



Information and General Services Department

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Information Systems
Geographic Information Systems
Facilities Management

Emergency Services
Central Services
Cable Television

Purchasing
Airport
Library

**Addendum #1
to Request for Proposals
for
Inmate Technology Services: Pay Telephone, Tablet, and
Video Visitation**

Issued: November 17, 2017

The following questions were discussed at the Pre-Proposal Conference on November 7, 2017 or were received by our office in writing by November 10, 2017:

1. **Q:** There is a correction to the RFP. On page 6, Section 5.2, 5.3.1 it should state the following.
A: *Phones must be non-coin operated and not capable of receiving collect calls.*
2. **Q:** How many tablets is Juvenile Hall interested in having in the facility?
A: *Two to three for each of the two pods, for a possible total of six tablets.*
3. **Q:** What is the County's primary interest in using inmate tablets?
A: *The Sheriff's priority is for tablets to be used as an educational platform to keep inmates engaged and occupied, giving them incentive to work toward a goal. WBCF would also like for inmates to be able to order commissary goods from the tablets. They should be available to all inmates, both indigent and paying. They will be used for downloading of PREA information, grievances and courses such as GED, high school diploma, English as a second language, and Great Courses.*
A: *Juvenile Hall would like to use the tablets for providing vocational education, self-help, religious, appropriate music stations, movies, books, intellectual games, any high school diploma curriculum and on-line college courses. Parental block features would be important.*
4. **Q:** Does WBCF want video visitation in the lobby?
A: *No. Video Visitation will be remote only at WBCF.*
5. **Q:** Will video visitation or tablets be used in the Truckee or the Courthouse facilities?
A: *No. Video visitation will only be installed in WBCF in all the housing units. No tablets will be used in the Truckee or the Court Holding facilities.*
6. **Q:** What is financially important to the County in terms of charges and commission rates?
A: *The County does not want to price gouge the inmates or their families but would like to generate revenue to help fund the Inmate Welfare Fund to provide more programs for the inmates. The County would like to receive what is comparable to what they are receiving from the current telephone services vendor.*
7. **Q:** Did the County receive any revenues or signing commissions from the current vendor?
A: *No.*
8. **Q:** It was discussed at the pre-proposal conference that the County is interested in one new phone in the laundry room.
A: *The County desires that a phone be installed in the laundry room, where inmates work eight-hour shifts.*

9. **Q:** The County mentions a lobby kiosk at the Carl Bryan Juvenile Hall and WBCF. Does the County want the new vendor to replace both of these kiosks?
A: Yes, as they may require updating.
10. **Q:** Will the Contractor have the opportunity to negotiate certain provisions of the Personal Services Contract if awarded the RFP?
A: Yes, if provisions are reasonable. Please indicate in your proposal any exceptions that you would request be made to this standard County contract language.
11. **Q:** In order to help us evaluate call volumes and recognize additional revenue potential, it would very helpful to have the rates currently being charged to called parties under the current contract.

Current Nevada County Call Rates

	Pre-paid***	Collect***
Intrastate	0.25/min	0.50/min
Interstate	0.21/min	0.25/min
International	0.95/min	0.95/min

Fees

Quick Connect	\$6.95	
Voice Message	\$1.25	
Prepaid Deposit Cash	\$3.00	
Credit	\$3.00	Plus 3%
Money Order	\$3.00	***
Money Gram	\$0.00	***
Transfer	\$0.00	
Origination	\$0.00	
***Pass through any third party fees		

12. **Q:** Please provide six months of commission summaries from the current Inmate Telephone Service provider.
A: See Attachment A to this document.
13. **Q:** The County has differing requests for when they want commission reports and payments. Can you please clarify which date we need to deliver on?
A: The reports and payment should both be 15 days from the end of the calendar month in which the calls occurred.
14. **Q:** Page 5 of the RFP: "5.1.2. Upon termination of the contracts, all wiring and added equipment, with the exception of tablets, shall become the property of the County." Could you please clarify "added equipment"?
A: Any installed equipment in the facility to support the vendor's services.

