



**ADDENDUM**

**November 10, 2020**

**TO: ALL POTENTIAL BIDDERS**

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

**SUBJECT: ADDENDUM FOR RFP 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**

The following questions were asked by potential bidders (listed in no particular order):

Q. Can the County provide a delivery address for vendors who choose to ship sealed proposals?

A. If a participant wishes to submit a hard copy proposal it must be in a sealed envelope identified "Proposal Enclosed Detention Center Phone Service RFP", and contain one hard copy along with an electronic PDF copy on a thumb drive. Delivered to:

Ron Venturella, Procurement Manager  
200 College Street  
Asheville, NC 28801

It is the bidder's responsibility to ensure the proposal is received prior to the proposal acceptance time. Late proposals will not be accepted.

Q. In light of Covid-19 and various states' stay at home orders, would Buncombe County agree to accept an electronic signature for this proposal response in lieu of an ink signature, from an Executive Vice President who is authorized to bind the company?

A. The County will accept electronic signatures with submittals of this RFP.

Q. I just wanted to confirm that there will be no pre-bid meeting for this solicitation?

A. No pre-bid meeting is planned.

Q. Will Buncombe County please specify how many telephones are in each pod?

A. Six phones on each unit. 3 in each annex dorm

Q. What is the evaluation criteria for both the RFP and pricing? Are points being given as part of the evaluation criteria, and if so, how are those points allocated?

A. current score sheet will reflect the following (we reserve the right and obligation to modify the scoring system prior to the beginning of the review period);

COMPLETENESS OF PROPOSAL- address all requirements (2points) and bidder demonstrated understanding of the project (1 point)

CONTENT-bidder presented a comprehensive work plan as outlined in the RFP (1point)

Bidder proposed a feasible approach

EXPERIENCE-qualification providing service to detention facilities (1 point)

Bidder experience installing turnkey fully operational systems (1 Point)

SYSTEM features- cost to users (2 point) security features (2 points) staff time to administer system (2 points)

TECHNICAL requirements- network security (2 points) system integration (1 point)

Q. Will the county provide the number of phones listed per housing unit?

A. The county will not provide any new hardware. It will be the responsibility of the vendor.

Q. What are the current rates being charged for inmate phone calls? For example, can the County require all vendors to include all fees associated with their service? Including, but not limited to:

Transaction fees

First minute fees for phone and video (if they differ from every additional fee)

Connection fees

A. Yes. The current phone call rate is \$.20 per minute.

Q. Who is the current commissary provider?

A. Kimbles

Q. Will any supplemental services proposed by vendors/respondents be included as part of the overall evaluation of the RFP responses?

A. No

Q. Is the County interested in other services such as video visitation, law library, forms and documents, mail scanning, etc.?

A. not as a part of this RFP.

Q. What was the County's pre-COVID 19 ADP? What has the County's ADP been during the COVID 19 Pandemic (for the past six months)?

A. Pre- COVID 19, ADP April 2019 till October 2019 were 503 inmates. During COVID 19, ADP April 2020 till October 2020 were 352inmates.

Q. How many booking phones are required?

A. Eight total booking (3 North, 5 Central) however, there is a phone in the intake /receiving area.

Q. Should the booking phones be operational 24 hours a day?

A. Yes, but they must have the ability to be individually turned off.

Q. Are there any free calls required by the jail?

A. Yes, the first initial call in the intake area is free. I would like to see an option if all booking calls were free or a given amount of minutes are free per specific identifier for each inmate.

Q. What are the hours of access inmates have to the phone system?

A. 24 hours in booking. Housing has access to the phones from 08:00am until 11:00pm

Q. Please provide a pod breakdown (e.g., A-Pod – 10 beds).

A. **13 Housing Units and Two Booking Areas**

**North Tower**

6 East- 46 beds. 6 West-46 beds.

5 East-46 beds. 5 West-46 beds

4 West-46 beds. 4 East-46 beds.

3 SO-13 beds.

North Booking-10 singles cells and three group holding cells.

**Central Tower**

1 CW-56 beds. C Dorm-40 beds. D Dorm-40 beds

2CW- 56 beds.

3CW-56 beds.

**Annex**

A dorm- 40 beds. B Dorm-40 beds.

Q. Who is the jail management system provider?

A. Central Square- Superion One Solution.

Q. When does the County plan to award the contract?

A. by March 1

Q. What term agreement is the County looking for?

A. 2 Years with a 1 yr optional renewal

Q. Please provide current commission/revenue reports.

**September 2020 Commission Statement**

**Buncombe County, NC Detention Center**

**Commission**

Pre-Paid Vended Calling Card Revenue	\$	-
Pre-Paid Vended Calling Card Commission	\$	-
Direct Pay Revenue	\$	3,590.39
Direct Pay Commission	\$	2,190.14
PIN Debit Revenue	\$	9,044.15
PIN Debit Commission	\$	5,516.93
<b>Total Commission</b>	<b>\$</b>	<b>7,707.07</b>

Q. Please provide several recent commission reports for the Facility, showing calls, minutes and revenue (or at minimum calls and minutes). This data is necessary to estimate costs and potential revenues. The current vendor has access to this information, so distributing the information to other vendors in a timely fashion will ensure a level playing field for all bidders.

