

March 30, 2015

TO: All Offerors

FROM: Carmen Herrera
IT Procurement Officer

SUBJECT: Addendum to Request for Proposal #DT115001-INMT_PBLC

ADDENDUM #2

This addendum is to advise all Offerors of the following:

1. Questions and answers are attached, changes are as below:
 - a) #11 - amends 2.3.4 #6
 - b) #16 - amends 3.2.13
 - c) #17.b. - amends 3.2.15.1
 - d) #35 - amends 3.2.7.e and Exhibit B-9

2. Special Provision Section 1.17 PAYMENT is amended to include:

In the event a Future Option listed in 3.2.15 is implemented during the life of the contract and conflicts with this section as written, the State reserves the right to amend this section as per Section 1.36 Amendments.

3. The Special Provision Section is amended to include:

- a) **1.53 SEVERABILITY**

If any term or provision of this Agreement is found by a court of competent jurisdiction to be invalid, illegal or otherwise unenforceable, the same shall not affect the other terms or provisions hereof or the whole of this Agreement, but such term or provision shall be deemed modified to the extent necessary in the court's opinion to render such term or provision enforceable, and the rights and obligations of the parties shall be construed and enforced accordingly, preserving to the fullest permissible extent the intent and agreements of the parties herein set forth.

- b) **1.54 AGENCY USE CONTRACT**

Pursuant to 29 Del. C. §6904(e) respectively, if no state contract exists for a certain good or service, covered agencies may procure that certain good or service under another agency's contract so long as the arrangement is agreeable to all parties. Agencies, other than covered agencies, may also procure such goods or services under another agency's contract when the arrangement is agreeable to all parties.

4. All other terms and conditions remain the same.

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1. Is this RFP for the Department of Corrections?

RESPONSE: This RFP includes, but is not limited to, the Department of Corrections.

2. Is this RFP just for telephone services or for the telephone system and services?

RESPONSE: This RFP includes the telephone system and services.

3. How many facilities does this RFP include?

RESPONSE: Please see Appendix A of the RFP.

4. Several items in the RFP appear to require additional equipment and/or storage located on-site at each facility location. On-site storage, while still offered, is no longer the industry-standard and is susceptible to data loss, remote equipment failure and inmate telephone downtime. Nearly every vendor in the market now provides a stable hosted, or centralized, system that includes redundant storage with reliable, efficient and speedy user access from all facilities that meet the needs of users in Agencies across the United States. **NOTE:** the specifications in question include, but are not limited to, subsections 3.2.f.14 and 3.2.6.c.1.

- a. Will the State consider removing the requirement for on-site servers, equipment and call recording storage from the entire RFP?

RESPONSE: The State may consider removing the requirement for all on-site storage of call detail records and recordings providing the replacement method complies with all the security language found in other sections of the RFP.

- b. Additionally, subsection 3.2.f.14 mentions that off-site storage may be permitted provided the State has full and immediate access to the data; however, other items that mention on-site storage do not make the same concession. Will the State confirm that the same "full and immediate access" provision applies to all requirements for on-site storage?

RESPONSE: The State may consider removing the requirement for all on-site storage of call detail records and recordings providing the replacement method complies with all the security language found in other sections of the RFP.

5. The "Termination for Convenience" sections appear to conflict with each other. On page 12 of the RFP, the State reserves the right to terminate for convenience upon 15 days written notice, but on page 97, the written notice term is 60 days.

- a. Will the State confirm that the proper time frame for written notice of termination for convenience is 60 days?

RESPONSE: The State shall resolve the discrepancy as stated in RFP Section 1.41 Contract Documents.

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- b. Will the State consider adding language to allow for a cure period that would allow the selected vendor to attempt to resolve apparent issues leading to a desire for termination?

RESPONSE: As stated in 1.13 of the RFP, Offerors may elect to take minor exception to the terms and conditions of this RFP by completing Exhibit B-10.

6. Item 3.2.4.q on page 39 specifies that calls shall be restricted to collect only. This appears to be in contradiction to other portions of the RFP that specify requirements for debit or prepaid calling. Will the State clarify its intent with regards to the types of calling it requires?

