

## RFP 2024-03 Inmate Communications Questions from Vendors

<p>1.</p> <p>a. Appendix A-1 of the current Agreement between the Alabama Department of Corrections and Securus Technologies, LLC references ITS Per Minute Rates of \$0.05 for all Domestic Collect, Prepaid and Debit calls, including “Single Payment Call.” [Vendor] would like to inquire as to whether the current Single Payment Call, when used, also includes the standard FCC and Alabama PSC-approved account funding transaction fee of \$3.00?</p> <p>b. Does the current Provider provide any sort of reporting to the Alabama Department of Corrections, regarding the level of use of Single Payment calls (and associated transaction fees)?</p>	<p>a. Please see Question #9.</p> <p>b. This information is not relevant to RFP proposals.</p>
<p>2. The RFP mentions that the Alabama Department of Corrections currently receives between \$300,000.00 - \$350,000.00 in monthly ITS revenue-share. [Vendor] would like to know if this figure includes revenue from other sources such as video visitation, messaging, etc.?</p>	<p>The ADOC receives these amounts from all facets of the Inmate Telecommunications System.</p>
<p>3. [Vendor] would like to enquire as to whether the Alabama Department of Corrections will be expecting ITS commissions to be the same whether phone calls are made from tablets or from the wall-mounted telephones?</p>	<p>Yes.</p>
<p>4. Would the Alabama Department of Corrections provide revenue / commission statements from the current Provider, covering all Alabama DOC facilities for the most recently available past 6-month period?</p>	<p>This information is not relevant to RFP proposals.</p>
<p>5. [Vendor] would like to enquire as to the current tablet-to-inmate ratio?</p>	<p>1:1</p>

<p>6. Please provide several recent commission reports for the Jail, showing calls, minutes and revenue (or at minimum paid minutes).</p>	<p>This information is not relevant to RFP proposals.</p>
<p>7. a. Does the current vendor offer any alternate calling types, such as Advance Pay, PayNow or Text-to-Connect?</p> <p>b. If so, what are the rates and fees charged for these calls?</p>	<p>a. The current vendor offers Vendor Debit (add funds to an inmate's calling account), Video Connect, Advance Connect (prepaid calling account) and Dire</p> <p>b. Please see Question #9.</p>
<p>8. Please outline the fees that are being charged to end-users:</p> <p>a. Bill Statement Fee</p> <p>b. PrePaid Account Funding Fee via Web</p> <p>c. PrePaid Account Funding Fee via IVR</p> <p>d. PrePaid Account Funding Fee via Live Operator</p> <p>e. Fees for Instant Pay Calls</p>	<p>This information is not relevant to RFP proposals.</p>
<p>9. Please provide a copy of all current contracts and amendments pertaining to all services under this RFP.</p>	<p>Please email <a href="mailto:Mandy.Speirs@doc.alabama.gov">Mandy.Speirs@doc.alabama.gov</a> for this information.</p>
<p>10. Please provide the commission percentage currently received on inmate telephone revenue.</p>	<p>Please see Question #9.</p>
<p>11. Does the DOC receive commissions on revenue generated by interstate calls today?</p>	<p>Please see Question #9.</p>
<p>12. Does the DOC require that proposals include commissions on interstate calls?</p>	<p>No.</p>
<p>13. Will the DOC allow for a proposal to present multiple pricing options for the DOC's consideration?</p>	<p>Yes.</p>
<p>14. In order to ensure a level playing field for all bidders, please confirm that the successful vendor must provide new equipment. Also, please verify that this applies to both new potential bidders <u>and</u> the incumbent provider.</p>	<p>Yes.</p>
<p>15. What limits does the DOC place, if any, on use of the services in this RFP – maximum number of onsite visits allowed</p>	<p>Currently, Video sessions are limited to 25 minutes. Male facilities inmates have unlimited number of visits per week. Female</p>