15. **Q:** Please provide a copy of all current contracts and amendments pertaining to inmate phones.
A: [WBCF contract](#)
[Amendment #1 to WBCF Contract](#)
[Amendment #2 to WBCF Contract](#)
See separate attachment for Amendment # 3 to WBCF Contract
[Amendment #4 to WBCF Contract](#)
[Amendment #5 to WBCF Contract](#)
- [Juvenile Hall Contract](#)
16. **Q:** For the WBCF and Juvenile Hall facilities, please provide the total number of housing units and the ADP for each.
A: *WBCF has 4 housing units:
A-Pod has 2 sections. ADP 77 inmates
B-Pod has 5 sections: ADP 57
Medical 1 section: ADP 3
N-Section has 2 sections consisting of 4 dorms: ADP 75*
Juvenile Hall ADP:
*Transitional Age Youth Unit: Age 18-21yr olds: ADP 1-2 inmates
Youth Pod A: ADP 7-9 wards*
17. **Q:** Section 6.6.2 asks for a “revenue sharing proposal” for the tablets, but per Section 5.3.1 tablets are to be provided at no cost to inmates and, therefore, will not generate any revenue to be shared with the County. Will the County accept proposals that include tablets at no cost to the County or inmates?
A: *Tablets are to be provided at no cost to the inmate with some predefined content (education for example). There could be additional content available for a price, such as music or movies or games. Note that all proceeds go the Inmate Welfare Fund.*
18. **Q:** Discussion at the pre-bid indicated that video visitation will be used for remote visits only and on-site public video visitation units will not be required. Please confirm.
A: *There will be no video visitation in the lobby.*
19. **Q:** Please confirm whether or not vendors are allowed to submit multiple compensation offers for the County’s consideration.
A: Yes.
20. **Q:** Please confirm if there is currently an integrated, cardless debit system in place at the Nevada County facilities.
A: *The County has a deposit system that credits the inmates’ accounts via TouchPay from monies that have been deposited to their individual accounts. The commissary and phone charges are deducted from their balances, debiting their accounts. When an inmate leaves the facility, they are given a debit card for any balances they may have.*
21. **Q:** Please confirm whether the current Inmate Telephone Service Provider is currently charging any “Single Payment” type calls, and if so:
a. What are the charges (rates/fees) associated with such calls?
b. How is Nevada County commissioned on such calls?
A: *We do not know what a single payment call is: Commission for all calls is the same.*
22. **Q:** Please confirm if the current Inmate Telephone Service Provider is penalizing inmates and/or friends and family members for any detected and confirmed three-way calls, in the amount of \$25 (or any other amount). If so, does Nevada County receive any commission on such penalties?
A: *Yes, inmates are penalized. Not certain if the County receives a commission on these penalties.*

23. Q: Please confirm whether or not the current Inmate Telephone Service Provider is deducting any kind of “Regulatory Recovery Fee” from Nevada County’s monthly commission summaries due to recent regulatory efforts at the FCC level.

A: *There is no such fee indicated on our statements from the current provider.*

24. Q: Will the County provide a basic floor plan / fire plan / outline of the WBCF facility so that vendors may propose the optimal number, ratio and outlay of video visitation units throughout the facility?

A: *No, the Sheriff will not release floor plans for WBCF.*

25. Q: Please confirm whether or not the awarded Tablet provider will be responsible for installing and maintaining all supporting wireless infrastructure for the tablet solution.

A: *Yes, the vendor will be responsible for installation and maintenance of all supporting wireless infrastructure for the tablet solution.*

26. Q: Please confirm who the current provider of Video Visitation Services is.

A: *As stated in the RFP, the County has never provided Video Visitation services at WBCF.*