RESPONSE: Item 3.2.4.q correctly states that all outgoing calls placed by inmates from the Inmate Call Processor shall be made as collect only. The method of funding is addressed in other sections by allowing debit and prepaid accounts which the DOC is agreeable to allowing.

7. In regards to the public coin telephones covered by this RFP, will the awarded vendor be required to replace the existing enclosures or will those stay in place?

RESPONSE: The awarded vendor may negotiate with the incumbent to retain existing enclosures since they are the property of the incumbent and not owned by the State.

8. 2.2.5 (Page 18) ..., along with eight (8) electronic copies on CDs or DVDs...Question: Can we provide the eight (8) electronic copies on thumb drives instead of CDs or DVDs?

RESPONSE: Yes.

9. 2.2.8 (Page 19) ... DO NOT USE RING BINDERS. Question: We understand that you do not want ring binders. Minor question - What type of binding would the State prefer instead of ring binders?

RESPONSE: No other preference was stated in the RFP.

10. 2.2.11 (Page 20) Schedule of Events

- a. Question A: Will the State allow vendors to ask follow-up questions that may arise after receiving the written answers to questions?

RESPONSE: The current Schedule of Events does not include a second date for the submission of written questions.

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- b. Question B: Will the State provide questions and answers from all of the Vendors participating in the Scheduled Site Visits?

RESPONSE: As stated in 2.6, all requests, questions, or other communications about this RFP shall be made in writing to the RFP designated contact. Questions asked in person or by phone are not recognized as valid.

11. 2.3.4 (Page 22) Criteria and Scoring Question: Calling rates, billing fees, and commissions can be man Would the State clarify how the call rates and commission structure will be scored?

RESPONSE: As stated on page 22 of the RFP, Contract Review Committee members will assign up to the maximum number of points listed for each of criterion. For items having quantitative answers, points will be proportionate to each proposal's response. Items with qualitative answers will receive the average of points assigned by Contract Review Committee members. Additionally, RFP Section 2.3.4 #6 "*Call Rates and Commission structure,*" is amended to include "*other charges, fees and taxes*" after the comma.

12. 3.1.19 (Page 30) Income reports for inmate and public coin telephone services shall be submitted to the DTI Procurement Officer by the 10th of each month. Question: The State has requested that commission checks be submitted no later than fifteen days after the end of the billing period (3.4.5). Will the State change the income report due date to the 15th of the month also? This would allow vendors a few more days to complete the auditing and reconciliation process to ensure accurate reports.

RESPONSE: As stated in 1.13 of the RFP, Offerors may elect to take minor exception to the terms and conditions of this RFP by completing Exhibit B-10.

13. 3.2.4 (Page 37) Department of Correction staff at each facility shall determine specific guidance for calling policy and restrictions.

Example: Phone time restrictions by unit at James T. Vaughn Correctional Center:

Maximum & Supermax	1 call per week
Medium	2 calls per week
Minimum	3 calls per week
Detentioners 1, 2 & 3	4 calls per month
Protective Custody 1, 2, 3	4 calls per month
Deathrow	8 calls per month

Example: Phone time restrictions at Sussex Correctional Institution:

If maximum time length of 15 minutes is used in any call then the inmate must wait 15 minutes before making another call. If the call does not exceed the maximum time of 15 minutes there is no wait time required before making another call.

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- a. Question A: What call restrictions are in place at the other facilities?

RESPONSE: Other facilities have similar call restrictions with the James T. Vaughn Correctional Center having the most restrictions. All restrictions are subject to change.

- b. Question B: Does the Department of Correction expect the current calling policy and restrictions to change?

RESPONSE: All restrictions are subject to change based on operational needs.

14. 3.2.4 (Page 39) The system shall be provided with two methods to quickly shut down all telephones during an emergency: Administrative terminal and mechanical cut off switches. Existing switches may be used, but the Contractor must insure proper operation maintenance. Question: Does the State own the current switches?