<p>per week (or other interval), remote visits per week, calls per week, minutes per call/visit, etc?</p>	<p>facilities inmates are limited to 5 per week. This is subject to change.</p>
<p>16. The RFP requires “secure remote video visitation.” Does the DOC also want kiosks installed in visitation areas for public users, to facilitate onsite visits? If so, how many public kiosks are desired?</p>	<p>Kiosks in public areas are not required.</p>
<p>17. For the current video visitation system:</p> <ul style="list-style-type: none"> <li>a. How many inmate kiosks are installed?</li> <li>b. How many visitor kiosks are installed?</li> <li>c. Do you have any portable kiosks?</li> <li>d. Do you require the same equipment counts as those described above? If not, please explain.</li> <li>e. What kind of wiring connects the kiosks to the equipment room?</li> </ul>	<ul style="list-style-type: none"> <li>a. This information is not relevant to RFP proposals.</li> <li>b. None.</li> <li>c. No.</li> <li>d. This information is not relevant to RFP proposals.</li> <li>e. Vendor will provide this information in proposals.</li> </ul>
<p>18. For the current inmate tablets program:</p> <ul style="list-style-type: none"> <li>a. How many tablets does the DOC have today?</li> <li>b. Who is the tablet manufacturer?</li> <li>c. Do inmates share the tablets? How do they check them out?</li> <li>d. Exactly what services and applications are offered on the tablets?</li> <li>e. Are the tablets interfaced with the JMS and for what purpose?</li> </ul>	<ul style="list-style-type: none"> <li>a. 1:1</li> <li>b-d. This information is not relevant to RFP proposals.</li> <li>e. No.</li> </ul>
<p>19. The RFP states on p. 3 that the “law library software [is] provided via third party vendor.” What law library subscription is in place and which third party vendor provides this service?</p>	<p>LexisNexis currently provides this service in the individual law libraries. However, the subscription is not on the PEDs/tablets.</p>
<p>20. The evaluation criteria assign 25% to “Cost.” Of those 25 percentage points, how many points will be allocated to commissions? How many points to rates and fees charged to inmates and public</p>	<p>The ADOC will allocate 25% to cost.</p>

users? Will one be considered more important than the other?	
21. Some vendors provide alternate payment options, such as the ability to purchase a one-time phone call using a credit or debit card, without the necessity of setting up a prepaid account, and typically pay little to no commission on these calls. Will the DOC please confirm that vendors are required to pay the same commission amount for all calls, including premium, prepaid, debit and collect?	Selected Vendor shall pay commissions to the ADOC on all revenue generating call and communication types from the System.
22. After the first round of questions is answered, will the DOC accept additional questions if clarification is needed for any of the DOC's responses?	No.
23. In order to provide our best possible offer, it is very important to have historical usage data for all revenue streams. This data is necessary to estimate costs as well as potential revenues. The current vendor has access to this information, so distributing the information to other vendors in a timely fashion will ensure a level playing field for all bidders. Please provide as much data as possible from the following table:	Please see Question 9.

<b>Call Category</b>	<b># of Calls Per Month</b>	<b># of Minutes Per Month</b>	<b>Total Revenue Per Month</b>
<b>LOCAL – Collect</b>			
<b>INTRALATA – Collect</b>			
<b>INTERLATA – Collect</b>			
<b>INTERSTATE – Collect</b>			
<b>LOCAL – Debit</b>			
<b>INTRALATA – Debit</b>			
<b>INTERLATA – Debit</b>			
<b>INTERSTATE - Debit</b>			
<b>International - Debit</b>			

<b>LOCAL – PrePaid Collect</b>			
<b>INTRALATA – PrePaid Collect</b>			
<b>INTERLATA – PrePaid Collect</b>			
<b>INTERSTATE – PrePaid Collect</b>			
<b>Tablet Revenue</b>	<b># Transactions Per Month</b>	<b>Cost Basis (per minute / message / month / song purchase, etc.)</b>	<b>Total Revenue Per Month</b>
<b>Tablet Lease</b>			
<b>Electronic Messaging</b>			
<b>Video Messaging</b>			
<b>Entertainment Content</b>			
<b>Video Visitation Revenue</b>	<b># Visits Per Month</b>	<b># of Minutes per Month (if minute based)</b>	<b>Total Revenue Per Month</b>
<b>Video Visitation</b>			

<p>24. In order to help us evaluate usage data and recognize additional revenue potential, it is very helpful to have the rates currently being charged to end-users under the current contract. Please provide the following information:</p>	<p>Please see Question 9.</p>
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<b>Call Category</b>	<b>Rate for First Minute</b>	<b>Rate for Each Additional Minute</b>
<b>LOCAL – Collect</b>		
<b>INTRALATA – Collect</b>		
<b>INTERLATA – Collect</b>		
<b>INTERSTATE – Collect</b>		
<b>LOCAL – Debit</b>		

