

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. Contract Number DCTO-2008-R-0217	Page of Pages 1 13	
2. Amendment/Modification Number M0001	3. Effective Date 7/21/2008	4. Requisition/Purchase Request No.	5. Solicitation Caption Inmate Telephone System		
6. Issued By: Office of Contracting and Procurement Information Technology Unit 441 4th Street, NW, Suite 930S Washington, DC 20001		Code	7. Administered By (If other than line 6)		
8. Name and Address of Contractor (No. Street, city, country, state and ZIP Code)			(X)	9A. Amendment of Solicitation No. DCTO-2008-R-0217	
				9B. Dated (See Item 11) 6/25/2008	
				10A. Modification of Contract/Order No.	
				10B. Dated (See Item 13)	
Code	Facility				
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS					
<input type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input checked="" type="checkbox"/> is extended. <input type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or fax which includes a reference to the solicitation and amendment number. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by letter or fax, provided each letter or telegram makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.					
12. Accounting and Appropriation Data (If Required)					
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14					
A. This change order is issued pursuant to: (Specify Authority) The changes set forth in Item 14 are made in the contract/order no. in item 10A.					
B. The above numbered contract/order is modified to reflect the administrative changes (such as changes in paying office, appropriation date, etc.) set forth in item 14, pursuant to the authority of 27 DCMR, Chapter 36, Section 3601.2.					
C. This supplemental agreement is entered into pursuant to authority of:					
x D. Other (Specify type of modification and authority)					
E. IMPORTANT: Contractor <input type="checkbox"/> is not, <input checked="" type="checkbox"/> is required to sign this document and return _____ copies to the issuing office.					
14. Description of amendment/modification (Organized by UCF Section headings, including solicitation/contract subject matter where feasible.) Modification M0001 has the following in the attachment: Attachment 1 - Questions and Answers Attachment 2 - Summary of Telephone Calls Sample RFP has been extended to August 14, 2008 at 2:00 PM All other Terms and Conditions remain the same.					
Except as provided herein, all terms and conditions of the document referenced in Item (9A or 10A) remain unchanged and in full force and effect					
15A. Name and Title of Signer (Type or print) Annie R. Watkins, Contracting Officer			16A. Name of Contracting Officer Annie Watkins		
15B. Name of Contractor		15C. Date Signed	16B. District of Columbia		16C. Date Signed 7/21/2008
(Signature of person authorized to sign)			(Signature of Contracting Officer)		

1. Please provide at a minimum of the 6 most recent months of current inmate telephone usage records, including call type (Collect, Debit, Prepaid) and destination (Local, Intralata, Interlata, Interstate, International) by facility. This information is critical for all inmate telephone vendors and represents an unfair advantage for your current vendor (who already has this information) should you not be willing to provide it to all vendors.

Answer: See the attached tables.

2. Please provide the current call rates for all call types (Collect, Debit, Prepaid) and destinations (Local, Intralata, Interlata, Interstate, International).

Answer: See the attached tables.

3. What is the current commission rate being paid to District of Columbia by the current inmate phone provider? What was the total dollar amount of commission paid to District of Columbia by the current inmate telephone vendor in the most recent fiscal year?

Answer: Zero. (0% and \$0.00).

4. Please provide the complete street address for each site that has inmate phone service and the current number of inmate telephone stations for each address (Central Detention Facility, Correctional Treatment Facility, Contract Halfway Houses, others?) to be served by the successful vendor. Also, please provide the address of any additional locations where a vendor inmate telephone workstation is to be provided outside of the facilities listed above. Will there be available times for vendor inspections of all facilities to insure equipment room space, power availability, conduit, etc.?

Answer: Inmate telephones will only be required at the Central Detention Facility:

Central Detention Facility
1901 D Street SE
Washington, DC 20003

There are currently 200 inmate telephone stations at the CDF.

Vendor inspections?? DOC can assist in scheduling a vendor visit but it is for OCP to respond.

5. Item C.3.1.11 requires each inmate telephone to be “line powered” however item C.3.1.12.A requires that each telephone be “video capable”. If the phone itself works on “line” power but the video capability of the unit requires additional power beyond that provided by the standard phone wire will that still meet this specification? Is A/C power available at all inmate phone locations?