RESPONSE: The awarded vendor may negotiate with the incumbent to retain existing switches since they are the property of the incumbent provider and not owned by the State.

15. 3.2.12 Debit Call Requirements (Page 43) The Contractor must also agree to work directly with the Commissary vendor to address and resolve any interface problems or errors in a timely manner consistent with other service levels in this document. *Question:* Would the State please provide their contact(s) for the Commissary vendor, in addition to contacts for the Offender Management System?

RESPONSE: At this time, the DOC is currently providing its own commissary services and there are no interfaces with the Delaware Automated Corrections System provided by CNT Infotech. Also, as stated in RFP Section 2.6, all requests, questions or other communications about this RFP shall be made in writing to the State of Delaware through the designated contact.

16. 3.2.13 Pre-paid Call Requirements (Page 44) Instant Pay to Connect a Single Call. The system shall offer a called party who cannot receive a collect call (due to billing restrictions, cell phone use, etc.) the option to pay for a single call using a credit or debit card... Question A: Unfortunately these programs are most typically used to encourage "fee churning" and artificially manipulate published rates. The reason is that transaction fees of up to \$13 are charged per call, rather than allowing consumers to spread transaction fees across multiple calls for consumers who already have a credit card (i.e. they provide no value to the consumer). Text-to-cell phone programs are similarly abusive. We strongly recommend and respectfully request that this requirement be removed for these reasons.

RESPONSE: This response amends the last paragraph of RFP Section 3.2.13 PRE-PAID CALL REQUIREMENTS. The last paragraph of Section 3.2.13 is amended to

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include “(optional feature)” at the end of the “Instant Pay to Connect a Single Call” heading and b) insert the following as the last two sentences: “Offerors must define all costs along with the parties being charged. Refer to Exhibit B-5 for disclosure of any and all other charges, fees or taxes which would include surcharges.”

17. 3.2.15 Future Options (p. 44) The RFP requests information, experience, and any costs associated in providing kiosks, contraband cellphone detection, video visitation, and other services.

a. Question A: How will these services be evaluated, including costs to the State and/or end-users?

RESPONSE: Future options in section 3.2.15 are optional and not included in the evaluation.

b. Question B: In reading the section on kiosks, it does not appear the State asked for pricing involved with their installation. Was this an inadvertent oversight?

RESPONSE: The first paragraph of Section 3.2.15.1 is amended to include: “Offerors must define all costs along with the parties being charged.”

c. Question C: Contraband cell phone detection and control requires extensive site surveys at each site in order to provide even budgetary pricing to the State. From site survey to design and pricing takes approximately 3-4 weeks per site (although 2-3 sites can typically be done in parallel). Will the State allow for these site surveys at each site, or at least a handful of preferred sites, in addition to providing an appropriate extension to the submission deadline?

RESPONSE: The State will not extend the deadline for optional items that are not included in the evaluation and may or may not be implemented at some future date.

18. Appendix A, #14. For the continuous recording of all stations, 90 days of recordings shall be maintained on site. Question: Most modern call control systems perform call processing and storage in a central data center with raised floor, redundant power, telecom-grade environmental, etc. Will the State consider removing this requirement to record calls on-site if (and only if) call recordings are stored off-site in an environment to provide maximum protection of each call recording?

RESPONSE: Please refer to the responses for Question 4 above.

19. EXHIBIT A-1 INMATE SERVICES SAMPLE MONTHLY USAGE (GTL). Data provided included calls and minutes by jurisdiction and call type for a 12 month period.

a. Question A: Will the State provide the per-call and per minute rates being charged by jurisdiction and call type?

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RESPONSE: This information is not applicable to the present RFP and will not be provided.

- b. Question B: Will the State provide the commission reports showing the revenue received by jurisdiction and call type?

RESPONSE: This information is not applicable to the present RFP and will not be provided.

- c. Question C: Will the State advise whether commission is currently being paid on Interstate Intralata calls?

RESPONSE: Inmate commissions are paid in accordance with Federal Communications Committee (FCC) requirements.

