

ADOC RFP 2018-05: Correctional Communications System

Response to Questions

1. Whether companies from Outside USA can apply for this? (like, from India or Canada)

RESPONSE: Yes.

2. Whether we need to come over there for meetings?

RESPONSE: Yes. See for example Section 3.A.20 of the RFP.

3. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

RESPONSE: See Responses to Questions 1 and 2.

4. Can we submit the proposals via email?

RESPONSE: No. See Section 5.1(b)(4).

5. In light of the upcoming holiday season, will the ADOC consider extending the proposal due date by 10 to 14 days to allow respondents more time to prepare a concise and thorough response?

RESPONSE: No.

6. Considering the multiple components included in the cost proposal, will vendors be allowed to present at least three options for the ADOC's consideration?

RESPONSE: No.

7. Attachment A, Section 5. Would ADOC please provide a breakdown of the Cost Evaluation points which comprise the 35% category total for each of the following sub-categories – Vendor Fees, ITS Per Minute Rates, ITS Revenue Share, Cash Signing Bonus, Automated VoiceMail, Video Visitation, Secure Inmate Messaging and Application System?

RESPONSE: No.

8. Attachment A, Section 5. There are 20+ required fields for financial consideration to the state including Revenue Share and cash signing bonus. What methodology will be used to evaluate these fields amongst all providers to arrive at the evaluation points within the Cost Category?

RESPONSE: The ADOC will evaluate the criteria based upon an objective formula utilized for all potential Vendors in accordance with the criteria of the RFP.

9. Attachment A, Section 5. There are 50+ required fields for Fees and Rates. What methodology will be used to evaluate these fields amongst all providers to arrive at the evaluation points within the Cost Category?

RESPONSE: See Response to Question 8.

10. Attachment A, Section 5. The RFP indicates “The ADOC will give strong preference to the lowest rates available for its Inmates and end users”. Of the 35% Cost Evaluation Points, how many points are allocated to the provider with the lowest rates for inmates and end users and how many points are allocated to the provider with the highest financial return to the state?

RESPONSE: See Response to Question 8.

11. There is a discrepancy between the statement regarding maximum call rate on the footnote below the chart on page 75, which states the maximum rate as \$0.18 per minute and the revenue report provided by CenturyLink on page 81. The footnote states, Prepaid Collect and Debit (Inmate-Paid) Calling Rates: \$0.21 per minute for Local, IntraLATA, InterLATA, and Interstate. Traditional Collect calls are charged at \$0.25 per minute for Local, IntraLATA, InterLATA, and Interstate. Inmate Voicemail is not currently available at ADOC.

Is this a case where the call rates are currently \$0.21 and \$0.25 per minute but the state wishes to cap the rates at \$0.18 per minute for this RFP?

RESPONSE: Yes.

12. Please identify ADOC’s expectations for providing educational programs via the Personal Education Devices (PEDs).

- a. Will education need to be provided for every inmate or only for certain classifications of inmates who are eligible to enroll in education?
- b. If the latter, how many inmates are expected to have access to educational content?

RESPONSE: Education will need to be provided to every inmate.

13. I would like to inquire about an opportunity to schedule an Oral Presentation per section 5.3 Oral Presentation of the ADOC Request For Proposal NO. 2018-05 for the week of January 28, 2019.

RESPONSE: See Section 5.3 of the RFP. Should the ADOC elect to require Oral Presentations, the ADOC will inform all qualified Vendors at that time.

14. During the scheduled facility visits, it was unclear as to whether fiber was already run to every facility, or whether some facilities are wireless. After reviewing the facility-specific information provided as part of the overall RFP packet, we seek clarification on which facilities are wireless versus which are not.

RESPONSE: Any fiber or wireless that may have been mentioned during the tours is part of ADOC's LAN infrastructure and is not available for vendor use. The ADOC does not have this information available as it is provided by a third party.

15. After reviewing the facility-specific information provided as part of the overall RFP packet, we seek information regarding phone availability hours for each facility. Can ADOC please provide on/off times for the ITS at each facility, as well as maximum allowed talk time (call duration) at each facility?

RESPONSE: Please see attached chart listed as Appendix A.