Answer: Yes, separate power for video is acceptable. Power is available in the area and would have to be extended.

6. Item C.3.1.13.26.f requires the inmate telephone system to interface with “word spotting” software from Value Added Communications. What equipment has Value Added Communications determined will be necessary from the successful vendor for this interface to take place? Is Value Added Communications simply providing software to be run on vendor provided computers, or will Value Added Communications be providing software and hardware to be integrated into the vendors platform? What are the parameters of the Value Added Communications software? Would the inclusion of vendor provided “word spotting or word search” functionality shown to be of equal or better functionality than the Value Added Communications software be sufficient to meet this requirement?”

Answer: The Value Added Communications software would have to be purchased and installed. Vendor provided software with equal or greater functionality would be sufficient.

7. Item C.3.1.13.27 requires the system to handle 10 different languages at one time. What languages are required at installation?

Answer: The following languages are required:

English
Spanish
Vietnamese
Russian
Portuguese
Korean
Japanese
French
Arabic
Amharic

8. Please provide the name of the current inmate telephone system vendor along with the name and model number of the vendors equipment being used by the District of Columbia facilities today.

Answer: Inmate Telephone, Inc. is the current vendor.

9. Is there currently video visitation equipment in place at the facilities that will be removed when this system is installed?

Answer: No. Only prototype equipment is currently installed.

10. It is our understanding that this RFP was released as a result of a similar procurement last year being cancelled. What were the reasons for the cancellation of last years RFP?

Answer: DC DOC desired to add additional requirements.

11. In order to provide our best possible offer, it is important to have historical call volume information for all call types. Please provide as much data as possible from the following chart:

Call Category	# of Calls Per Month	# of Minutes Per Month	Total Revenue Per Month
LOCAL – Collect			
INTRALATA – Collect			
INTERLATA – Collect			
INTERSTATE – Collect			
LOCAL – Debit			
INTRALATA – Debit			
INTERLATA – Debit			
INTERSTATE - Debit			
International - Debit			
LOCAL – PrePaid Collect			
INTRALATA – PrePaid Collect			
INTERLATA – PrePaid Collect			
INTERSTATE – PrePaid Collect			

Answer: See the attached tables.

12. In addition, it is very helpful to have the rates currently being charged to called parties under the current contract. Please provide the following information regarding collect call rates.

Call Category	Surcharge or Connect Fee	First Minute	Add'l Minute	Pay Phone Surcharge	Current Commission %
Local					
Intra LATA					
Inter LATA					
InterState					

Answer: See the attached tables.

13. Please provide the following information regarding debit or debit account calling rates. (Note debit accounts are inmate owned accounts)

Call Category	Surcharge or Connect Fee	First Minute	Add'l Minute	Pay Phone Surcharge	Current Commission %
Local					
Intra LATA					
Inter LATA					
InterState					

Answer: See the attached tables.

14. Please provide the following information regarding prepaid collect or advance pay account calling rates. (Note prepaid accounts are owned by the called party)

Call Category	Surcharge or Connect Fee	First Minute	Add'l Minute	Pay Phone Surcharge	Current Commission %
Local					
Intra LATA					
Inter LATA					
InterState					

Answer: See the attached tables.

15. Please provide a copy of the current inmate phone service agreement(s).

Answer:

16. Unlike the previous RFPs issued for this service, it appears that Washington DC requires each inmate telephone to offer not only traditional inmate calling services, but it must double as a video visitation unit. Please confirm that this is correct.

Answer: Correct.

17. Please confirm the number of visitation phone units required for the public to use (i.e. visitor side of the conversation) and where these visitor side video phones will be located.

Answer: Proposal are welcomed.

18. Do video visitation sessions need to be recorded?

Answer: Yes.

19. Is power available at each visitor phone location? What is the approximate cable distance from each visitor phone location to the phone equipment room?

Answer: Power can be accessed in the facility.

20. What will JACCS charge to establish an interface with the selected inmate telephone provider's equipment?

Answer: No charge to database interface.

21. The RFP specifies the use of VAC's Word Spotting technology. Does this mean that only VAC equipment is acceptable? If so, is this intended to be a single source procurement rather than an RFP?

Answer: See answer to question 6.

22. Do inmates have the ability to place commissary orders via inmate telephone today?

Answer: The current system has that capability but it is not currently enabled.