END OF ADDENDUM

Respectfully Submitted,
Mary Hall Ross
Nevada County Purchasing Agent

Attachment A
Facility Support Report Summary for
4/1/2017 through 9/30/2107

Facility Support Report Summary for Nevada County CA Starting: 04/01/2017 Ending: 09/30/2017							
Collect Calls ----- 04/01/2017 - 09/30/2017							
Call Type	Lata	Call Count	Total Minute	Call Price	Taxes	Support Rate	Support Amount
Collect Calls	Local	344	2551.3833	\$ 1,131.42	\$ -	0.06	\$ 153.08
Collect Calls	Intralata	582	2924.0499	\$ 1,305.06	\$ -	0.06	\$ 175.44
Collect Calls	Interlata	218	2664.8334	\$ 1,175.61	\$ -	0.06	\$ 159.89
Collect Calls	Interstate	9	72.4333	\$ 16.80	\$ -	0.02	\$ 1.45
Collect Calls	International	4	19.4833	\$ 0.03	\$ -	0.06	\$ 1.17
	Total	1157	8232.1832	\$ 3,628.92	\$ -		\$ 491.03
Prepaid ----- 04/01/2017 - 09/30/2017							
Call Type	Lata	Call Count	Total Minute	Call Price	Taxes	Support Rate	Support Amount
Prepaid	Local	650	4993.5997	\$ 952.12	\$ 95.52	0.06	\$ 299.62
Prepaid	Intralata	17107	139375.034	\$ 26,553.33	\$ 2,795.85	0.06	\$ 8,362.50
Prepaid	Interlata	13286	122886.999	\$ 23,413.31	\$ 2,479.08	0.06	\$ 7,373.22
Prepaid	Interstate	4989	53682.1987	\$ 10,193.76	\$ 2,078.44	0.02	\$ 1,073.64
Prepaid	International	217	961.1501	\$ 855.41	\$ 185.09	0.06	\$ 57.67
Prepaid	Voicemail	615	613.1175	\$ 445.71	\$ 11.58	0.06	\$ 36.79
	Total	36864	322512.098	\$ 62,413.65	\$ 7,645.56		\$ 17,203.44
All Call Types ----- 04/01/2017 - 09/30/2017							
Call Type	Lata	Call Count	Total	Call Price	Taxes	Support Rate	Support Amount
All Calls	Local	994	7544.98	\$ 2,083.54	\$ 95.52		\$ 452.70
All Calls	Intralata	17689	142299.08	\$ 27,858.39	\$ 2,795.85		\$ 8,537.94
All Calls	Interlata	13504	125551.83	\$ 24,588.92	\$ 2,479.08		\$ 7,533.11
All Calls	Interstate	4998	53754.63	\$ 10,210.56	\$ 2,078.44		\$ 1,075.09
All Calls	International	221	980.633	\$ 855.44	\$ 185.09		\$ 58.84
All Calls	Voicemail	615	613.117	\$ 445.71	\$ 11.58		\$ 36.79
	Total	38021	330744.28	\$ 66,042.56	\$ 7,645.56		\$ 17,694.47
Additional Facility Revenue: 3-Way Call Product						\$ 87.50	
Total Support Amount							\$ 17,781.97

AMENDMENT #3 TO CONTRACT WITH TELMATE, LLC.

THIS AMENDMENT is executed this ____ day of _____, 2016 by and between Telmate LLC. and COUNTY OF NEVADA. Said Amendment will amend the prior agreement between the parties entitled Secure Inmate Telephone and Call Monitoring System and Services executed on April 26, 2011 by Resolution No 11-161, Amendment #1 by Resolution 12-393 on September 11, 2012, and by Amendment #2 by Resolution 15-118 on April 27, 2015.

WHEREAS, the parties desire to amend their agreement to allow or provide for extension of existing contract until December 31, 2016, and

NOW, THEREFORE, the parties hereto agree as follows:

1. This amendment shall be effective as of April 27, 2016.
2. The contract term is extended from April 27, 2016 to December 31, 2016.
3. That in all other respects the prior agreement of the parties as previously amended shall remain in full force and effect except as amended herein.

APPROVED AS TO FORM:
COUNTY COUNSEL

COUNTY OF NEVADA

By: _____

By: _____
Honorable Dan Miller
Chair of the Board of Supervisors

ATTEST:

CONTRACTOR:

By: _____
Julie Patterson Hunter
Clerk of the Board of Supervisors

By: _____