16. Regarding the evaluation process, would ADOC be able to provide some high-level details regarding which divisions/departments within ADOC will be contributing to the evaluation process?

RESPONSE: No.

17. Will any vendor presentations be carried out on-site or via phone/WebEx?

RESPONSE: Consistent with Section 5.3 of the RFP, in the event that the ADOC requires Oral Presentations, the ADOC will provide notice of logistics.

18. Section 3.A.1.i. references OIT network requirements. Would ADOC be able to provide these network requirements as it relates to this RFP?

RESPONSE: The OIT governance library is available on its website, <http://oit.alabama.gov/governance-library/>.

19. Section 3.C.1.g. references a behavior rewards system. What is ADOC's expectation of this system? For example, is the behavior rewards system based on completion of designated/assigned educational requirements that are completed via the PED?

RESPONSE: Vendor should provide an explanation of how its System can support a behavior rewards system. This may include, for example, a system based upon completion of designated/assigned educational requirements.

20. Section 3.C.2.e. states the System should cross reference all applicable system data. We are seeking clarification on what System data is being referenced. Is this the data within the Vendor's system, the OMS or another system?

RESPONSE: This data could be located on all three (3) sources.

21. Section 3.D.4.g. as it relates to providing other facility locations for a remote visitor to make a visit, does ADOC have specific locations in mind for this i.e. library, location at a DOC facility?

RESPONSE: No.

22. Section 3.I.2 of the RFP references Smart TVs. Does ADOC have specific preferences for quantities and locations of required Smart TVs, or should vendor propose?

RESPONSE: No. Vendors should propose quantities and locations of Smart TVs.

23. Will ADOC allow a short round of follow-up questions if answers to this initial round need any additional clarification?

RESPONSE: No.

24. We respectfully request an extension to February 7 to accommodate the holidays and provide the best possible offer to ADOC.

RESPONSE: See Response to Question 5.

25. Given the substantial decline in average daily population over the last few years, will ADOC please provide the Agency's latest population forecast for the next 3-5 years?

RESPONSE: No.

26. Regarding wireless infrastructure, will ADOC please confirm:

- a. That they will install additional power outlets as reasonably requested by the vendor?

RESPONSE: On a case by case basis, it may be feasible to install additional power outlets at ethernet switch locations. Wireless APs should be powered via PoE (Power over Ethernet). If an electrical receptacle is required for a wireless AP, it is the Vendor's responsibility to install the electrical components.

- b. The specific intended coverage areas for tablets? It appears common areas in living units are clearly desired; are others such as classrooms required?

RESPONSE: Yes.

- c. Q#3: Whether vendors may use existing conduit if space in the conduit exists.

RESPONSE: If there is ample room in an existing conduit, on a case by case basis, Vendor may use existing conduit, provided it does not maximize the wiring capacity

of the conduit. In that event, however, Vendor would be responsible for the repair of any damage that may occur to existing cabling in said conduit.

27. Introduction. Regarding legal library:

- a. Would ADOC please confirm their current legal library content provider?
- b. Would ADOC confirm that it is only requiring vendors to interface with its legal library provider's service software at no cost – i.e. it is not requiring vendors to pay the subscription fees to the content provider?

RESPONSE: It is not the intention of the ADOC for law library materials to be included on the kiosks or PEDs at this time. However, Vendor should indicate in their proposal whether law library materials can be available content on the kiosks and PEDs in the future.

28. Section 3.A.5. Will ADOC provide their intended process for discipline and restitution for inmates who damage PEDs? Although built for corrections, all vendors' PEDs can be broken with enough exertion and intent.

RESPONSE: See ADOC Administrative Regulation 403, which is available on the ADOC's website at <http://www.doc.alabama.gov/Regulations>.

29. Section 3.A.19 (e) requests information about phone forensics and analytical support. Will ADOC provide some more information on how it is defining phone forensics? E.g. does this pertain to inmate telephone system data, recovered contraband cell phones, etc.?

RESPONSE: For the purposes of this RFP, "phone forensics" refers to the downloading and forensic analysis of contraband cell phones as well as other devices including, but not limited to, tablets, laptops, or other personal devices.

