3.5

1.   *Is a no dial emergency conference (phone off hook) a requirement
within the system?*

Yes,

2.   *Should the system just contain the circuit packs and carriers necessary
for sixty-four (64) calls or should the system quoted just have the
capacity to grow to sixty-four (64) callers without including the
component parts to support the system at the maximum size
indicated?*

The system should be equipped to support a maximum of sixty-four
(64) parties at system cut over.

3.   *Should the system have the capability for executive conference (We
presume that "executive conference" is the ability to add parties up to
the limit of the bridging equipment..)?*

Yes.

4.   *Should the system have annoyance trap capabilities?*

Yes.

5. Should the system have administrative emergency conference after the first digit is entered the second digit must be entered in fourteen seconds or the alarm will be initiated?
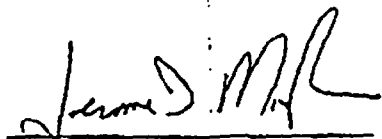
    Yes.

6. Are push to talk handsets a requirement on this arrangement?

    Depends on the specific telephone system's capabilities. Special emergency/administrative conference arrangements will only be needed in specific, security areas. If, to make the operations of this functions work successfully, push to talk handsets are a requirement, the vendor should include these telephones within the station mix.

B. Question pertaining to Inmate Pay Telephones

7. Should the inmate phone system allow only for station-to-station calling?

    The system must offer station-to-station calling, but can also offer the option of person-to-person calling.

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