

RFP 15-17 INMATE PHONES  
QUESTION & ANSWER

**Question#1:** *What are the current call rates being charged to the end user?*

**Answer #1:**

Collect Rates	Local	\$0.21
	IntraLata	\$0.23
	Interlata	\$0.23
	Interstate	\$0.23
Prepaid & Debit Rates	Local	\$0.16
	IntraLata	\$0.19
	Interlata	\$0.19
	Interstate	\$0.19
	International	\$0.73

**Question #2:** *What is average monthly revenue to the county today via commissions paid by current ITS vendor?*

**Answer #2:** \$137,180

**Question #3:** *Based upon the CDR presented in your RFP. It seems that this is average monthly data. If so, upon annualization (multiplying your call and minute data by 12 months) we would see at total of 1,867,728 billable calls per year. This works out to 1.69 calls per inmate per day at 3,035 APD. Please confirm that these figures accurately depict average monthly calls and minutes.*

**Answer #3:** Yes, the numbers below depict average monthly calls and minutes for the time indicated. These are furnished as a guide for preparing the Proposal Response (Part D), and should not be construed as representing actual quantities to be purchased under this Bid.

Average monthly call volume for time period August 2016 to January 2017:

Call Category	# of Calls per Month	# of Minutes / Month
LOCAL	131,247	1,176,623
INTRALATA	4,102	36,038
INTERLATA	9,226	80,840
INTERSTATE	10,924	95,828
International	145	928

Total	155,644	1,390,258
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**Question #4:** *What is the current commission rate?*

**Answer #4:** 60.5% of the gross revenue for all Local, Intralata, Interlata, and Interstate call placed by way of collect calling, or charged to a debit or prepaid account established for such inmate calling. Above is subject to change if the minutes per month of inmate calling from the facilities averages 1,175,000 minutes for four (4) consecutive months. If this occurs the commission percentage pay changes to 61.6%.

**Question #5:** *Exhibit 4.6 – Prevent inmate telephones from receiving incoming. Please clarify incoming what?*

**Answer #5:** The complete sentence for Exhibit A, 4.6, should read: *Prevent inmate telephones from receiving incoming calls.*

**Question #6:** *Exhibit A, 2.6 Reports listing all calls made that are flagged by inmate calling, for a designated time period. Is this in reference to calls that are designated for alert if in inmate calls the number?*

**Answer #6:** Exhibit A, 2.6 refers to a report for calls outbound and inbound to and from telephone numbers that have been flagged by HCSO.

**Question #7:** *Exh A, 2.18 List of telephone privileges for one inmate or all inmates. Please clarify what is meant by "telephone privileges" in the context of this requirement?*

**Answer #7:** Exhibit A, 2.18 refers to a report listing inmates that have active privileges to utilize the phone system as well as those who have had their privileges revoked, restricted, or suspended. Inmates may be restricted to making local calls only; they may be restricted to calling from a certain POD; and specific phone numbers may be restricted from their calling list. Exhibit A, 2.18 is requesting a listing that includes all privilege settings per inmate.

**Question #8:** *Exh A, 3.4 The system will support the assignment of multiple security profiles to the same user account. Please clarify this requirement. Does this mean that an account can have different security profiles assigned at different times?*

**Answer #8:** Exhibit A, 3.4 refers to HCSO's need for users to have multiple security roles and each security role will require separate and distinct security permissions. Therefore, each user should be able to be assigned multiple security profiles.