30. Section 3.B.4 (b) allows Single Pay calls as a last resort. Certain vendors have claimed publicly that Single Pay calls are in fact the last resort for completing calls that are not collect billable, and have shown a willingness to unilaterally interpret contract provisions in their favor. They also claim Single Pay transaction fees are not vendor fees, but rather third parties (regardless of whether they receive a revenue share from the fees). We believe ADOC and its consultant recognize that far lower cost alternatives to Single Pay exist to complete a call.

- a. Will ADOC please modify the RFP to disallow Single Pay?

RESPONSE: No.

- b. If no to above, will ADOC at minimum specify when Single Pay will be allowed, and confirm that no additional costs other than the per-minute rate are allowed to be charged by the vendor or ANY third party they employ?

RESPONSE: Single Pay calls will only be allowed with express permission of the ADOC. The ADOC confirms that no additional costs other than the per-minute rate are allowed to be charged by the Vendor or any third party they employ.

31. Section 3.B.6 (b) requires that the ITS validate new numbers to ensure they do not belong to a prepaid cell phone. Unfortunately there is no systematic way to determine prepaid vs. postpaid status short of calling the carrier directly. The national database used by all vendors (LIDB) does have a prepaid vs. postpaid field but it is almost never populated. We have also seen some vendors claim that LIDB reply codes 201, 202, and 203 can provide reliable indication of prepaid vs. postpaid, but that is false.

[T]he only way to do this is by a manual check of a bill or a three-way call to the cell phone carrier. This is obviously costly to vendors and burdensome on the family members (cell phone carrier three-way calls can run 20+ minute hold times). For consistency we would also need to block friends and family already receiving inmate calls prior to registering them.

- a. Will ADOC please consider removing the requirement to verify prepaid vs. postpaid cell phones?

RESPONSE: No.

- b. If not, will ADOC please modify the requirement to meet its needs but make it more workable for the vendor, given the information above?

RESPONSE: For the purposes of this RFP, no. The ADOC may, however, be willing to discuss this as a potential issue during negotiations with the Selected Vendor consistent with Section 1.12 of the RFP.

32. Section 3.B.8 (g) states that the ITS should be capable of detecting Special Information Tones (SIT) such as answering machines, ring-back tones, etc. It then includes cellular telephones to the list of SIT. Was this inclusion inadvertent?

RESPONSE: Yes.

33. Section 3.D.3 (b) identifies VVS location areas, primarily in the law library rooms. Does ADOC have a desired VVS kiosk count by facility?

RESPONSE: No. See Reference Disk for additional guidance.

34. Section 3.C.7 describes kiosk hardware requirements. We understand fixed kiosks are required for VVS in designated areas.

- a. If the PEDs are capable of authenticating and synching wirelessly in the inmate living units and provide all desired applications for use in living units (i.e. they function as portable kiosks), may vendors plan to install kiosks only in the VVS areas?

RESPONSE: No.

- b. If kiosks are required in the living units, will ADOC specify the number required?

RESPONSE: See Response to Question 33.

35. Section 3.I.2. Will ADOC provide more information on the size and number of Smart TVs being requested?

RESPONSE: See Response to Question 22.

36. Section 14. 5.2.c (4) and 5.8. The State has requested a soft copy of our proposal on disc. Is a flash drive acceptable?

RESPONSE: Yes.

37. Section 5.9 and Attachment A, Section 5. With so many rate and fee components, and since rates/fees and commissions work against each other (with higher commission offers to the State driven by higher rates paid by end-users, will the State:

- a. Provide specific formulaic guidance on how they will balance rates/fees vs. commissions in its evaluation?

RESPONSE: No.

- b. Allow vendors to propose multiple options of rates and commissions, so the State can best balance these trade-offs?

RESPONSE: No.

- c. Confirm that if proposing a commission on services, that commissions must be paid on all services for apples-to-apples comparison (specifically commissions on interstate calling, which we believe to be the State's clear intent)?

RESPONSE: Yes.

38. Attachment A, Section 2. Subsections (a) through (d) require disclosures of commission anomalies and data/network breaches during the past 3 years. Given the FCC proceedings during 2014 and the gravity of certain data breaches that have occurred in recent years, will the State:

- a. Expand the time horizon for disclosures to five (5) years for (a) through (d)?