23. Does DC have VAC equipment today and does it provide Word Spotting technology?

Answer: No.

24. With the addition of the video visitation component, this project represents a significant capital investment for any vendor. A one year contract is not sufficient to depreciate that investment. Will DC consider a longer base term of at least 3 years or (preferably) 5 years?

Answer: For OCP to decide and respond

25. The usage for the 140 inmate telephones is critical to determining the proper configuration of the system, please provide the minutes and messages by call type (e.g. local, intraLATA, intra-state and interstate) for both collect and debit calling for the last year.

Answer: See the attached tables.

26. Please provide the current calling rates for inmate calling for all call types for collect and debit calling.

Answer: See the attached tables.

27. Does the current JACCS system have an open interface for the exchange of information to an inmate telephone system? If it does please provide the interface documentation. If there is no open interface, please describe how an inmate telephone service provider will interface with the JACCS system.

Answer: Database table access will be provided.

28. Are there any public coin operated payphones included in this contract? If so how many and where are they located?

Answer: No.

29. The Inmate Telephone System provider is required to provide some free calls without compensation, so it is important to understand the volume of these calls to evaluate the impact on costs. How many free local calls are provided annually to attorneys and bail bondsmen?

Answer: No data available at this time.

30. What is the limit on the duration allowed for each call?

Answer: 15 minutes.

31. What is the length and structure (numeric, alpha, and alpha-numeric) of the current PIN used by the inmates to make calls?

Answer: Numeric, 7 digits.

32. Is there an open interface with your provider for an interface for the data exchange for the sick call scheduling required by the RFP?

Answer: Sick call scheduling does not require data exchange. Voice mail message system will satisfy requirement.

33. The RFP states that the ADP for the DOC is 2600, other sources put this number closer to 2200, please confirm the current ADP.

Answer: The Average Daily Population changes. Current and historical data can be found at <http://doc.dc.gov>

34. How many workstations will be required for DOC use?

Answer: Four

35. How many TTY phones are required?

Answer: Six

36. How many portable cart type phones are required?

Answer: Eight

37. How long are recordings of calls required to be stored on-line?

Answer: Two years minimum, five years preferred.

38. What are the hours of operation for the new system; during what hours will inmates be permitted to make calls?

Answer: The new system should be available 24 hours per day. The hours that inmates are permitted to make calls are generally 8am – 10pm but may change circumstantially depending on inmate operations.

39. Generally, Inmate Telephone Services are provided on a concession based contract, however, this document could be interpreted as if the DOC is purchasing the system; please clarify if it is your intent to purchase the system or to have a company which operates it on a concession basis.

Answer: Operation on concession.

40. DC Law 13-280 requires that the DOC use a vendor that has the lowest cost for inmate/s families and friends, how will these costs be evaluated?

Answer: The costs will be evaluated as outlined in section xxxx of the RFP and in compliance with DC Law 13-280.

41. With only a 20% weighting on price (the only category where price to the end user can be evaluated) the RFP may not be in compliance with D.C. Law 13-280, would the DOC consider changing price to a higher percentage of the evaluation in order to ensure there is no conflict with D.C. Law 13-280?

Answer: DC DOC is in compliance with D.C. Law 13-280.

42. Who is the current commissary provider for the DOC?

Answer: DC DOC provides inmate commissary through our general supplies contractor, EG&G.

43. Please provide the number of inmates that will be using the sick call system concurrently.

Answer: 10

44. Is the installation of new equipment required for all providers including the incumbent?

Answer: No

45. The RFP requires the use of VAC wordspotting software, [our company] has a wordspotting application that is already integrated into our system, but it is not provided by VAC, can alternative word spotting solutions be provided?

Answer: Yes

46. Please confirm that you want 1 original and 7 copies of the RFP.

Answer: FOR OCP to respond

47. In reference to C.3.1.12.2 “The PIN numbers shall be automatically generated when a new inmate is booked into the Jail and Community Corrections System (JACCS) and transfer the PIN number to the Inmate Telephone System without any intervention”.

- a. What type of interface is required, is it an open interface or a file transfer interface such as an FTP?

Answer: A separate Telephone Id can be generated outside of JACCS.

- b. Will DOC provide all the file interface specifications to the selected contractor?

