



COUNTY OF DANE
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION

City County Building
210 Martin Luther King Jr. Blvd. Room 425
Madison, WI 53703-3345

GREG BROCKMEYER
Director of Administration

CHARLES HICKLIN
Controller

Date: June 13, 2019
To: All Proposers
From: Carolyn Clow Purchasing Agent
Subject: Addendum #1 to RFP #119019 Inmate Phone and Video Visitation Service

The following individuals attended the vendor conference:

Carolyn Clow	Dane Co. Purchasing
Megan Rogan	Dane Co. Purchasing
Cody Blue	Dane Co. Sheriff's Office
Michelle DeForest	Dane Co. Sheriff's Office
Jeff Heil	Dane Co. Sheriff's Office
Krist Boldt	Dane Co. Sheriff's Office
Brian Mikula	Dane Co. Sheriff's Office
John Reiser	Dane Co. Sheriff's Office
Kurt Lochner	Dane Co. Sheriff's Office
Dave Chaklos	GTL
Jan Roth	ICS Solutions
John Mytinger	GTL
Kevin Snider	Stellar Services
Laruen Kandrac	Smart Jail Mail
Linda Boracci	Securas Technologies
Matthew Curran	GTL
Phil Apanovitch	CamApp
Phillip Anderson	Shawn Tech
Terry Wilshire	Tech Friends/ComApp
William Hohner	Securas Technologies

The following documents are attached to this addendum:

- 1) Updated Appendix 5 – Current Locations of Phones & Video Visitation
- 2) Updated Attachment C- Cost Proposal
- 3) Phone instructions

The following questions were received at the site visit and responses are provided:

1. **Is there a ballpark amount that you would like the rates to be for the inmates and the cost to the County?**
No. The proposer with the lowest cost to the inmate, who provides for the payment of the fees required in the RFP, will receive all of the cost points.
2. **Are you using the free service available from Purple Communications?**
Yes.

3. Are the numbers provided on page 46 of the RFP for locations of phone and video visitation current as of today?
Yes. With an exception of the number of video units in the PSB visitation area. This number should read 10 and not 2. An updated list has been provided with this addendum.
4. Are any video visitations currently held offsite?
Yes. Probation and parole is conducting offsite video visits. DCSO would like to expand this to the public defenders, other attorneys, family and friends. 100% of all family and friend visitations are currently held on-site.
5. Are you looking to increase or reduce the number of inmate kiosks?
This depends on whether or not the phone and video visitation options are combined into one unit or not.
6. How many inmates receive free phone calls?
Currently, the Sheriff's department has \$25,000 available to provide to indigent inmates for phone calls. The number of weekly minutes provided is dependent on several factors. Inmates receive one \$10 phone card at a time.
7. How does the County define an indigent inmate?
The State qualifies inmates as indigent. In general, if they qualify for a state public defender, they are considered an indigent inmate.
8. What type of implementation schedule is the County interested in applying for this project?
The County is open to suggestions by the respondents on what implementation schedules would be the most efficient and effective.
9. If submitting multiple proposals, does each proposal need to include a separate technical submission and cost submission?
If the multiple proposals are only changes in the costs, then proposers may submit multiple cost proposals only. If technical requirements are changed (responses to section 4.), then a separate technical proposal is needed. The County desires to evaluate the multiple proposals in their entirety, so clean, clear presentation is preferred.
10. When does the current tablet contract expire?
The last quarter of 2021.
11. Would the Sheriff's Department be interested in the option for offsite video visitation for Attorney's?
Yes.
12. Are visits currently recorded?
Yes, with the exception of Attorney visits.

13. How many visits would be allowed per week if remote visitation was implemented?

This would be a new policy that the DCSO would need to develop. It would be dependent on the number and type of video visitation units deployed ensuring everyone has equal availability.

14. How many visits are inmates currently allowed per week?

Inmates housed in the Public Safety Building in a non-huber pod are allowed 1 non-contact and 1 video visit per week. Inmates housed in a Huber-pod are allowed 2 contact visits per week. Inmates housed in the City County Building may schedule 2 non-contact visits per week. Inmates housed in the Ferris Center are allowed 2 contact visits per week.

15. How is inmate visitation currently scheduled?

Public Safety Building and Ferris Center visits are scheduled through ICSolutions with the visitor doing the scheduling. City County Building visits are scheduled through an Access 2010 database. DCSO currently schedules hearing rooms through Outlook and would like the software to allow the professional to schedule the room.

16. Is there an intercom phone in each dorm?

Yes. This would also be maintained by the new Inmate Phone contract.

17. How is orientation currently provided for inmate phone and visits?

There is an inmate handbook available on the tablets. Each inmate signs a confirmation that they were told where the inmate handbook is located. It is the responsibility of the inmate to read the handbook.

18. What is the number of average daily bookings?

Booking Data provided by the Sheriff's Department for 2018:

Total Bookings: 12,389

Average Daily Bookings: 33.9

Average Daily Population (including Jail Diversion): 848

Average Daily Population under roof: 760

Average on Jail Diversion (electronic monitoring): 88

Average length of stay: 22.39

19. Do inmates have the ability to sign legal documents on tablets?

No. This is not currently an option.

20. Can you provide a copy of the phone ordering instructions for canteen requests?

See attachment A of to this document.