20. EXHIBIT B-5 – COST REPLY FORM (Page 81) Please disclose any and all other charges, fees, or taxes in the boxes below.

- a. Question A: Will the State provide the current fees being assessed to users?

RESPONSE: This information is not applicable to the present RFP and will not be provided.

- b. Question B: Because ancillary transaction fees are not commissioned to the State, seemingly small differences in fees can be used to ‘artificially’ inflate commission offers or deflate published calling rates – this would obviously skew any scoring toward offerors willing to charge more non-commissioned fees. We request that either (1) the State set all discretionary fees as fixed, perhaps in a Best and Final Offer after reviewing suggestions in the initial proposals or (2) simply disallowing any fees other than government-MANDATED taxes and charges, which would be assessed and remitted to the appropriate authority at a pass-through rate only.

RESPONSE: As stated in 1.13 of the RFP, Offerors may elect to take minor exception to the terms and conditions of this RFP by completing Exhibit B-10. Please disclose any and all other charges, fees, or taxes in the boxes found in Exhibit B-5. Please also indicate Y or N in the appropriate box if this is required by law or regulation.

21. Commission Structure (Page 82) Question: The Cost Reply Form allows input of a commission percentage for inmate phones and public phones for each fiscal year. To ensure that all commission offers are presented clearly, will the State either (a) specify which call jurisdictions the commission will be paid on or (b) change the form to break out the commission percentage by call jurisdiction?

RESPONSE: If an Offeror’s Commission Structure includes differences based on call jurisdiction, the Offeror has the flexibility to offer such differences within the context of the Cost Reply Form.

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22. On Page 13 of the issued RFP, Section 1.40.1 on page 13, Confidential Proposal Materials. Would the State allow proprietary information to be omitted from the CD and/or DVDS and provide solely in the hard copy?

RESPONSE: As stated in RFP Section 1.40.1, Offeror(s) shall not include any information in their proposal that is proprietary in nature or that they would not want to be released to the public. Proposals must contain sufficient information to be evaluated and a contract written without reference to any proprietary information. If an Offeror feels that they cannot submit their proposal without including proprietary information, they must submit such information in a separate, sealed envelope labeled "Proprietary Information" with the RFP number. The envelope must contain a letter from the Offeror's legal counsel describing the documents in the envelope, representing in good faith that the information in each document is not "public record" as defined by 29 Del. C. § 10002(d), and briefly stating the reasons that each document meets the said definitions. *Offerors are advised to submit a sufficient number of copies for distribution to Committee for purposes of evaluation.*

23. On page 32 of the issued RFP, Section 3.2.1 outlines the addresses, number of residents, number of telephones, number of admin terminals and the type of phone. The very first two sites listed only contain an admin terminal. It is our understanding that we must provide these terminals but are questioning if the state will utilize their own bandwidth for their utilization or if the responding vendor is to supply that bandwidth?

RESPONSE: The Offeror must supply administration terminals in the quantities and locations specified in Section 3.2.1 on page 32 of the RFP. Currently, the State/DOC pays nothing for these connections.

24. On page 22 of the issued RFP, 2.3.4. D: Criteria and Scoring: Within the category of Call Rates and Commission, how many points are allocated to call rates and how many points are allocated to commission? Additionally, please provide the methodology of how evaluation points will be calculated for call rates and how evaluation points will be calculated for commission.

RESPONSE: As stated on page 22 of the RFP and in response to Question 11 above, Contract Review Committee members will assign up to the maximum number of points listed for each of criterion. For items having quantitative answers, points will be proportionate to each proposal's response. Items with qualitative answers will receive the average of points assigned by Contract Review Committee members. Additionally, RFP Section 2.3.4 #6 "*Call Rates and Commission structure,*" is amended to include "*other charges, fees and taxes*" after the comma.

25. In today's inmate telephone industry there are two primary methods for deploying inmate telephone solutions. Method one is an on premise based solution where ALL phone control equipment resides on site and only connects back to the providers' data centers for backup, validation and dial tone. Method two is a full hosted solution where all control equipment resides in the providers' data centers along with all data...Please provide clarity on which deployment methodology the state is seeking. The norm in the industry

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today is a hosted solution that permits untethered access to the front end of the application and data via remote and secure connectivity.