<b>INTRALATA – Debit</b>		
<b>INTERLATA – Debit</b>		
<b>INTERSTATE - Debit</b>		
<b>International - Debit</b>		
<b>LOCAL – PrePaid Collect</b>		
<b>INTRALATA – PrePaid Collect</b>		
<b>INTERLATA – PrePaid Collect</b>		
<b>INTERSTATE – PrePaid Collect</b>		
<b>Tablet Rates</b>	<b>Rate Charged</b>	<b>Cost Basis (flat rate or per-minute fee)</b>
<b>Tablet Rental Fee</b>		
<b>Movie Rental</b>		
<b>TV Show Rental</b>		
<b>Music</b>		
<b>Games</b>		
<b>Video Rentals</b>		
<b>Video Purchases</b>		
<b>Video Visitation Rates</b>	<b>Per-Visit or Per-Minute Rate</b>	<b>Cost Basis (per visit or per minute)</b>
<b>Video Visit</b>		
<b>Messaging Rates</b>	<b>Rate Charged</b>	<b>Cost Basis (per message or per minute)</b>
<b>Voicemail</b>		
<b>Email or Text Message</b>		
<b>Video Message</b>		

<p>25. Attachment A – V. Rates, Fees, and Revenue Share Requirements</p> <p><u>A:</u> Would the State explain what is to be entered for “Applied Application” in the fee table?”</p>	<p>a. This question is unclear.</p>
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26. Would ADOC please provide a breakdown of the Cost Evaluation points which comprise the 25% 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?	See question # 20.
27. Will the State us transaction volumes or proposed rates to get to the total cost of service? If so, would the State provide the transactions and matrix that will be used? What is the weighting between the MMG, Facility Cost Recovery %, and upfront cash signing bonus?	This question is unclear.
28. Will multiple offers be permitted? If so, can we provide multiple offers by duplicating the form provided if our offers are clearly identified for each solution proposed?	Yes.
29. 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?	See question # 20.
30. 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?	See Question #
31. The RFP indicates “The ADOC will give strong preference to the lowest rates available for its Inmates and end users”. Of the 25% 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?	See Question #20.
32. Please provide the total minutes of usage by month for 2022 and 2023 year-to- date.	This information is not relevant to RFP proposals.
33. Please provide call detail records by product to include rates, revenue, and transaction volumes by month for 2022 and 2023 year-to-date.	This information is not relevant to RFP proposals.
34. Section 1, page 3 Introduction, please provide average population in 2023.	See Attachment C of the RFP.

<p>35. Please provide a breakdown by site and pod to include ADP, phone count, visitation kiosk count, tablet count, including charging solution count. If possible, please include additional items such as rolling carts, mobile phones and any other necessary equipment per facility.</p>	<p>This information is not relevant to RFP proposals.</p>
<p>36. Since the Bidder’s Conference was optional, can the DOC please provide the Excel form that needs to be submitted?</p>	<p>Yes. Please see <a href="http://www.doc.alabama.gov">www.doc.alabama.gov</a></p>
<p>37. Section I. Comprehensive System Requirements, S. Investigative Suite, 2. states “Vendor shall provide screen shots for each investigative software option what will require manual ADOC personnel input and describe any automated options that can be authenticated through system integration and/or Vendor interface.”</p> <p><u>Question:</u> a. 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 incur the response and cause an overly large response document.</p> <p>b. An addition, would the ADOC please clarify what kind of authentication and interface is required regarding the investigative software?</p>	<p>a. A General Overview of each section of the investigative software should suffice.</p> <p>b. The Vendor should assume that the most secure authentication methods are required. We request the details of those methods to be used.</p>
<p>38. Section IV. Kiosks, page 44, 13. states “The terminal must have heat syncs and heat vents located in the bottom of the terminal in order to allow for proper cooling.”</p> <p><u>Question:</u> Since the latest technology is for tablet kiosks with touchscreen displays which do not have heat syncs or heat vents would ADOC consider removing this requirement as it is related to old technology?</p>	<p>This alternative is acceptable.</p>



<p>39. Section IV. Kiosks, page 44, 14. states “The terminal must have a minimum of two (2) internal magnetic levitation ventilation fans and internal tachometer output to monitor operation.”</p> <p><u>Question:</u> 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?</p>	<p>This alternative is acceptable.</p>
<p>40. Section V. Video Visitation System, page 49, 3.f. states “The VVS will provide ADOC facility personnel alerts for visitors that are on an alert list or if the visitor has been incarcerated by the ADOC within the last two (2) years.</p> <p><u>Question:</u> 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 two (2) years, will the ADOC be providing vendors with the list of all the inmates that have been incarcerated within that time period in a database or file?</p>	<p>Yes.</p>
<p>41. Section V. Video Visitation System, page 50 J.5. states “All non-attorney visits will be recorded and stored online for the duration of the Contract.</p> <p>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?</p> <p><u>b.</u> If the industry standard retention period is not satisfactory for the ADOC, would ADOC please indicate what minimum resolution would be</p>	<p>a. No.</p> <p>b. The duration of the Contract.</p>