RESPONSE: No.

- b. Confirm that disclosures of “data breaches” include failure to enforce proper controls on sensitive data access through its system, such as cell phone location data?

RESPONSE: The ADOC confirms that this is an example of a data breach as contemplated in Attachment A, Section 2 of the RFP.

39. Attachment A, Section 5 states that the maximum allowed domestic rate per minute is \$0.18. So that all vendors have a clear picture of calling patterns, will ADOC provide the data from the drastic decline in gross revenue per inmate when most rates were temporarily lowered to \$0.19 per minute in late 2013?

RESPONSE: No.

40. Attachment A, Section 5 lists three different kinds of monthly revenue guarantees: total \$, \$/inmate, and \$/minute. Are vendors allowed to choose one or two of the three types of monthly revenue guarantees it offers? If total \$ guarantees are allowed, we anticipate certain vendors “over-bidding” and later claiming force majeure if population continues to decline.

RESPONSE: No. All three (3) fields must be included.

41. Attachment C. We saw that Fountain Annex and Tutwiler Annex were not on the facility list. Since they have different network service addresses from the main facilities, will ADOC confirm that both are part of this RFP?

RESPONSE: Yes. Both are included in the RFP.

42. Section 1.3. Will the ADOC consider allowing time for additional questions to be asked after the receipt of the initial responses? Answers to the first round potentially spark additional questions that would ensure the ADOC receives complete and comprehensive proposals.

RESPONSE: See Response to Question 23.

43. Attachment A – Section 1.m and 1.n page 72. Can the ADOC clarify if vendors are required to include Sections II and Sections IV with acknowledgement statements for all requirements, or are vendors only required to indicate our acceptance and any exceptions in response to Attachment A.1.m and A.1.n?

RESPONSE: Vendor is only required to indicate its acceptance and any exceptions in response to Attachment A.1.m and A.1.n.

44. Attachment A – Section 2.b. The following question (s) are related to requirement 2B (Interstate Commissions) Vendor Reliability.

- a. Federal Law (see specific citation below) protects the disclosure of certain customer information that is considered confidential and/or a trade secret. The compilation of a customer list inclusive of contact names and information, which does not exist in the public domain, is considered highly confidential and a trade secret to the company. Additionally, the commission arrangements in our fully executed customer agreements have no bearing on this RFP.

For both of these reasons, would ADOC please remove this requirement in its entirety?

RESPONSE: No.

- b. 5 U.S.C. § 552(b)(4) (exempting from disclosure “trade secrets and commercial or financial information obtained from a person and privileged or confidential” information); 47 C.F.R. §§ 0.459(b)(3), 0.459(b)(5) (allowing an entity to seek protection for information that is “commercial or financial, or contains a trade secret or is privileged” or when “disclosure of the information could result in substantial competitive harm”); *Worthington Compressors, Inc. v. Costle*, 662 F.2d 45 (1981) (recognizing that a compilation of public information could be deemed subject to confidentiality as a trade secret); *Applications for the Transfer of Control of Licenses and Authorizations from Nextel Communications, Inc. and its Subsidiaries to Sprint Corporation*, 20 FCC Rcd 9280, ¶ 3 (2005) (finding confidential treatment is appropriate for “a company’s list of specific customers, customer data aggregated to a relatively detailed level (e.g., zip code, county or MSA), and specific future business, build out or marketing plans, [which] could allow competitors to target customers and gain an unfair competitive advantage if they were to obtain the information”); *Mobile Relay Associates Requests for Confidential Treatment of Materials Submitted in Conjunction with Pending Applications*, 14 FCC Rcd 18919 (1999) (finding “public disclosure of a list of names a business holds out as its customers is likely to cause substantial harm to the competitive position of that business” because “this information would be of interest and benefit to the business’s competitors, who could use the list to contact these persons as potential customers”); 47 C.F.R. § 61.55 (allowing carriers to redact customer names when filing contract-based tariffs with the Federal Communications Commission).