RESPONSE: The State wishes to allow Offerors the flexibility to propose as they deem appropriate, within the confines of other sections in the RFP related to security, so a specific method of deployment is not prescribed.

26. On page 48 of the issued RFP, Section 3.4.3 defines how commission is to be applied. Please confirm that the state is only looking for commission on In-State calling.

RESPONSE: As stated on page 48, the FCC rules and regulations dictate the types of call jurisdiction which can and cannot be commissioned.

27. On page 80 of the issued RFP, the State has supplied a cost reply form. This form does not include an area for a per call surcharge. Is the state looking for a single per minute rate for calling? If the state is open to a per minute charge along with a surcharge we respectfully request that the state amend the supplied form.

RESPONSE: Refer to Exhibit B-5 for disclosure of any and all other charges, fees or taxes which would include surcharges.

28. Please confirm that the state will allow multiple commission and pricing options to provide the state with the best flexibility and value to their constituents.

RESPONSE: Confirmed.

29. On Page 83 of the issued RFP, Exhibit B-6. Can the State please clarify and confirm that that this form only seeks to obtain information about contracts that the prime vendor, or any of the sub-contractors they are utilizing for this solicitation, currently holds with the State of Delaware. We also respectfully request that we be permitted to re-produce this form in the event there is not enough room to provide this information.

RESPONSE: Confirmed and approved.

30. On page 85 of the issued RFP, can the State please clarify and confirm that that this form is seeking to obtain information about contracts that the prime vendor, or any of the subcontractors they are utilizing for this solicitation currently hold for inmate telephone services. Secondly, since most Major Vendors provide Inmate & Public Telephone services to hundreds of clients, would respectfully request that the State only require that the successful vendor supply one hundred clients that meet the mentioned criteria and that the contract holder only be supplied and not each facility underneath that supplied contract. As an example, if the vendor is supplying a DOC as a reference then that vendor is only to provide the DOC main point of contact and not supply each facility beneath that contract. And finally, we respectfully request that we be permitted to re-produce this form since more room will be needed.

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RESPONSE: Please review the note at the bottom of page 85. Offerors should list all experience supplying Inmate and Public Coin telephone services on Exhibit B-8 Proposal Reply Experience Form. The State recognizes that Offerors may need to insert rows or add additional sheets. To clarify, Exhibit B-7 is the Proposal Reply Business Reference Form.

31. On page 88 of the issued RFP, Exhibit B-11. RFP states that Exhibit B-11 is to be included in the proposal but the order of documents (2.2.12) on page 20 does not state exactly where it is to be included. Can you please clarify where you prefer and expect to have us place Exhibit B-11?

RESPONSE: As stated on page 79, use Section 8 - Optional information & All Other Information to include all other information and identify additional information in table of contents.

32. On page 45 of the issued RFP, Section 3.2.15.2 makes mention of Contraband Cellphone Mitigation and Detection. Please clarify what types of technologies the DOC is investigating, point of entry devices, managed access, data extraction devices, etc. Please also provide how the State will procure or fund these types of devices over the course of the contract. Finally please provide how these types of solutions will be evaluated and scored as part of this procurement.

RESPONSE: The State wishes to allow Offerors the flexibility to propose solutions as they deem appropriate, drawing on their experience and offerings to bring solutions forward for the State's consideration. To date, DTI is not aware of any funding appropriated for future options listed in 3.2.15. Additionally, future options in section 3.2.15 are optional and not included in the evaluation.

33. With the complexity of a proposal for inmate telephones at a DOC, the answers to submitted questions, and information gained at a walkthrough, often times lead to followup questions that will need to be asked and answered. For this reason we request that all vendors be permitted to ask additional questions after all initial questions are answered by the DOC. This will help to ensure a comprehensive and well architected response to meet and exceed your requirements.

RESPONSE: The current Schedule of Events does not include a second date for the submission of written questions.

