

ADDENDUM 1

LEA COUNTY, NEW MEXICO

REQUEST FOR PROPOSALS

RFP #14 – (22-23)

INMATE PHONE SYSTEM

LEA COUNTY DETENTION CENTER

COMMODITY CODES: 83834, 83986, 91576, 98577

*Questions *Answers

1. For the proposal format, will the County allow proposer to utilize size 11-point font instead of 12 point? **Yes 11-point font will be accepted.**
2. Is it acceptable for the proposal to include multiple cost proposals/financial offers? **Yes, while only one proposal per vendor will be accepted, multiple financial offers can be included.**
3. Will the County allow for a proposal to present multiple rate/technology options within a single proposal for the County's consideration? **Yes.**
4. After the first round of questions are answered, will the County accept additional questions if clarification is needed for any of the County's responses? **Yes, only if questions are received by 06/09/2023 12:00pm MST.**
5. Will the County please provide a one-week extension on the final proposal due date to June 27, 2023? **No, due date is June 20, 2023.**
6. Would the County agree to accept a digital or stamped signature where required for this proposal response including the notary requirement on page 25, Appendix F Non-Collusion Affidavit in lieu of a pen ink signature? **No, all forms must be signed.**
7. Would the County please provide a copy of the agreement/contract and all related amendments the County has executed with its incumbent Inmate Telephone System (ITS) and Video Visitation System (VVS) provider? **See Attachment A. This was the last agreement Lea County had in place.**
8. Will the County please provide the average daily population (ADP) for the last (12) months starting June 1, 2022 – June 1, 2023, as well as the monthly Revenue / Commission Statements to include a detailed summary of call volume, broken out by Call Type and Bill Type. If possible, in an Excel spreadsheet broken out by call route (local, IntraLata, InterLata, and Interstate)? **See Attachment D.**
9. Will the County please provide the name(s) of the Internet Service Provider(s) currently utilized to provide inmate communication services? **TDS.**
10. Will the County please provide the total revenue and any commission on Video Visitation & Telephones with your current provider by month for twelve consecutive

months starting May 1, 2022, through May 1, 2023? **The County does not receive a commission.**

11. Will the County please provide the name of the company who provides the Jail Management System to Lea County Adult Detention Center? **Spillman.**
12. Will the County please confirm that your current provider for Telephones and Video Visitation is interfaced with the Jail Management System? **Yes. The County does have the current system interfaced with Guard1 Timekeeping system. Parts of Spillman are integrated with current telephone and video visit.**
13. Page 3, of the Introduction section, the number of housing units were given. However, so that each vendor can provide the most accurate quote/financial offer, would the County please provide a housing breakdown for the last 30 days per housing unit, along with the current ADP for each housing unit, average population for each housing unit, and the respective maximum capacity for each housing unit? **See Attachments for housing breakdowns.**
14. Will the County please confirm if the current provider charges a connection fee to place a telephone call? **No connection fees.**
15. Will the County please provide the total number of telephone calls by month for twelve (12) consecutive months from May 1, 2022, to May 1, 2023? **See Attachment B.**
16. Will the County please provide the current charge for a video visit by the current provider? **Remote visits - \$12.99 for 20 minutes, and \$25.99 for 40 minutes.**
17. Will the County please provide the total number of Video Visit sessions by month for Twelve (12) consecutive months from May 1, 2022, to May 1, 2023? **Attachment C.**
18. Will the County please provide the total number of minutes a video visit is allowed by policy in one video visit session? **Onsite is 30 minutes. Remote is 40 minutes.**
19. Will the County please confirm if the county currently has Wi-Fi infrastructure located in each housing unit? **There is no Wi-Fi in the housing units for detainees.**
20. Page 11; Section Proposal Content and Organization, a Letter of Transmittal asks vendors to explicitly indicate acceptance of the Conditions Governing the Procurement stated in Section 3. And that any exceptions should be noted. However, in the RFP, Section 3 is listed as Response Format and Organization and Section 2 is listed as Conditions Governing the Procurement. Would the County please confirm that Section 2 is the section vendors should review and reference for any exceptions to conditions governing the procurement? **Yes, that is correct.**
21. Within the evaluation criteria, 15 points are allocated for Cost Proposal. Would the County please confirm the distribution of points related to the cost to the consumer and how are these points calculated? What is the distribution of points related to the offered commission versus rates and how are these points calculated? **As price is the least important evaluation factor, and the contract may or may not be awarded to the lowest priced submission, distribution of points will be based on completeness of a proposed fee schedule.**
22. Can the County confirm how results of the RFP will be provided once evaluations are complete and the intent to award and/or award has been made? **Emails will be sent upon recommendation and board approval.**