If the state elects to remove the requirement as requested, it is not necessary to answer these additional questions. If the state elects not to remove this requirement, we submit the following questions:

- i. How will the responses to this requirement be scored in the evaluation? For example, if provider A does not have any contracts which exclude interstate commissions (i.e., commission on interstate calls are paid), and provider B has contracts which do not pay commissions on interstate calls, how many evaluation points will provider A receive and how many will provider B receive?

RESPONSE: See Response to Question 8.

- ii. Each provider's agreements with other facilities often have requirements unique and specific to that agreement. To the extent the provider is fulfilling its requirements under those other agreements, how is this requirement germane to the specific requirements of this RFP and the ability to perform under the resulting contract?

RESPONSE: This provision will assist the ADOC in assessing Vendor's reliability and business practices.

- iii. Please explain how the existence of a provision related to the payment/non-payment of interstate commissions in a fully executed agreement between two parties is an indicator of "Vendor Reliability" for this RFP.

RESPONSE: See Response to Question 44(b)(2).

- iv. The compilation of our customers and our contacts do not exist in the public domain and is considered highly confidential and a trade secret to the company. What steps will be taken to prevent the release of this information to anyone beyond the evaluation committee for this RFP? Additionally, what steps will be taken to prevent the use of this information beyond the evaluation of this RFP?

RESPONSE: If marked "Confidential" as specified in Section 5.2(c)(4) of the RFP, this information will not be published to any third parties and will be treated as such in accordance with ADOC policy.

45. Section 3.A.2(c). Since the vendor has no control regarding the setting in which external media and/or emails can possibly travel to, the vendor requests that the ADOC please remove the second sentence of this requirement.

RESPONSE: For the purposes of this RFP, no. The ADOC may, however, be willing to discuss this as a potential issue during negotiations with the Selected Vendor consistent with Section 1.12 of the RFP.

46. Section 3.A.14(a). Would the ADOC please clarify what the individuals are being blocked from, and if the individuals being blocked in this requirement are inmates or outside parties?

RESPONSE: Outside parties.

47. Section 3.A.14(b). Would the ADOC please clarify who the individual is being blocked and who is the End User? In addition, how is biometric authentication relevant to the data of a blocked individual?

RESPONSE: In authenticating an End User, as defined in Section 1.2 of the RFP, Vendor must use available information (for example, biometrics and other identifying information) with individuals who have been blocked from the System by Authorized Users to ensure that blocked individuals are not improperly accessing the system.

48. Section 3.A.19(b). Would the ADOC please clarify if the ADOC wants screen shots for every possible user input for every investigative software provided by the vendor? Since many of the investigative options offered by vendors are quite large in their capabilities and would require hundreds of screen shots this may encumber the response and cause an overly large response document. An addition, would the ADOC please clarify what kind of authentication and interface is required regarding the investigative software?

RESPONSE: In responding to this Section of the RFP, Vendor may limit the number of screen shots to ten (10) and provide a listing of the other investigative capabilities that conform to this requirement.

49. Section 3.B.1. Would ADOC consider replacing the use of TTY in certain areas with Video Relay Service (VRS), which is considered as the next generation for TTY?

RESPONSE: Yes, provided that the System complies with the ADA.

50. Section 3.B.4. How many free calls are inmates given?

RESPONSE: Currently, inmates are allowed a one (1) minute free phone call to each new number. After the one (1) minute has expired, the system provides the End User with information as to how to set up an account. Additionally, all calls made to the PREA Hotline or the Investigations and Intelligence Hotline must remain free of charge. No other free calls are allowed on the system.

51. Section 3.C. How many hours per day will inmates have use of the PEDs?

RESPONSE: As the ADOC has not yet implemented a Statewide PED System, the ADOC is unable to answer this Question.

52. Is phone calling included in this entire timeframe or will that be dictated by a different timeframe?

RESPONSE: See Response to Question 51.

53. Section 3.C.2(d). Please clarify what the purpose of this requirement is since the message is already in viewable text form and would not require transcription or PDF?

RESPONSE: Vendor should describe its ability to translate Inmate Messages written in a foreign language to English, and to convert Inmate Messages into .pdf format.

54. Section 3.C.3(e). Would ADOC please explain the purpose for this requirement when the vendor is using a shared model for PEDs?

RESPONSE: No.