Answer: N/A

- c. Will the Jail Management System vendor work with the selected vendor to deploy and test the system? And if so, will there be a cost of the test and deployment and how much is the cost and who will pay it?

Answer: N/A

48. Does the sick call system require analog or digital voice path connectivity from the Inmate Calling System to the sick call system?

Answer: Optional

QUESTIONS AND ANSWERS
ATTACHMENT 1

Q: How much do phone calls cost?

A: The phone call rates, effective 1/4/2007, are shown in the table below:

	Pre-paid Collect Calls¹	Debit Calls¹
Local	\$1.23 for up to 15 minutes	\$1.13 for up to 15 minutes
IntraLATA	\$1.23 surcharge + \$0.14 per minute	\$1.16 surcharge + \$0.14 per minute
InterLATA	\$2.10 surcharge + \$0.39 per minute	\$1.86 surcharge + \$0.39 per minute
Out-of-State	\$2.45 surcharge + \$0.48 per minute	\$2.10 surcharge + \$0.48 per minute
Out of Country	\$3.15 surcharge + \$0.48 per minute	\$3.15 surcharge + \$0.48 per minute
International²	(not permitted)	\$4.50 surcharge + \$0.67 per minute (minimum) \$8.00 surcharge + \$3.95 per minute (maximum)

Notes: 1. The costs above do not include 10% State tax (all calls) plus
9% Federal Universal Service Fee (Out-of-State, Out-of-Country, and
International calls only)

2. The cost for an International Debit call depends on the country being called

Q: What is the total cost of a 15 minute call, including tax?

A: Based on the phone call costs above, the approximate cost of a 15 minute call, including tax and fees, is shown below for each type of call:

	Pre-paid Collect Calls	Debit Calls
Local	\$1.34	\$1.24
IntraLATA	\$3.63	\$3.59
InterLATA	\$8.67	\$8.40
Out-of-State	\$10.52	\$10.14
Out of Country	\$11.28	\$11.28
International	(not permitted)	\$15.86 (minimum) \$73.31 (maximum)



**Inmate Telephone Management System
Summary of Telephone Calls - Call Costs
1/1/2008 to 6/30/2008**

7/10/2008

1:24:21 pm

		Jan	Feb	Mar	Apr	May	Jun	Total
LOCAL	COLLECT	\$45,824.40	\$45,824.40	\$48,170.70	\$43,036.70	\$44,205.75	\$46,481.85	\$273,543.80
	DEBIT	\$56,263.83	\$59,234.33	\$65,356.68	\$57,955.07	\$53,037.28	\$56,120.34	\$347,967.53
	Total	\$102,088.23	\$105,058.73	\$113,527.38	\$100,991.77	\$97,243.03	\$102,602.19	\$621,511.33
INTERLATA	COLLECT	\$1,109.39	\$1,244.75	\$1,605.23	\$1,280.06	\$1,253.24	\$1,119.14	\$7,611.81
	DEBIT	\$2,104.89	\$1,591.86	\$2,205.28	\$1,751.79	\$1,605.29	\$1,301.95	\$10,561.06
	Total	\$3,214.28	\$2,836.61	\$3,810.51	\$3,031.85	\$2,858.53	\$2,421.09	\$18,172.87
OUT OF STATE	COLLECT	\$8,684.94	\$5,107.97	\$5,944.54	\$4,324.07	\$3,654.81	\$4,561.23	\$32,277.56
	DEBIT	\$4,962.27	\$5,543.73	\$5,306.93	\$3,780.31	\$4,291.31	\$5,428.10	\$29,312.65
	Total	\$13,647.21	\$10,651.70	\$11,251.47	\$8,104.38	\$7,946.12	\$9,989.33	\$61,590.21
OUT OF COUNTRY	DEBIT	\$401.33	\$279.53	\$215.75	\$427.80	\$407.69	\$117.58	\$1,849.68
	Total	\$401.33	\$279.53	\$215.75	\$427.80	\$407.69	\$117.58	\$1,849.68
INTERNATIONAL	DEBIT	\$0.00	\$93.67	\$0.00	\$17.65	\$0.00	\$1,683.78	\$1,795.10
	Total	\$0.00	\$93.67	\$0.00	\$17.65	\$0.00	\$1,683.78	\$1,795.10
Total		\$119,351.05	\$118,920.24	\$128,805.11	\$112,573.45	\$108,455.37	\$116,813.97	\$704,919.19

*Out of Country = Canada, Mexico, and Caribbean Islands

The Inmate Telephone Management system (ITM) is the sole source of all data used for this report. Records listed reflect information in ITM as of the date and time the report is run.



