

ADDENDUM #4

RFP Questions for Inmate Telephone

due 04/07/2021 at 12:00 pm.

1. Copy of current ITS/Video Visitation/Tablet contracts and amendments?

See Addendum #3

2. What commission percentage received from current provider and % of commission on all call types?

See Addendum #3

3. Provide information on any signing bonus, tech fund commission or other upfront revenue and extensions provided by current vendor?

See Addendum #3

4. Does the Authority receive commission for all call types as listed?

See Addendum #3

5. Provide copies of the Revenue/commission statements for 12 months?

Detailed call reports will be provided on a separate addendum on 04-02-2021, if requested.

Phone Revenue	Commission
\$1,088,143.59	\$475,225.21

Contracted Commission Percentage

3/20 - 10/20	55% Intrastate
11/20 - 2/21	Fixed \$37,500

New River Valley VA-Regional Jail

March 2020 - February 2021

Phone Revenue

Call Type	Rate Type	Revenue
Advance Pay	INTERLATA	\$236,293.26
	INTERSTATE	\$126,196.77
	INTRALATA	\$63,461.60
	LOCAL	\$232,436.62
Advance Pay Total		\$658,388.25
Collect	INTERLATA	\$601.91
	INTERSTATE	\$745.71
	INTRALATA	\$780.16
	LOCAL	\$1,554.80
Collect Total		\$3,682.58
Debit	CANADA	\$1.80
	CARIBBEAN	\$6.00
	INTERLATA	\$157,207.99
	INTERNATIONAL	\$841.20
	INTERSTATE	\$78,788.22
	INTRALATA	\$44,293.17

	LOCAL	\$140,374.98
Debit Total		\$421,513.36
Pay2Talk	INTERLATA	\$2,154.60
	INTERSTATE	\$1,134.00
	INTRALATA	\$340.20
	LOCAL	\$930.60
Pay2Talk Total		\$4,559.40
Grand Total		\$1,088,143.59

6. Provide detailed call report for the last 12 months and current call rates for each type of call made?

Detailed call reports will be provided on a separate addendum on 04-02-2021. For rates see Addendum #3.

7. Is the Authority currently receiving commission on remote video visitation? What is the percentage of commission?

No

8. Is the Authority currently receiving commission on tablet access or tablet content? What is the percentage of commission?

No

9. Please describe what apps., the tablet has and is education provided on the tablet?

There are a variety of entertainment applications, entertainment applications and education applications

10. Provide the number of ITS/VVS/Tablet required for RFP.

The Authority expects to vendor to propose the number, there is no minimum or maximum requirement

11. Please outline fees that are being charged to end-users: See Addendum #3

a. Bill Statement Fee

b. Pre-paid Account Funding Fee via Web

- c. Pre-paid Account Funding Fee via IVR
- d. Pre-paid Account Funding Fee via Live Operator.
- e. Fees for instant Pay Calls.

See Addendum #3

12. Does the Authority require that proposals include commissions on interstate calls?

No

13. Do Commissions from this contract go to the Inmate Welfare Fund, Sheriff's discretionary fund or other fund?

General Operating Account

14. Allowance for a proposal to present multiple pricing options for the authority consideration?

Yes

15. Provide a breakdown of the number of housing units and pods within each unit.

There are 6 housing units. 7, 4, 6, 4, 6, 6

16. Provide the Inmate capacity and the number of phones in each pod.

Housing Units		Capacity			Capacity
D-block			G-Block		
D-100	2	9	G-120	1	18
D-101	2	23	G-140	1	24
D-103	2	35	G-128	3	44
D-106	1	2	G-134	3	13
D-107	1	10			
D-109	1	10	H-Block		
D-110	1	2	H-208	3	56
			H-210	3	52
E-Block			H-214	3	60
E-101	3	46	H-216	3	60
E-102	3	46	H-211	3	57
E-104	3	44	H-215	3	57
E-105	3	46			

E-108	3	48	I-Block		
E-110	3	56	I-308	3	56
			I-310	3	52
F-Block			I-314	3	60
F-100	3	72	I-316	3	60
F-101	3	72	I-311	3	57
F-102	3	48	I-315	3	57
F-103	3	48			
Intake	4				
Medical	1	(Mobile Unit)			

17. Provide a breakdown of Inmate population, in percentages of actual numbers, local, DOC and or another agency.

This can be provided in a late addendum, but there is no difference in the access communication based upon their detainee status.

18. Confirm that Lockdown is the banking system used. Provide contact information for the banking provider and interface cost.

We utilize the Lockdown software for inmate trust accounting. Please clarify if you are asking for contact information for the software or the bank that handles the inmate trust account.

19. Confirm that the successful vendor must provide new equipment Also, verify that this applies to potential bidders and current vendor?

New equipment is not a requirement.

20. How is commissary ordered?

Prisoner telephones and kiosks

21. Does the current vendor provide debit calling? If so, how are debit accounts funded?

Yes, and via the internet or lobby kiosk.

22. Are calling cards being used today? How are they purchased and administered? Denominations?

No

23. Do you currently have a video visitation system installed?

- a. How many inmate kiosks are installed?
- b. How many visitor kiosks are installed?
- c. Do you have portable kiosks? 2
- d. Do you require the same equipment accounts as above? Explain? yes
- e. What kind of wiring connects the kiosks to the equipment room? CAT 5

Total video visitation count (onsite Video) - Family facing: 40 booths. Inmate facing: 92 booths

24. Will the minimum screen size for video visitation be 17"? Yes

25. Does the facility offer remote video visitation? Provide recent usage information along with monthly totals.

Completed visits from 2/1/21/3/1/21 = 9378

Completed visits from 3/1/21- 4/1/21 = 9393

26. Current inmate tablet program:

- a. How many tablets does the Authority have today? 189
- b. Tablet manufacturer? Telmate
- c. Do the inmates share and how are they checked out? Yes, first come first serve
- e. Are the tablets interfaced with JMS and for what purpose? Yes, for housing location
- f. Tablet usage reports for several months. Please clarify what this means. I am providing revenue information.

Commission Type	Revenue
G120/140 Promotional	\$2,222.28
G120/140 Standard	\$4,644.40
Promotional	\$16,095.36
Standard	\$85,152.35
Subtotal Tablet Session	\$108,114.39
VVS Paid	\$89,868.50
Subtotal Tablet VVS	\$89,868.50

TOTAL TABLET REVENUE	\$197,982.89
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27. How many wireless access points are installed in the pods? **1**

28. How many monthly deposits are made via phone, web and lobby kiosk? Average total dollar deposited per month? **This information can be provided in an additional addendum.**

29. Provide a list of locations where kiosks are required, is wiring required?

No kiosks are required.

30. Will lobby kiosk deposits be able to fund the inmate trust account, inmate debit phone account or both?

Both

31. Will the authority accept additional questions if needed?

yes

32. Do inmates currently receive any free remote video visitation sessions? Please include length of time and frequency? **No**

33. How long have tablets been available to inmates? **Since October 2020**

34. Are inmates assessed any fees for the use of applications and or services on the tablets? If so, rate, fees and which applications?

See Addendum #3

35. Are inmates assessed a per minute tablet usage fee? If so, what is the fee amount?

See Addendum #3

36. Provide inmate phone counts by housing units?

See #16