55. Section 3.C.4(e). Please clarify what the screen shot is required to show?

RESPONSE: Vendor should provide screen shots of any available reports or notifications to ADOC staff and/or inmates in the event that the System detects PEDs are in an area to which they are not assigned.

56. Section 3.C.5(b) Would the ADOC please provide the definition of what practical and realistic is regarding the system?

RESPONSE: Vendor is to describe a shared system that can realistically meet the ADOC's goals in a practical manner.

57. Section 3.C.5(d). For security purposes, would the ADOC allow the vendor to supply inmates with earbuds that are high visibility yellow?

RESPONSE: Yes.

58. Section 3.C.7(n). Since the latest technology is for tablet kiosks with touchscreen displays which do not have heat syncs or heat vents would the ADOC consider removing this requirement as it is related to old technology?

RESPONSE: For the purposes of this RFP, no. The ADOC may, however, be willing to discuss this as a potential issue during negotiations with the Selected Vendor consistent with Section 1.12 of the RFP.

59. Section 3.C.7(o) Since the latest technology is for tablet kiosks with touchscreen displays which do not have internal fans and tachometer output would the ADOC consider removing this requirement as it is related to old technology?

RESPONSE: See Response to Question 58.

60. Section 3.C.7(p). Since the latest technology is for tablet kiosks with touchscreen displays which do not have magnetic on/off switches would the ADOC consider removing this requirement as it is related to old technology?

RESPONSE: See Response to Question 58.

61. Section 3.D.

a. How many fee onsite video visitations would ADOC wish to allow?

RESPONSE: None.

b. Please confirm if ADOC utilizes traditional face to face visitation phones at the facility? If so, how many of the phones will need to be replaced as part of this RFP? Are the onsite visitation phones currently recorded?

RESPONSE: No.

62. Section 3.D.3(b).

a. How many video visitation stations do you anticipate needing for the law library/infirmaries?

RESPONSE: See Response to Question 21.

b. How many public lobby video visitation stations will you need?

RESPONSE: See Response to Question 21.

63. Section 3.D.7(a) As visitors will have a variety of ways in which they can hold a video visitation visit (kiosk, cell phone, home computer) there is no single solution that would be able to be applied and reliable. Applying a biometric technology requirement for visitors would limit access and/or put additional financial burden on visitors, requiring them to utilize a system that is biometric compatible. Would the ADOC consider removing this requirement?

RESPONSE: No.

64. Section 3.D.7(d).

a. Does the ADOC currently collect visitors' Social Security Numbers?

RESPONSE: Not relevant to this RFP.

b. Question: Can the ADOC clarify what the intention is for collecting Social Security Numbers?

RESPONSE: Not relevant to this RFP.

65. Section 3.D.9(d). Would the ADOC please clarify that the VVS solution is required to provide an alert if a visitor's information is linked to a system block and alert if there is an alert?

RESPONSE: Yes. See Section 3.D.9(d).

66. Section 3.D.10(g).

- a. Can the ADOC clarify what would be required in the background check?
- b. As vendors do not typically have the authorization to conduct background checks on visitors, is it acceptable for vendors to collect the required information and have the ADOC run the background check?

RESPONSE: Consistent with Section 3.D.10(g), Vendor should describe in its proposal its capability of providing background checks.

67. Section 3.D.1(h). If the VVS system is required to provide alerts for visitors on an alert list that have previously been incarcerated at an ADOC facility within the last seven (7) years, will the ADOC be providing vendors with the list of all the inmates that have been incarcerated within that timeframe in a database or file?

RESPONSE: Yes, this information will be made available to the Selected Vendor.

68. Section 3.D.12(c). Would the ADOC please clarify that the automatic creation of voice files is speaking about VVS session recordings?

RESPONSE: Yes.

69. Section 3.D.12(e).

- a. The industry standard for VVS recording storage is between 90 and 120 days. Since the recordings of VVS session are quite large and there are potentially huge cost implications for storing them for the length of this contract, would the ADOC consider lowering the recording storage duration to the industry standard or similar?

RESPONSE: No.

- b. If the industry standard retention period is not satisfactory for the ADOC, would ADOC please indicate what minimum resolution would be acceptable for VVS recordings?

