



County of El Paso Purchasing Department
500 East San Antonio, Room 500
El Paso, Texas 79901
(915) 546-2048 / Fax: (915) 546-8180

ADDENDUM 1

To: All Interested Proposers

From: Linda Gonzalez

Date: August 3, 2007

Subject: RFP# 07-097, Local and Long Distance Service for Coin and Coin less (Inmate) Telephones

The Purchasing Department received questions relating to the above referenced Proposal.

1. Is it possible and would the County of El Paso consider extending the due date of RFP # 07-097: Local and Long Distance Service for Coin and Coin less (Inmate) Telephones?
Yes, the bid opening has been extended to Tuesday, August 21, 2007
2. Number of copies of RFP responses requested- in one place it shows 2 and another 4.
Four.
3. Bidding Conditions- Vendors requests that the following requirements in the "bidding conditions" portion of the RFP be removed or altered in the document as The contract is based on high commissions, low call rates, best technology with No cost, and for the entire length of the contract.

- a. Quotes F.O.B destination if otherwise, show exact cost to deliver.
Term and condition does not apply to this RFP.
 - b. Bid unit price on quantity specified-extend and show total. Incase of error in extension, unit prices shall govern. Bids subject to unlimited price increases will not be considered.
Term and condition does not apply to this RFP.
 - c. The County reserves the right to accept or reject all or any part of any bid, waive minor technicalities and award the bid to the lowest responsible bidder. The County of El Paso reserves the right to award by item or by total bid. Prices should be itemized.
Should read: The County reserves the right to accept or reject all or any part of any bid, waive minor technicalities and award the bid to the lowest responsible bidder.
4. Item 3 page 6- Proposed systems must be capable of integration and interfacing With the jail management (JIMS), commissary, and inmate phone systems – will The County provide the Jims and commissary providers names and contact numbers in order for the vendor to make contact on technical specifications in order to facilitate the integration/interface? Where are the servers used by the JIMS and commissary vendor located? Downtown or at the Annex?
Yes, JIMS servers are in the Courthouse and commissary server is at Annex.
 5. Item 5.2 page – Please state foreign countries serviced and to what extent Service is provided. Are foreign languages spoken? Will the County please clarify the last sentence?
How do you PROVIDE service TO A NON-ENGLISH SPEAKING CUSTOMER?
 6. How many visitation phone booths/positions does the County have at each facility? A booth or position would consist of an inmate and visitor sitting area with a phone on each side of the glass partition. Does the County currently have telephones or handsets in place for visitation use?
Visitation intercoms are not part of the bid. Yes, the County has visitation booths.
 7. How far apart in mile are the two jail facilities?
14.8 miles.....
 9. Does the Conflict of Interest form at the back of the RFP need to be filled out if There no conflict of interest?
Yes, the instructions for the CIQ form are on page 19.
 10. Please provide the number of TTY phones and the number of visitation phone.
Please refer to 3.7 on page 7 for specifications for hearing impaired. RFP is not for visitation phones.

11. Per page 16, question 16-1: Is a Performance bond required with the RFP proposal?

Yes

12. Please provide the number of TTY phones and the number of visitation phones.

Read RFP p.7 / 3.7

13. Does the Bid Bond need to be 5% of the total 5 year contract (5% of all 5 years total)?

Yes

14. Page 1 – Notice to Interested Parties

Since this is not cost to the County proposal, is the certified cashiers check required, and if so, what is the net amount requested from El Paso County for the bids?

5 % estimated commissions for 5 years.

15. What is the maximum jail population?

1000 inmates at 601 E. Overland
1440 inmates at 12501 Montana

16. What is the average daily population?

800 inmates at 601 E. Overland
1300 inmates at 12501 Montana

17. What is the percent of local inmates and what is the percent of out of town inmates?

All are local

18. What is the average commission paid for the past year?

See Attachment 1

The attachment can be viewed at our website at www.epcounty.com

19. What is the current commission rate?

The current standard rates for collect calls from an inmate facility are as follows:

- Local calls cost a flat rate of \$4.10 per call. This charge includes the tariffed rate for collect calls from pay phones (\$3.45), a pay phone use charge (\$.30 -- standard to most pay phone calls, paid to the local exchange carrier), and an Inmate Station Service charge (\$.35).
- For InterLATA, the costs will vary depending on the long distance carrier. In the case of SBC Long Distance, the charge for a long distance call would be \$.85 cents per minute, plus a \$3.95 surcharge. (AT&T rate is \$.89)
- Local toll calls cost \$.26 per minute, plus a \$3.00 surcharge.

The Inmate Station Service charge covers the additional costs associated with services designed to protect the general public. These service include:

- Restricting calls to certain numbers.
- Positive acceptance service -- we must have acceptance and acknowledgement from the person accepting the charge that they know the call is coming from an inmate.
- Tracking and monitoring of all outgoing calls.
- When and where applicable, the ability to record phone calls.