34. Regarding section 2.3.4, where 20 points are assigned based upon proposed "Call Rates and Commission structure," what will be the relative weight of the two components? Will lower rates or higher commissions be scored more favorably? Will fees (required to be disclosed in Exhibit B-5) make up any part of this score and, if so, how much?

RESPONSE: As stated on page 22 of the RFP and in response to Question 11 above, Contract Review Committee members will assign up to the maximum number of points listed for each of criterion. For items having quantitative answers, points will be proportionate to each proposal's response. Items with qualitative answers will receive the

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average of points assigned by Contract Review Committee members. Additionally, RFP Section 2.3.4 #6 "Call Rates and Commission structure," is amended to include "other charges, fees and taxes" after the comma.

35. ...will the State consider doing the following: Revise Requirement 3.2.7.e to allow for job descriptions and minimum qualifications for the System Administrators who would be hired upon contract award; and revise the scoring to reflect a relatively lower weight for this category?

RESPONSE: Section 3.2.7.e. is revised as follows: Offerors must include resumes for any System Administrator employees who would be deployed to fulfill this contract, or must include job descriptions and minimum qualifications for those Systems Administrators titles, in Exhibit B-9. The paragraph under the table in Exhibit B-9 is revised as follows: Resumes or job descriptions with minimum qualifications for all Contractor Provided System Administrators. Resumes or job descriptions may be submitted in different format as long as they contain all information on this form. Any resume or job description submitted in a different format that does not contain all of the above information will be rejected and an Offeror will be rated as *No Resumes Included*.

36. Would the State be amenable to proposals that offer to offer System Administrator positions to personnel currently holding those positions? If so, will you please provide contact information for these personnel so that bidders may obtain resumes?

RESPONSE: The State is not going to prescribe the manner in which Offerors populate their personnel positions. The State will not provide personal contact information for employees of the incumbent provider.

37. Will the DTI please provide the current calling rates (surcharges and per-minute rates) for all types of calls?

RESPONSE: This information is not applicable to the present RFP and will not be provided.

38. Section 3.2.13 requires "Instant Pay to Connect a Single Call." Is this product currently in use at the DOC today? If so, please provide monthly and average usage information for these types of calls, which were not included in the data on RFP p. 50-51. Please also provide the per-call rate and any additional fees that are associated with this call type today, and the commission rate or bonus payment, if any, paid to the State for these calls.

RESPONSE: This feature is not in active use at the DOC today.

39. The RFP does not seem to require a price, other charges, or commissions proposed for Instant Pay or other single-call payment options. Will the DTI revise the RFP to require such? How will these costs and commissions be evaluated?

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RESPONSE: Please refer to the response for Question #16.

40. Section 3.3.3 requires “new or refurbished, like-new equipment.” Allowing the incumbent vendor to retain their old equipment rather than installing all new equipment (as an incoming bidder will have to do) provides a significant cost advantage to the incumbent provider in this bid. Therefore, in order to ensure a level playing field for all bidders; please confirm that the successful vendor must provide new equipment, and please verify that this applies to both new potential vendors and the incumbent provider.

RESPONSE: The State will not revise Section 3.3.3. Scoring the criteria as shown in Section 2.3.4. D. 8.b. will reflect the “...overall quality of proposed...hardware...” and Section 2.3.4. B. 8.c. “Quality of technical environment” will adequately account for the equipment in the 30-point value.

41. Consistent with the requirement to bid calling rates that must be maintained for the entire 3-year base contract period, would the DTI consider requiring a single commission rate which must also be paid on all gross calling revenue over the entire 3-year base, as opposed to requesting separate commission rates for each of the three base years?

RESPONSE: Exhibit B-5 allows for the range of pricing options the State is willing to accept. Offerors are not prohibited from offering the same commission rate for each year.

- a. If the DTI will not require a single commission rate to be maintained for the entire 3-year contract term, how will the DTI evaluate the different commission offers for each of the three years?