<p>acceptable for VVS recordings?</p>	
<p>42. Section VIII. Cost and System Payment Parameters, page 64, E. Refunds, states: “Describe company policy for refunds for End Users and inmates. This description should include, at a minimum: 2) the timeframe it takes for funds to post and become available for use by the inmate and End User.”</p> <p><u>Question:</u> Would ADOC please clarify if the word “funds” in this requirement means the time it takes for the “refunds” to be received by the Inmate or End user?</p>	<p>Once a refund is <b>approved</b>, it typically takes <b>X business days</b> for the funds to be deposited back into the original payment method used by the end user.</p> <p>In the case of inmates, due to institutional processing procedures, it may take an additional <b>Y business days</b> for the funds to be credited to the inmate's account. (<b>Note:</b> Replace X and Y with the actual number of business days for your company's policy)</p>
<p>43. Attachment A, Vendor Proposal Form, I. General Qualifications, page 79, M and N</p> <p>a. In M., it states “Read, expressly agree, and certify that Vendor has and will comply with all Terms and Conditions as set forth in Section II of the RFP. If there are any exceptions requested, state so in writing.” Would ADOC please clarify that “Section II” is referring to Section B. General Terms &amp; Conditions?</p> <p>b. Can ADOC please clarify if vendors are required to include Section B and Section E 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?</p>	<p>A. This is in reference to the entire RFP.</p> <p>B. Vendors do not have to include Section B and E in their proposals if acceptable is acknowledged in A.1.M. and N.</p>
<p>44. Page 80, III, Vendor Experience, A. states “Vendor’s experience in providing inmate telephone services in multiple correctional facilities similar in scope to this RFP. Provide a list of all State systems for which Vendor has provided similar telecommunication services in the past five (5) years. For each entity, provide the facility owner’s name, contact person, and telephone number, average inmate population, and number of facilities associated with that contract.”</p> <p><u>Question:</u> Can ADOC please confirm the required list of all State systems for which</p>	<p>a. Yes.</p>

<p>Vendor has provided similar telecommunication services in the past five years, where it indicates “Provide the facility owner’s name” that means the State Department of Corrections, i.e., customer account name?</p>	
<p>45. If vendors have exceptions to any requirements in Section C, Statement and Scope of Work, where would ADOC like those listed?</p>	<p>Yes.</p>
<p>46. Would ADOC please confirm the target date to start implementation of services should begin on October 1, 2024, per page 91, Attachment F RFP Critical Dates?</p>	<p>Yes.</p>
<p>47. Regarding Section VIII, Submission Requirements</p> <p>a. Can the State provide the number of printed copies of the Cost Proposal vendors should provide?</p> <p>b. For the electronic copy of the written portion of the Cost Proposal is it acceptable to submit as a PDF file?</p>	<p>a. See Section F VIII (Page 77) of the RFP.</p> <p>b. Yes.</p>
<p>48. <u>Question:</u> Can ADOC please confirm how confidential material should be handled in our Original proposal and copies? Is it acceptable to ADOC for vendors to provide material deemed confidential in a separate envelope marked confidential within each binder?</p>	<p>See Question # 47.</p>
<p>49. <u>Question:</u> 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?</p>	<p>Yes.</p>

50. Regarding Section C, Statement and Scope of Work states "While the ADOC is seeking a comprehensive system inclusive of an ITS, kiosks and PEDs, and VVS, in the interests of clarity, this Section and Vendor's proposal should be organized as follows:

- C.I. Comprehensive System Requirements
- C.II. Inmate Telephone System
- C.III. Applications available through Kiosks and PEDs
- C.IV. Video Visitation System
- C.V. Revenue and Commission Requirements
- C.VI. Reporting Requirements
- C.VII. Other General Requirements.
- C.VIII. Cost (In a separate sealed envelope. See Section F, II, A and F, VIII"

Question: Can ADOC confirm that Vendors should follow the outline of Section C as provided in the RFP responding to Sections I through IX in the order provided in Section C? Some of the sections are not noted in the requirement above, for example, C.III. Personal Educational Devices (PEDs).

Yes.