

**RFP for Jail Phone & Video Visitation Services
Job No. 33-16-PD
July , 2016**

Questions and Answers

Following are the questions received by the City as of July 25, 2016 with the City's responses to those questions:

1. Is there existing video equipment and telephones?

Yes.

Will it need to be removed?

Yes

Who is responsible for removing?

The successful vendor who is awarded the contract.

Is wiring in place?

Cat 6 wiring is in place

Power 120 V is provided.

Vendor to supply (pay for) internet and telephone.

Who is the current internet provider?

Current provider is Frontier

Is there existing backbone in place that connects all of the equipment for video visitation and telephones?

Yes

Is there space available in the rack?

Yes

Frontier has fiber coming into the building for internet.

Any additional wiring will be supplied and paid for by the vendor.

Any cabling that is added must meet code for conduit etc. Vendor will be responsible for any permits that are required.

Can existing desk tops workstations be reused for scheduling/monitoring video equipment?

Yes

How many work stations will require the software?

9

Will the city provide furniture such as chairs etc?

Yes

Is a performance and payment bond to be included in the cost of this proposal?

Is sales tax to be included in the cost of the proposal? If so at what rate?

ADP is 33

Average length of stay is 2 days.

Current vendor is CTEL for the telephone service 1-800-583-9683

Current vendor for the Video equipment is Visitel (a CTEL Company)

Current video cost is \$9.00 for 20 minutes

No current commission on video has been paid. (contract states commission starts at year 2). Commission is then at \$18%

Current telephone commission is at 50% (see attached sheet for usage breakdown)

Current JMS provider is New World. New World is handled by NORCOM Contact name is Mike Prill @ 425-577-5700

We currently do not do Commissary. We will in the future.

Current telephone rate is .30cents per minute and they are prorated I.E. 1 ½ minutes is .45 cents \$5.95 fee for credit card. \$3.00 fee for web payments. 50% commission on gross billed revenue

Can multiple different options be proposed?

Yes

Can just telephone service be submitted?

Yes however the City seeks both telephone and video and It is preferred to have one vendor for both.

Can just video visitation service be submitted?

Yes, however, the City seeks both telephone and video and it is preferred to have one vendor for both

1. Will the City please outline the fees that are being charged by the current vendor:

- a. **Bill Statement Fee**
No billing statement fee is charged
- b. **PrePaid Account Set-Up Fee**
There is no set-up fee
- c. **PrePaid Account Funding Fee via Web**
There is a \$3.00 Web Credit Card Transaction fee
- d. **PrePaid Account Funding Fee via Telephone**
There is a \$5.95 Live Operator Assist Credit Card Transaction fee
- e. **Wireless Account Maintenance Fee**
None
- f. **State Regulatory Cost Recovery Fee or Percent of Call Cost**
None
- g. **Federal Regulatory Cost Recovery Fee or Percent of Call Cost**
None
- h. **Refund Processing Fee**
None
- i. **Ancillary Fees for Instant Pay Calls**
None
- j. **Other Fees**
None

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CALL TYPE	AVG CALLS/MO	AVG MIN/MO	AVG REV/MO	PER CALL CHG	CALL RATE TYPE	PER MIN CHG	OTHER CHGS
Local PPC	157	1,635	\$313.35	\$2.00	FLAT RATE	\$0.19	\$0.00
IntraLata PPC	38	404	\$227.64	\$5.99	SURCHG + PER MIN	\$0.56	\$0.00
InterLata PPC	2	16	\$10.19	\$5.10	SURCHG + PER MIN	\$0.64	\$0.00
Interstate PPC	88	831	\$174.41	\$1.98	FLAT RATE PER MIN	\$0.21	\$0.00
Local Collect	5	44	\$10.00	\$2.00	FLAT RATE	\$0.23	\$0.00
IntraLata Collect	3	27	\$17.87	\$5.96	SURCHG + PER MIN	\$0.66	\$0.00
InterLata Collect	0	0	\$0.00	\$0.00	SURCHG + PER MIN	\$0.00	\$0.00
InterState Collect	3	27	\$4.97	\$1.66	FLAT RATE PER MIN	\$0.18	\$0.00
Local Debit	0	0	\$0.00	\$0.00	N/A	\$0.00	\$0.00
IntraLata Debit	0	0	\$0.00	\$0.00	N/A	\$0.00	\$0.00
InterLata Debit	0	0	\$0.00	\$0.00	N/A	\$0.00	\$0.00
InterState Debit	0	0	\$0.00	\$0.00	N/A	\$0.00	\$0.00
International	0	0	\$0.00	\$0.00	N/A	\$0.00	\$0.00
	296	2,984	\$758.43	\$2.56		\$0.25	\$0.00