RESPONSE: As stated on page 22 of the RFP, Contract Review Committee members will assign up to the maximum number of points listed for each of criterion. For items having quantitative answers, points will be proportionate to each proposal’s response. Items with qualitative answers will receive the average of points assigned by Contract Review Committee members.

42. As a follow-up to above question, if the DTI will not prohibit fees or stipulate allowed fees, please describe how fees disclosed on Exhibit B-5 will be evaluated and scored relative to other cost factors in the bid.

RESPONSE: As stated on page 22 of the RFP and in response to Question 11 above, Contract Review Committee members will assign up to the maximum number of points listed for each of criterion. For items having quantitative answers, points will be proportionate to each proposal’s response. Items with qualitative answers will receive the average of points assigned by Contract Review Committee members. Additionally, RFP Section 2.3.4 #6 “Call Rates and Commission structure,” is amended to include “other charges, fees and taxes” after the comma.

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43. Consistent with the disclosure of any and all other charges, fees, or taxes required in Exhibit B-5 Cost Reply Form, will the DTI provide a listing all such other charges, fees, or taxes currently being charged, volume and amount of charges for the period 12/2013 through 11/2014, and any commissions being paid on such charges?

RESPONSE: This information is not applicable to the present RFP and will not be provided.

44. Request: We highly recommend that the DTI address fees by either prohibiting them in the RFP, or by stipulating the types and amounts of allowed fees so that everyone is bidding based upon the same level/rules.

RESPONSE: Thank you for your recommendation. Refer to Exhibit B-5 for disclosure of any and all other charges, fees or taxes which would include surcharges.

45. Are commissions currently being paid on Interstate calls?

RESPONSE: Inmate commissions are paid in accordance with Federal Communications Committee (FCC) requirements.

46. Will the selected vendor be required to pay commissions on Interstate calls under the new contract?

RESPONSE: As per 3.4.2, inmate commissions shall comply with Federal Communications Committee (FCC) requirements.

47. Are the cutoff switches currently in place satisfactory to the DTI, or will additional switches be required? If so, please provide the number and locations for new cutoff switches to be installed.

RESPONSE: For purposes of this RFP, the quantity and location of the current cutoff switches is sufficient. If additional switches or locations are deemed necessary by the DOC, those will be negotiated with the awarded vendor.

48. The RFP requests information, experience, willingness, and any costs associated with providing contraband cell phone mitigation and detection, video calling and video visitation services, electronic one-way email, and inmate phone data analytics.

- a. Under what section of the "Criteria and Scoring" will these services be evaluated, and how will any such costs be scored in terms of points?

RESPONSE: Future options in section 3.2.15 are optional and not included in the evaluation.

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- b. What is the reason the DTI did not ask for explanation and disclosure of any costs for the Inmate Kiosks?

RESPONSE: Please refer to the response for Question 17.b. amending Section 3.2.15.1.

49. Section 3.2.15.2 Contraband Cellphone Mitigation Detection requests the Proposer's "experience with the mitigation and detection of contraband cellphones in an inmate environment." As part of that, please confirm that Proposers must also disclose as part of its experience, any inmate phone solicitations it was awarded which required the Proposer to provide such technologies, but which the Proposer has failed provide those technologies completely and in compliance with their proposal.

RESPONSE: As stated in 3.2.15.2, Offerors should list all experience.

50. Will the DTI use the total scoring from the "Criteria and Scoring" to determine which Offer or(s) may or may not be afforded an opportunity for discussion?

RESPONSE: All such determinations shall be made in accordance with RFP Section 2.3.

51. Specifically how will the DTI determine which Offer or(s) may or may not be afforded an opportunity for revision of its proposal?

RESPONSE: All such determinations shall be made in accordance with RFP Section 2.3.

52. Specifically how will the DTI determine which Offeror(s) may or may not be invited to participate in "negotiations"? Will that determination be based upon the total score from "Scoring and Criteria"?

RESPONSE: All such determinations shall be made in accordance with RFP Section 2.3.

53. Will the DOC allow for a short round of follow-up questions if answers in the first round require any further clarification?

RESPONSE: The current Schedule of Events does not include a second date for the submission of written questions.