23. Section 3.d.5 on page 12 requires a “commission rate based on gross revenue.” As the state of New Mexico does not permit site commissions paid out of amounts billed for telephone calls, can the County please confirm it is looking for a commission rate based on gross revenue for tablets and video only? **Yes, commission will be based on gross revenue for tablets and video only.**
24. Would the County please provide their current ITS call and commission rates for each applicable call category/tariff type identified in the table below?: **Information is not available at this time.**

Call Category/Tariff Type	Call Rate/Min.	Commission Rate Percentage
Local -- Collect		
IntraLata - Collect		
InterLata – Collect		
Interstate - Collect		
International - Collect		
Local -- Prepaid Collect		
IntraLata - Prepaid Collect		
InterLata – Prepaid Collect		
Interstate - Prepaid Collect		
International - Prepaid Collect		
Local -- PIN Debit		
IntraLata - PIN Debit		
InterLata – PIN Debit		
Interstate - PIN Debit		
International - PIN Debit		

25. Would the County please provide the monthly Revenue/Commission Statements, relative to the ITS, covering the most recent 3-Month period as well the average daily population (ADP) for each month? **See Attachment D. The County does not receive a commission.**
26. Would the County please provide their current VVS call and commission rates for on-site VVS? **No charge.**
27. Would the County please provide the monthly Revenue/Commission Statements, relative to the VVS, covering the most recent 3-Month period as well the average daily population (ADP) for each month? **See Attachment D.**
28. Are inmate tablet devices currently in use at the facility? **No.**
29. Does County currently offer inmate electronic messaging (aka email) services? **No.**
30. 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: **Information is not available at this time.**

Call Category	# of Calls Per Month	# of Minutes Per Month	Total Revenue Per Month
LOCAL – Collect			

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

31. 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? **Information is not available at this time.**

32. Please outline the fees that are being charged to end-users: **Information is not available at this time.**

- a) Billing 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
33. Please provide a breakdown by housing unit of the inmate capacity in each. The inmate capacity for each cell block is necessary for determining network requirements and charging stations needed to support the tablets.
- Max Capacity
DELTA:
A=48
B=32
C=48
D=48
Echo=32 all pods
Tango=24 all pods
Bravo=64
RD=9
Classification Row=15
Juvenile:
Adobe=8
Pueblo=8
Mission=6
Zia=8
34. 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 and the incumbent provider. **Yes.**
35. Please provide the schedule in which the inmates have access to the inmate phones.
- Booking 12am – 11:59pm
Juvenile 8:00am to 10:00pm
Main 4:00am 11:30pm
Medical 4:00am 10:00pm
PC 4:00am 11:30pm
TA 5:00am 11:59pm
TB 5:00am 11:30pm
TC 7:00am to 10:00pm
36. What limits does the County place, if any, on use of the services in this RFP –maximum number of onsite visits allowed per week (or other interval), remote visits per week, calls per week, minutes per call/visit, etc? **Unlimited remote visits at 20 or 40 minutes depending on what the user chooses. Onsite visits are 30 minutes and are allowed 2 visits per week. The telephone calls are 30 minutes and unlimited and depending on the location the detainee is placed in the schedule of calls.**
37. What is the anticipated start date for this contract? **As soon as possible upon board approval**
38. Can the County consider an initial contract term longer than one year? **Yes, initial contract term of 2 years, with the possibility to renew annually.**

39. On Page 3 of the RFP under the Introduction section it states that the County is seeking "250 tablets with access to Law Library". Is there a requirement as to Law Library access such as Westlaw, Lexus Nexus, Google Scholar? **Information is not available at this time.**
40. Does the County wish for the tablets to access/integrate with commissary and inmate trust accounts? **Yes.**
41. Does the facility currently maintain its own network? If so would the awarded vendor be able to operate on that network or would the awarded vendor be expected to provide infrastructure for its own internet network? **Vendor will need to provide own infrastructure.**
42. With regard to Video Visitation, does the County require biometric sign on measures for that service the same as is being required for the phone system within the RFP in Section C.15 on page 14? **No.**

I have received and understand the answers in ADDENDUM 1.

Signature

Date

Printed Name

Company Name

Position

Please return this signature page to zjacobs@leacounty.net.