

RFP 15-17 INMATE PHONES
QUESTION & ANSWER #2

Question #9: *Will the County please confirm that no pre-proposal conference will be held?*

Answer #9: No Pre-Proposal Conference was scheduled to be held.

Question #10: We read the RFP as clearly seeking only inmate telephone services (“ITS”). *Will the County confirm our reading, and that vendors should only offer the specific technologies sought in Appendix A – i.e. non-ITS services such as tablets, cell phone detection, etc. should not be included in responses?*

Answer #10: The Scope of Work is for Inmate Telephone Services. See Exhibit A for system requirements.

Question #11: RFP Part B, Paragraph 33.a requires proposers to provide a single commission rate on all call types. *For absolute clarity, will the County confirm that this provision requires payment of commission for interstate calls at the same rate as all other calls, without exception?*

Answer #11: The HCSO is seeking a commission structure with a single commission rate for all types of calls. However, Part B Paragraph 35 – Exceptions to Proposal, details how any exceptions are to be documented.

Question #12: RFP – Section 2 (Cost of Goods and Services).

- A. *So that the County can see the trade-offs between rates and commissions, are Vendors allowed to make multiple rate/commission offers?*
- B. *Will the County provide specific insights into how rates vs. commission trade-offs will be evaluated?*
- C. *Given the pricing template we assume the County is only seeking commission compensation, and not seeking other compensation such as minimum Guarantees, Signing Bonuses, or additional annual payments. Will the County confirm our reading?*

Answer #12:

- A. The HCSO is seeking commission structure with a single commission rate for all types of calls. However, Part B Paragraph 35 – Exceptions to Proposal, details how any exceptions are to be documented. If a Proposer is so inclined, multiple Proposals are permitted as long as each Proposal is submitted separately.
- B. Pursuant to Part B, Paragraph 9 – Evaluation of Proposals, fees, rates, and commissions are not a primary factor as illustrated by the five (5) points assigned, out of 100, for the evaluation.
- C. Pursuant to Part B, Paragraph 32 – Commission and Payment, HCSO defines payment to be commissions calculated on all gross revenues generated by and through the ITS. Pursuant to Amendment #2, Part B, Paragraph 33h, Commission Structure, additional information may be provided.

Question #13: RFP – Section 2 (Cost of Goods and Services). Ancillary fees are a huge problem in our industry and only partially/modestly regulated due to recent rulings against the FCC. Some vendors “interpret” rules as allowing Single Call fee diversion programs (aka PayNow or OneCall) through companies they own but do not report because they claim they are 3rd parties, fee churning by manipulating funding rules, etc. Without complete clarity constituents could pay exorbitant unreported fees, and an unfair competitive field could be created.

For background, HCSO’s previous vendor had implemented Single Call - completed calls and revenue immediately jumped over 30% after eliminating them under the current contract.

a. Will the County impose fee and policy requirements similar to those below? These are exactly the fees and policies in place at HCSO today.

Billing Fee or Policy	Amount
Prepaid Collect - Purchase through live agent	\$5.95
Prepaid Collect - Purchase through automated phone system or internet	\$3.00
Prepaid Collect - Purchase through 3rd parties (e.g. MoneyGram, Western Union)	All third party fees must be disclosed and not exceed \$5.95
Prepaid Collect - Account refund fee	\$0
Prepaid Collect - Purchase by mail	\$0
Prepaid Collect - Minimum purchase amount	\$0
Prepaid Collect - Account Setup (any funding method)	\$0
Prepaid Collect - Monthly account maintenance	\$0
Prepaid Collect + Debit – Account expiration	Account balances available for use or refund no sooner than 6 months from date of last call
Prepaid Collect - Cost recovery, USF administration, equipment use, or any other fee not mandated by government agencies	Not allowed
Single Pay (aka PayNow, One Call) calling	Not allowed
All calls – taxes	Charged to customer at pass-through only

Answer #13: The HCSO expects information related to this question will be disclosed Pursuant to Part B, Paragraph 33f – Commission Structure, as detailed below. More specific requirements have not been defined in the RFP but may be considered by the Evaluation Committee if included by the Proposers. The HCSO expects Proposers to understand and maintain compliance with FCC Inmate Telephone Service guidelines including rate caps (interim or otherwise), limits to ancillary services, prohibition of specific additional service charges, and others as applicable.

f. Describe the procedure for billing.

1. Describe your billing process and whether billing is internal or third party generated. If third party generated, the Proposer shall disclose the billing entity.
2. Are handling fees charged to the HCSO?
3. Are there any deductions from revenues?

Question #14: RFP – Section 3 (p. 29). *Will the County provide additional detail on what is being sought in the requested Security Assessment document?*

Answer #14: HCSO would like to review the results of any Security Assessments or related documentation that have been completed as it pertains to any and all applications and networks, specifically as they address risks and mitigations of cyber threats.

Question #15: **Exhibit A:** May we have a copy of Exhibit A document in the native Microsoft Word file format if possible?

Answer #15: An electronic fillable form will be forwarded to known interested parties via email and will be available on the HCSO web site.

Question #16: **Exhibit A, 5.11** requests the option of voice biometric technology. Different types of voice biometrics have differing costs – *are vendors able to price different technologies as long as they are simply and clearly presented in the pricing Section 2?*

Answer #16: Yes, Proposers may provide different technology options.

Question #17: *What are the requirements around the documents list on page 29? Are we able to provide a narrative response as to each document and how it pertains to our systems, or is the County asking for the documents to be included with our response?*

Answer #17: The HCSO desires to receive copies of documentation as requested. Proprietary information should be marked as such and submitted separately as instructed in the RFP. Proprietary information submitted in response to this RFP will be handled in accordance with applicable Florida Statutes.

Question #18: *Does the County have any objection to the proposer providing its standard contract as an exhibit?* Many of the terms and conditions in the RFP are for procurement type arrangements, and not the revenue share model contemplated by the RFP.

Answer #18: The HCSO welcomes each Proposer to provide the detailed information, attachments and/or exhibits deemed necessary to provide a thorough response.