



**ADDENDUM #1**

**November 14, 2022**

**TO: ALL POTENTIAL SUBMITTERS**

**FROM: RON VENTURELLA, BUNCOMBE COUNTY PROCUREMENT MANAGER**

**SUBJECT: ADDENDUM #1 FOR DETENTION CENTER PHONE SERVICE**

The following changes, revisions, additions, and/or clarifications to the plans and/or specifications are hereby made a part of the original documents.

**Addendum # 1**

The following are changes to the RFP Schedule and the Scope Work.

**1) The period for questions has been extended to Monday, November 21, 2022, 5:00pm.**

Section 2.3 RFP Schedule, shall now read:

**2.3 RFP SCHEDULE**

The table below shows the *intended* schedule for this RFP. The County will make every effort to adhere to this schedule.

Event	Responsibility	Date and Time
Issue RFP	County	11/07/2022
Submit Written Questions	Vendor	11/21/2022 5:00pm
Provide Response to Questions	County	11/28/2022
Submit Proposals	Vendor	12/06/2022 2:00pm
Contract Award	County	01/02/2023
Contract Effective Date	County	01/09/2023

**2) The scope of work shall now include video visitation services.**

Section 5.0 Scope of Work, shall now read:

**5.0 SCOPE OF WORK**

Buncombe County is seeking a Vendor to provide a debit/prepaid/card-less debit Inmate Telephone System for the Buncombe County Detention Facility. The purpose of this RFP is to ensure the installation of a turnkey, fully operational, secure, reliable, and comprehensive inmate telephone system designed to improve the management and control of inmate telephone usage. The objective is to ensure that inmate

telephone usage is appropriately restricted and monitored; telephone harassment of victims and witnesses is prevented; staff time required to administer the system is kept to a minimum, information is maximized; and call rates are provided at a reasonable cost to the inmates and their families/friends. This service must conform to FCC guidance for telephone service for confinement facilities.

The Sheriff's Office is requesting to provide free phone service for indigent detainees as well as booking and intake areas. A percentage of the profit shall be donated to the Sheriff's Community Fund.

In addition to providing detainees telephone services the Buncombe County Detention Facility is also seeking a vendor who can provide video visitation and other associated services. The purpose of this RFP is to ensure the installation of a turnkey, fully operational, secure, reliable, and comprehensive video visitation system designed to improve the management and control of the services provided.

The visitation services must include all infrastructure, new equipment, current software, training, support and maintenance necessary to provide adequate services that meets the demands of our facility. The system must include a means to monitor and record visits, investigative functions, system administration and allow staff to operate the system or software.

The objective is to ensure that the video visitation be appropriately restricted and monitored, staff time to administer the system is kept to a minimum, and rates are at a reasonable cost for our detainees and their families/friends.

**END OF ADDENDUM #1**  
**RFP DETENTION CENTER PHONE SERVICE**