20. What is the number of portable inmate phones, if required?

None

21. Any upcoming expansion plans?

No

22. Can historic call data and/or revenue by month by facility be made available?

See Attachment 1

The attachment can be viewed at our website at www.epcounty.com

23. What is the average number of inmates per facility per night?

800 inmates at 600 Overland and 1300 at 12501 Montana

24. What are the addresses of the facilities housing the public payphones?

600 Overland and 12501 Montana

25. The RFP states that AT&T provides the coin payphones. Who is the current vendor for inmate phones?

AT&T

26. Does the vendor for inmate long distance own the coin less inmate telephones?
Yes

27. The RFP title and instruction in paragraph 1-2 indicate that the RFP is for "local and long distance telephone services," however 2-2 refers to long distance services for County pay telephones "would become effective immediately upon the new service agreement," and 2-3 indicates "the long distance service for the coin and coin less (INMATE) pay telephones would become effective September 20, 2007."

All services will become effective September 20, 2007, if later when vendor is selected and contract is awarded and signed by the County Judge.

28. Please clarify the opportunity and timing of both local and long distance service agreements for both coin and coin less pay telephones.

All service will become effective September 20, 2007, if later when vendor is selected and contract is awarded and signed by the County Judge. Selected vendor must work with present provider to assure a smooth transition of services with minimal disruptions.

29. We would like the opportunity to tour the facilities?

A walk through has been scheduled for Thursday, August 9, 2007 at 10:00 a.m. Please report to The Purchasing Department located at 500 E. San Antonio, El Paso TX. Room 500 to sign in from here you will be escorted to the facility.

30. Who are the contact names at the facilities?

The contact person is Linda Gonzalez, Inventory Bid Technician, Purchasing Department at (915) 546-2195.

31. You stated a total of 211. How many phones at each facility?

See Attachment 2

The attachment can be viewed at our website at www.epcounty.com

33. How many visitation phone sets at each facility?

N/A

34. What are the times and hours of visitation?

N/A

35. Who is your commissary vendor?

Aramark

36. Who is your Jail Management software provider?

TSG

37. Please provide a copy of your call rates, including pre-paid calling rates.

See Attachment 3

The attachment can be viewed at our website at www.epcounty.com

The current standard rates for collect calls from an inmate facility are as follows:

- Local calls cost a flat rate of \$4.10 per call. This charge includes the tariffed rate for collect calls from pay phones (\$3.45), a pay phone use charge (\$.30 -- standard to most pay phone calls, paid to the local exchange carrier), and an Inmate Station Service charge (\$.35).
- For InterLATA, the costs will vary depending on the long distance carrier. In the case of SBC Long Distance, the charge for a long distance call would be \$.85 cents per minute, plus a \$3.95 surcharge. (AT&T rate is \$.89)
- Local toll calls cost \$.26 per minute, plus a \$3.00 surcharge.

The Inmate Station Service charge covers the additional costs associated with services designed to protect the general public. These service include:

- Restricting calls to certain numbers.
- Positive acceptance service -- we must have acceptance and acknowledgement from the person accepting the charge that they know the call is coming from an inmate.
- Tracking and monitoring of all outgoing calls.
- When and where applicable, the ability to record phone calls.

38. Can you provide a list of locations for the coin phones?

See Attachment 4

The attachment can be viewed at our website at www.epcounty.com

39. Will the County please provide the number of calls and call traffic broken down by route for the last 12 months? (i.e. Local, IntraLata, InterLata/IntraState, InterState, International)

See Attachment 1

The attachment can be viewed at our website at www.epcounty.com

40. Will the County provide the calling rates as well as the commissions used by the current phone vendor?

The current standard rates for collect calls from an inmate facility are as follows:

- Local calls cost a flat rate of \$4.10 per call. This charge includes the tariffed rate for collect calls from pay phones (\$3.45), a pay phone use charge (\$.30 -- standard to most pay phone calls, paid to the local exchange carrier), and an Inmate Station Service charge (\$.35).
- For InterLATA, the costs will vary depending on the long distance carrier. In the case of SBC Long Distance, the charge for a long distance call would be \$.85 cents per minute, plus a \$3.95 surcharge. (AT&T rate is \$.89)
- Local toll calls cost \$.26 per minute, plus a \$3.00 surcharge.

The Inmate Station Service charge covers the additional costs associated with services designed to protect the general public. These service include:

- Restricting calls to certain numbers.
- Positive acceptance service -- we must have acceptance and acknowledgement from the person accepting the charge that they know the call is coming from an inmate.
- Tracking and monitoring of all outgoing calls.
- When and where applicable, the ability to record phone calls.

41. Will the County please provide the total annual phone revenues broken down by call route? (i.e. Local, IntraLata, InterLata/IntraState, InterState, International)

See Attachment 1

The attachment can be viewed at our website at www.epcounty.com

42. Does the County plan to use call recording? If so, please clarify the type of call recording such as live recording, live monitoring, call notification, or any other specifications.

Read RFP p. 6 / 3.

43. How many months/years of on-line storage does the County require for call recording?

Read RFP p.6 / 3.4

44. What is the network connectivity between the facilities? Please elaborate and provide specifications for network access.

Web browsers are used to monitor both sites.

45. Is the County satisfied with the current phone locations? Is the county going to place additional phones in the current locations or other locations of the facility?

Yes.

46. If so, please provide the cabling/wiring requirements for additional phones. Will the County provide a floor plan of the current/new phone locations?

No.

47. What type(s) of alerts/alarms/notifications (e.g. e-mail, cell phone, pager, etc.) are permissible for the County's hot numbers requirement.

Read RFP p.6 / 3.

48. Since the County is not actually spending any money on this contract, is the requirement of a bid bond actually necessary? The County will actually be receiving money for this contract, not spending any.

Yes