



ADDENDUM #1

June 15, 2021

TO: ALL POTENTIAL BIDDERS

FROM: RON VENTURELLA, BUNCOMBE COUNTY PROCUREMENT MANAGER

SUBJECT: ADDENDUM #1 FOR RFP INMATE MAIL DELIVERY 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 questions were asked by potential bidders (listed in no particular order):

Question: Would it be acceptable to the County for the inmate mail to be delivered electronically to the incarcerated individuals on inmate tablets?

Answer: We do not have tablets and are under contract prevent anyone from providing tablets outside of our current contract.

Question: Would it acceptable to the County for there to be electronic messaging between the incarcerated individuals and friends and family on the inmate tablets?

Answer: No, due to current contract obligations.

Question: Would it be acceptable to the County for incarcerated individuals to have access to limited media content on the inmate tablets?

Answer: No tablets currently in service at our facility.

Question: How much inmate mail is received by the facility per week on average?

Answer: The mail clerk is currently searching and sorting 50-200 articles of mail on a daily basis. Mondays and before holidays the volume increases.

Question: Would we have a non-compete clause in the contract with any existing vendor which would prevent us from offering an electronic letter creation system online?

Answer: Yes, current contract obligation does not allow implementation of tablets in the facility.

Question: How many kiosks are available at your facility for inmates to access mail?

Answer: We cannot process the mail on our current kiosk, due to equal access to our detainees.

Question: Would your facility prefer delivering mail to the inmates in printed format or electronically via the kiosks?

Answer: Printed format.

Question: Does your facility have access to any inmate mail management software with investigative features that is provided by any existing vendor under contract?

Answer: No

Question: Vendor has noted the restriction on additional terms, but all software and service will have product-specific use terms. Is the restriction intended for terms that conflict with the County terms rather than non-conflicting, product-specific terms? Since part of our Services is our online Facility DashBoard that is provided as "Software as a Service," how can we submit or provide the terms of use in the RFP response?

Answer: Once the County has determined which vendor it wishes to award, a review of product use terms and conditions will be part of the negotiation process.

Question: Would the County consider a three (3) year term vs the stated two (2) year term? This assists us in supplying the County the best possible pricing.

Answer: a vendor may submit alternative proposals. All options will be reviewed and consider the option that best service the County.

Question: Is there a minimum number of days that the County is wanting "Physical Mail" that is sent in via the US Postal Service be retained?

Answer: 45 days.

Question: What is the county's timeframe after the award/contract is signed to implement (go live)?

Answer: We do not have a current timeline for implementation.

Question: Since our Company provides Software as a Service, are all Insurance Requirements listed in the RFP Required? Example: Automobile, Workers Compensation Coverage?

Answer: The insurance requirements in the RFP are what is required from most suppliers. The County does have the ability to review the service being provided and modify as needed.

Question: Will the County please share the Detention Center's Average Daily Population?

Answer: ADP of 400

Question: The vendor would like to submit a product video as part of our proposal. May we do so via a hyperlink embedded in the proposal or as an attachment in the email? This would still keep us under your MB limit for email submission.

Answer: Yes, we recommend providing the video by both options, to be sure we have access.

END OF ADDENDUM #1

RFP IMATE MAIL DELIVERY SERVICE