Please acknowledge receipt of this addendum by checking the "Addendum #1" box in **Section 6 – Required Forms – Attachment A - Vendor Information** of your proposal response. If you have questions regarding this addendum, please contact me via phone or email as listed below.

Sincerely,

Carolyn Clow
Purchasing Agent
608-266-4966

Current Location of phones and video visitation

Phone Location	Number of Inmates	Number of Phones	# of Visitation Stations (2 Phones/handsets per Station)	Number of Video Units	
Ferris Center A wing	54	3			
Ferris Center B wing	42	3			
Ferris Center C wing	48	3			
Ferris Center D wing	54	3			
Ferris Center E wing	42	3			
Ferris Center F wing	48	3			
PSB Booking	Varies	4			
PSB Male Dorm	48	6			
PSB Male Segregation	15	1			
PSB Female Housing	16	3			
				Correct Numbers	
PSB Pod 3C	28	4		1	2
PSB Pod 3E	24	4		0	2
PSB Pod 3A	48	7		1	3
PSB Pod 3K	48	7		1	3
PSB Pod 3G	24	4		1	2
PSB Pod 3-l	28	4		0	2
PSB Pod 4C	28	4		0	2
PSB Pod 4E	24	4		0	2
PSB Pod 4A	48	7		1	3
PSB Pod 4K	50	7		2	3
PSB Pod 4G	24	4		1	2
PSB Pod 4-l	28	4		0	2
CCB 6 West	114	21			
CCB 7 West	100	17			
CCB 6 East	73	18			
CCB 7 East	54	10			
Court House Lock-up	varies	7			
PSB Enrollment Only		2			
CCB Enrollment Only		1			
CCB Female Visitation + Atty.			9		
CCB Male Visitation + Atty.			17		
PSB Visitation			6	2	10

****UPDATED** COST PROPOSAL**

VENDOR NAME:

The County will evaluate proposed vendor rates based upon an overall cost to the called parties. Provided below is the overall cost calculation that will be utilized. Please complete the table below using the information provided to calculate the overall cost to the called parties.

Collect/Pre-paid Collect Calls:

Call Type	Tariff Band	Annual # of Calls (2018)	Annual # of Minutes (2018)
Prepaid	Local	89130	854062
	IntraCell	42405	387148
	IntraLata	22003	205920
	IntraState	17305	187068
	InterState	32106	343715
Debit	Local	250899	1968535
	IntraCell	106337	834894
	IntraLata	52032	383051
	IntraState	37835	321519
	InterState	90775	753289
	Canadian	20	197
	Caribbean	40	197
	International	1182	6, 547

The County will evaluate proposed vendor rates based upon an overall cost to the called parties. Provided below is the overall cost calculation that will be utilized. Please complete the table below using the information provided to calculate the overall cost to the called parties.

Collect/Pre-paid Collect Calls:

Call Type	Annual Calls	Annual Minutes	Cost per Minute	Cost of annual Minutes
Local	89130	854062	\$	\$
Intra Cell	42405	387148	\$	\$
Intralata	22003	205920	\$	\$
Intrastate	17305	187068	\$	\$
Interstate	32106	343715	\$	\$
Total Cost to called Parties for Collect/Pre-paid Collect Calls:				\$

Debit/Debit calls:

Call Type	Annual Calls	Annual Minutes	Cost per Minute	Cost of annual Minutes
Local	250899	1968535	\$	\$
IntraCell	106337	834894	\$	\$
IntraLata	52032	383051	\$	\$
IntraState	37835	321519	\$	\$
InterState	90775	753289	\$	\$
Canadian	20	197	\$	\$
Caribbean	40	197	\$	\$
International	1182	6,547	\$	\$
Total Cost to called Parties for Collect/Pre-paid Collect Calls:				\$

The County will evaluate proposed vendor rates based upon an overall cost for remote visitation. Provided below is the overall cost calculation that will be utilized. Please complete the table below using the information provided to calculate the overall cost to the called parties. If there is a minimum number of minutes per visit please specify.

Video Visitation	Cost Per Minute For Friends and Family	Minimum minutes per visit (if applicable)
Remote	\$	

Phone Ordering Instructions

These are the instructions starting Monday November 24th for **Ordering Commissary, Phone Debit Time, Laundry Cards and Huber Expense Money.**

Ordering Instructions:

1. Pick up the phone and choose your language. 1=English, 2=Spanish
2. Dial 5 to be transferred to the commissary system.
3. You will then be asked to enter your phone **PIN**, which is your **Booking Number + 4 digit Passcode.**
4. The call is then transferred to Stellar. You will hear silence and then some music.
5. Choose a language again. 1=English, 2=Spanish
6. Enter the **SITE CODE**, this will be **5525**
7. Enter your ID number, which for commissary is your **Name Number**, followed by a # sign.
8. Enter your 4 digit **Passcode** issued at booking.
9. You will then hear your account balance.
10. Then you will hear these options:
 - a. 1# - To create or add to your order.
 - b. 5# - To list your debt.
 - c. 6# - To purchase Phone Time (moving money from your commissary funds to phone time)
 - d. 7# - To list your past transactions
 - e. 9# - To change your 4 digit PIN.

Commissary orders and Huber Expense Money will be processed on Monday morning. All orders should be placed by Lockdown Sunday evening. Order delivery will begin on Tuesday as time permits. You can place your order or change it anytime from Tuesday morning to Sunday night. ORDER EARLY SO THAT THERE IS NO BACK UP ON SUNDAY EVENING.