Inmate Phone Service & Related Inmate Services

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BID NAME: Inmate Phone Service & Related Inmate Services
BID NO: RFP-16008
DUE DATE/TIME: 2:00 PM, CST, June 17, 2016
MAIL OR DELIVER TO: Orange County Purchasing Department
714 Polk Street
Orange, TX 77630

In reference to the above stated Request for Proposal, the following additional information is provided for clarification and response to questions received.

1. Will there be an opportunity to perform an onsite demonstration of the proposed technology or attend our technology center in Carrollton TX, to see firsthand?
   Only if the review committee requires.

2. What is your average length of an inmate call?
   The approximate average length of calls 10-13 minutes.

3. Is the current ITS (inmate telephone provider) paying commissions on interstate calling?
   Yes

4. How many ITS workstations are being provided by incumbent and utilized by detention staff, to date?
   Approximately six (6) workstations that allow for employees to access data recorded by inmate telephone system.

5. Please provide a 3 month estimate of how many free calls go out for attorney or other legal communications to indigent families?
   At this time the inmate telephone system only allows for one number that an inmate may call for free. The number allows an inmate to report abuse to facility staff.

6. Are PINs currently being used at site?
   Yes

7. Who’s the current JMS provider?
   Spillman Technologies

8. Can you tell me if the facility has been wired for CAT 5 or CAT 6 cabling?
   CAT 5

9. Are there any early release programs that will have an effect on the ADP over the next 12-24 months?
   No
10. What is the average length of stay for an inmate?
   Information is not tracked in this format. An estimate would be 1-2 months, as we have a
   large number of inmates on misdemeanor charges that only serve a few days, to those
   charged with more serious offenses that may stay for up to 18 months.

11. Can the vendor offer more than one call rate and commission plan for your
    consideration?
    Yes

12. Are there any booths or pedestals that will need to be installed/replaced?
    No

13. Will the county require that we interface with the (JMS) jail management system
    provider?
    No

14. Will the county require that we interface with the commissary provider?
    Yes

15. If so, who is the commissary company and can you provide their contact information?
    At this time the facility operates an in house commissary, however Orange County may
    contract services through another vendor.

16. Are you looking to add or delete any of the inmate phones installed today?
    No

17. Bid Bond will NOT be required.

In reference to the above stated Invitation for Bid, all other terms and conditions remain the
same.

I HEREBY ACKNOWLEDGE RECEIPT OF ADDENDUM #1 IN REFERENCE TO THE
ABOVE PROJECT.

Company ____________________________________________ Representative Signature

Address ______________________________________________ Representative (Print Name)

City, State, Zip __________________________________________ Phone

PLEASE COMPLETE AND RETURN FOR VERIFICATION PURPOSE:
EMAIL: ccassidy@co.orange.tx.us
FAX: 409-670-4170