A.

Results					
Buncombe County NC Sheriffs Office - 10/01/2020 - 10/31/2020					
Region	Call Count	Min	Charge	Tax	Total Cost
<b>PIN Debit</b>					
Local	7021	41049	\$8,209.80	\$667.18	\$8,876.98
Intralata IntraState	152	993	\$198.60	\$16.15	\$214.75
Interlata IntraState	1347	8724	\$1,744.80	\$141.57	\$1,886.37
Interlata InterState	2036	12670	\$2,534.00	\$205.55	\$2,739.55
<b>Call Type Totals</b>	<b>10556</b>	<b>63436</b>	<b>\$12,687.20</b>	<b>\$1,030.45</b>	<b>\$13,717.65</b>
<b>Prepaid Collect/Direct Pay</b>					
Local	3496	24194	\$4,838.80	\$391.19	\$5,229.99
Intralata IntraState	39	224	\$44.80	\$3.65	\$48.45
Interlata IntraState	415	3089	\$617.80	\$49.90	\$667.70
Interlata InterState	470	3336	\$667.20	\$238.92	\$906.12
<b>Call Type Totals</b>	<b>4420</b>	<b>30843</b>	<b>\$6,168.60</b>	<b>\$683.66</b>	<b>\$6,852.26</b>
<b>Facility Totals</b>	<b>14976</b>	<b>94279</b>	<b>\$18,855.80</b>	<b>\$1,714.11</b>	<b>\$20,569.91</b>
<b>Call Count</b>	<b>Min</b>	<b>Charge</b>	<b>Tax</b>	<b>Total Cost</b>	
14976	94279	\$18,855.80	\$1,714.11	\$20,569.91	

Q. In order to help us evaluate call volumes and recognize additional revenue potential, it is very helpful to have the rates currently being charged to called parties under the current contract. Please provide the following information:

<b>Call Category</b>	<b>Rate for First Minute</b>	<b>Rate for Each Additional Minute</b>
<b>LOCAL – Collect</b>	<b>\$0.20</b>	<b>\$0.20</b>
<b>INTRALATA – Collect</b>	<b>\$0.20</b>	<b>\$0.20</b>
<b>INTERLATA – Collect</b>	<b>\$0.20</b>	<b>\$0.20</b>
<b>INTERSTATE – Collect</b>	<b>\$0.20</b>	<b>\$0.20</b>
<b>LOCAL – Debit</b>	<b>\$0.20</b>	<b>\$0.20</b>
<b>INTRALATA – Debit</b>	<b>\$0.20</b>	<b>\$0.20</b>
<b>INTERLATA – Debit</b>	<b>\$0.20</b>	<b>\$0.20</b>
<b>INTERSTATE - Debit</b>	<b>\$0.20</b>	<b>\$0.20</b>
<b>International - Debit</b>	<b>By Calling Card only. Rates vary by country and region.</b>	<b>By Calling Card only. Rates vary by country and region.</b>
<b>LOCAL – PrePaid Collect</b>	<b>\$0.20</b>	<b>\$0.20</b>
<b>INTRALATA – PrePaid Collect</b>	<b>\$0.20</b>	<b>\$0.20</b>
<b>INTERLATA – PrePaid Collect</b>	<b>\$0.20</b>	<b>\$0.20</b>
<b>INTERSTATE – PrePaid Collect</b>	<b>\$0.20</b>	<b>\$0.20</b>

Q. Does the current vendor offer any alternate calling types, such as Advance Pay, PayNow or Text-to-Connect? If so, what are the rates and fees charged for these calls?

A. yes. \$0.20

Q. Please outline the fees that are being charged by the current vendor:

- a. Bill Statement Fee
- b. PrePaid Account Funding Fee via Web
- c. PrePaid Account Funding Fee via IVR
- d. PrePaid Account Funding Fee via Live Operator
- e. Fees for Instant Pay Calls

A. Previously answered.

Q. Please provide a copy of all current contracts and amendments pertaining to all services under this RFP.

A. See attached

Q. Please provide the commission percentage currently received on inmate telephone revenue.

A. Sixty-one percent(61%) of talk time used: this includes direct pay and all prepaid revenue streams which include: prepaid talk time sold over the phone from the customer service center, prepaid talk time sold through the web site, prepaid PIN debit from the KIOSK, prepaid calling cards sold form jail commissary, KIOSK, and inmate voicemail.

Q. Do commissions from this contract go to the Inmate Welfare Fund, the Sheriff's Office discretionary fund, or the County general fund?

A. Funds go to the Inmate Welfare Fund.

Q. Will the County allow for a proposal to present multiple pricing options for the County's consideration?

A. