

Vendor Questions RFP 2023-03 Inmate Communications Systems

Question	Answer
1. Please provide several recent commission reports for the DOC, showing calls, minutes and revenue (or at minimum calls and minutes).	This information is not relevant to RFP proposals.
2. Please provide average monthly revenue data for any additional services offered under the current contract, such as voicemail, messaging, etc.	This information is not relevant to RFP proposals.
3. Does the current vendor offer any alternate calling types, such as Advance Pay, PayNow or Text-to-Connect? If so, what are the rates and fees charged for these calls?	The current vendor offers Vendor Debit (add funds to an inmate's calling account), Video Connect, Advance Connect (prepaid calling account) and Direct Billing (allows a family member or friend to receive calls from an inmate and have the call charges directly billed to the family member or friend monthly).
4. Please outline the fees that are being charged to end-users: a. Bill Statement Fee b. PrePaid Account Funding Fee via Web c. PrePaid Account Funding Fee via IVR d. PrePaid Account Funding Fee via Live Operator e. Fees for Instant Pay Calls	This is not set by ADOC. Please see Question 5.
5. Please provide a copy of all current contracts and amendments pertaining to all services under this RFP.	Please email Mandy.Speirs@doc.alabama.gov to request this.
6. Please provide the commission percentage currently received on inmate telephone revenue.	Please see Question 5.
7. Please provide the total average monthly commissions received for all services received over the past year from the current vendor.	This information is not relevant to RFP proposals.
8. Does the DOC receive commissions on revenue generated by interstate calls today?	Yes.