RESPONSE: See Section 3.D.12(e) of the RFP.

70. Section 3.G.1(b). Is it the ADOC intention for this requirement for the vendor to allow staff to access call recordings and data located at the vendor's data center through secure access via the user interface?

RESPONSE: See 3.G.1(b).

71. Section 3.G.2. Do the inmates currently have a personal allowed number list (PAN) they can call?

RESPONSE: Not relevant to this RFP.

72. Section 3.G.4(e).

- a. Since the requirement is related to identifying communication between inmates and ADOC staff via voice biometrics is it the ADOC's intention to place voice biometric identification on ADOC personnel phones? If not the vendor requests that this requirement be removed.

RESPONSE: No. The request is denied.

- b. Will ADOC please allow for additional questions to be asked after the reception of the initial responses? This is normal and customary as the dissemination of answers will potentially spark additional questions that will need to be submitted and answered.

RESPONSE: See Response to Question 23.

73. Section 3.H.5.

- a. Since the requirement is related to identifying communication between inmates and ADOC staff via voice biometrics is it the ADOC's intention to place voice biometric identification on ADOC personnel phones? If not the vendor requests that this requirement be removed.
- b. Will ADOC please allow for additional questions to be asked after the reception of the initial responses? This is normal and customary as the dissemination of answers will potentially spark additional questions that will need to be submitted and answered.

RESPONSE: See Response to Question 72.

74. Section V. If vendors have exceptions to any requirements in Section III. Statement and Scope of Work, where would ADOC like those listed?

RESPONSE: No exceptions to Section III will be allowed.

75. Section 5.2(c)(4) Does the ADOC require a hard copy of the Redacted Proposal? If so, how many copies should be provided?

RESPONSE: No.

76. Section 5.2(c)(4). Can the ADOC clarify how confidential material should be handled in our Original proposal and copies? Is it acceptable to the ADOC for vendors to provide material deemed confidential in a separate envelope marked confidential within each binder?

RESPONSE: Consistent with Section 5.2(c)(4), all materials deemed confidential should be marked as such by Vendor. Vendor may include confidential materials in a separate envelope within each binder, provided, however, that proposals must conform with the requirements of Section 5.2(c)(3) of the RFP.

77. Section 5.8. Will the ADOC allow vendors to submit our electronic copies on USB thumb drives instead of a CD?

RESPONSE: See Response to Question 36.

78. Section 5.8. In vendor's proposal response, for ease of evaluation, will it be acceptable for vendors to separate major sections of Attachment A with labeled tabs for each section?

RESPONSE: Yes.

79. Section 5.8. Can the ADOC provide the number of printed copies of the Cost Proposal vendors should provide?

RESPONSE: One (1) Original and eleven (11) printed copies must be provided.

80. Section 5.8. For the electronic copy of the written portion of the Cost Proposal, is it acceptable to submit as a PDF file?

RESPONSE: Yes. Vendors are reminded, however, that the Cost Proposal as provided on the Reference Disk must be provided in .xls format as well.

81. Section V, Certifications regarding Section 4.6.

- a. Can the State provide the names of SPI's subsidiary(s) and partners so that vendors can confirm that the Vendor is not employed by ADOC's consulting firm, Secured Perimeters Inc. ("SPI"), or its subsidiary or partner?

RESPONSE: TKH, Incorporated is doing business as Secured Perimeters International ("SPI"). SPI does not have any other subsidiaries or partners and is Vendor neutral with no affiliation with any other Vendor/Provider.

- b. Can that State please clarify the intent the of "Vendor understands and certifies by responding to this RFP that the Vendor, its employees, agents, clients, current or future, subsidiary or parent company, or any other legal entity is not engaged in business with ADOC's consultant."?

RESPONSE: The intent of the ADOC is to prevent any conflict of interest of the Vendor and to ensure that no collusion or other improper activity occurs during the procurement, negotiation, execution, and through the duration of the Contract.

- c. As a Vendor does not have any direct control of an agent's business beyond that of the one with the Vendor, facility customers, or clients, they may also contract with SPI or have some form of a business relationship with SPI. The current provision indicates that any vendor responding to this RFP who has a current or future facility client which receives consulting or other services from SPI, would be disqualified from this procurement. Would the State consider removing this provision?