**Inmate Telephone Management System
Summary of Telephone Calls - Call Counts
1/1/2008 to 6/30/2008**

7/10/2008

1:18:06 pm

		Jan	Feb	Mar	Apr	May	Jun	Total
LOCAL	COLLECT	33,944	33,944	35,682	31,860	32,745	34,431	202,606
	DEBIT	45,374	47,769	52,707	46,704	42,772	45,258	280,584
	Total	79,318	81,713	88,389	78,564	75,517	79,689	483,190
INTERLATA	COLLECT	358	419	509	396	395	347	2,424
	DEBIT	680	527	722	572	532	444	3,477
	Total	1,038	946	1,231	968	927	791	5,901
OUT OF STATE	COLLECT	927	533	634	469	437	537	3,537
	DEBIT	569	635	677	474	542	717	3,614
	Total	1,496	1,168	1,311	943	979	1,254	7,151
OUT OF COUNTRY	DEBIT	47	31	23	46	38	16	201
	Total	47	31	23	46	38	16	201
INTERNATIONAL	DEBIT	0	6	0	1	0	141	148
	Total	0	6	0	1	0	141	148
Total		81,899	83,864	90,954	80,522	77,461	81,891	496,591

*Out of Country = Canada, Mexico, and Caribbean Islands

The Inmate Telephone Management system (ITM) is the sole source of all data used for this report. Records listed reflect information in ITM as of the date and time the report is run.



**Inmate Telephone Management System
Summary of Telephone Calls - Call Durations in Minutes
1/1/2008 to 6/30/2008**

7/10/2008

1:14:46 pm

		Jan	Feb	Mar	Apr	May	Jun	Total
LOCAL	COLLECT	426,241	430,909	450,186	404,468	410,740	435,661	2,558,205
	DEBIT	568,118	596,345	652,967	581,868	530,711	561,974	3,491,983
	Total	994,359	1,027,254	1,103,153	986,336	941,451	997,635	6,050,188
INTERLATA	COLLECT	4,061	4,404	5,955	4,837	4,671	4,222	28,150
	DEBIT	8,024	5,963	8,327	6,628	6,009	4,771	39,722
	Total	12,085	10,367	14,282	11,465	10,680	8,993	67,872
OUT OF STATE	COLLECT	10,311	6,132	7,066	5,031	4,045	5,091	37,676
	DEBIT	6,105	6,830	6,236	4,419	4,999	6,186	34,775
	Total	16,416	12,962	13,302	9,450	9,044	11,277	72,451
OUT OF COUNTRY	DEBIT	387	281	223	433	451	97	1,872
	Total	387	281	223	433	451	97	1,872
INTERNATIONAL	DEBIT	0	76	0	15	0	876	967
	Total	0	76	0	15	0	876	967
Total		1,023,247	1,050,940	1,130,960	1,007,699	961,626	1,018,878	6,193,350

*Out of Country = Canada, Mexico, and Caribbean Islands

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QUESTIONS AND ANSWERS

Q: How much do phone calls cost?

A: The phone call rates, effective 1/4/2007, are shown in the table below:

	Pre-paid Collect Calls¹	Debit Calls¹
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International²	(not permitted)	\$4.50 surcharge + \$0.67 per minute (minimum) \$8.00 surcharge + \$3.95 per minute (maximum)

- Notes: 1. The costs above do not include 10% State tax (all calls) plus
9% Federal Universal Service Fee (Out-of-State, Out-of-Country, and
International calls only)
2. The cost for an International Debit call depends on the country being called

Q: What is the total cost of a 15 minute call, including tax?

A: Based on the phone call costs above, the approximate cost of a 15 minute call, including tax and fees, is shown below for each type of call:

	Pre-paid Collect Calls	Debit Calls
Local	\$1.34	\$1.24
IntraLATA	\$3.63	\$3.59
InterLATA	\$8.67	\$8.40
Out-of-State	\$10.52	\$10.14
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