RESPONSE: No. See clarification in Response to Questions 81(b) and (d).

- d. Can the State please clarify what is meant by "engaged in business with ADOC's consultant," as any potential interaction with SPI in any capacity appears to be a disqualifying event as this provision is currently written?

RESPONSE: For the purpose of this RFP, "engaged in business with ADOC's consultant" refers to any direct business relationship for which SPI receives financial compensation and which could disturb the fairness and integrity of this RFP process, exert improper influence on said process, or otherwise would constitute an anticompetitive practice.

82. Would the State please consider providing an extension of the due date for responses?

RESPONSE: See Response to Question 5.

83. Section 5.2. Item 3 states that "proposals should be organized in the order in which the requirements are presented in Section 5.8 of this RFP." Section 5.8 provides instructions as to the number of copies ADOC requires, instructions as to Attachment A, and instructions for the cost proposal. However, it is not clear on how ADOC would like responses organized. Could the State please elaborate how they would like proposals organized as Section 5.2 also states that "proposals that are not organized in this manner [referring to Section 5.8] risk elimination from consideration or a lower score in the evaluation of the proposal...."

RESPONSE: Consistent with Sections 5.2 and 5.8 of the RFP, proposals should be organized as specified in Attachment A.

84. Attachment A.4. Please provide a detailed description of what the State is looking for in the requested "plan of operation."

RESPONSE: Vendor must describe how it will meet or exceed the requirements set forth in Section III of the RFP.

Appendix A

FACILITIES	PHONE HOURS	LENGTH OF ALLOWED CALLS
BIBB	SUN-THURS 9AM-10PM FRI-SAT 9AM-12AM	30 MINS
BULLOCK	SUN-THURS 7AM-10:30PM FRI-SAT 7AM-2AM	N/A
DONALDSON	SUN-THURS 9AM-10PM FRI-SAT 9AM-12AM	30 MINS
EASTERLING	8AM-10:30PM	N/A
ELMORE	SUN-THURS 9AM-10PM FRI-SAT 9AM-12AM	30 MINS
FOUNTAIN	SUN-THURS 10AM-10:30PM FRI-SAT 10AM-2AM	30 MINS
HAMILTON	8AM-10:30PM	N/A
HOLMAN	7:30AM-8PM	15 MINS
KILBY	SUN-THUR 9AM-10PM FRI-SAT 9AM-11PM	30 MINS
LIMESTONE	SUN-THUR 8AM-10:30PM FRI-SAT 8AM-2AM	15 MINS

MONTGOMERY WOMENS	9AM-10PM	N/A
ST CLAIR	9AM-10PM	30 MINS
STATON	9AM-10PM	15 MINS
TUTWILER	SUN- THURS 9AM-10PM	30 MINS
	FRI-SAT 9AM-12AM	
VENTRESS	SUN-THUR 8AM-10PM	15 MINS
	FRI-SAT 8AM-12AM	
WORK RELEASE	PHONE HOURS	LENGTH OF ALLOWED CALLS
ALEX CITY	SUN-THURS 9AM-10PM	30 MINS
	FRI-SAT 9AM-11PM	
B'HAM WR	9AM-10PM	N/A
CAMDEN WR	9AM-10PM	N/A
CHILDERSBURG WR	9AM-10:30PM	30 MINS
NORTH ALA COMM. BASED FACILITY	SUN-THURS 9AM-10PM	30 MINS
	FRI-SAT 9AM-12AM	
ELBA WR	SUN-THUR 9AM-10:30PM	30 MINS
	FRI-SAT 9AM-2:00AM	
FRANK LEE WR	SUN-THURS 9AM-10PM	30 MINS
	FRI-SAT 9AM-12AM	
HAMILTON WR	9AM-10PM	30 MINS
LOXLEY WR	SUN-THUR 5AM-10:30PM	N/A

	FRI-SAT 5AM-2AM	
MOBILE WR	9AM-10PM	30 MINS
RED EAGLE WORK CENTER	MON-THURS 11AM-10:30PM FRI 11AM-12:30AM SAT 8AM-12:30PM SUN 8AM-10:30PM	N/A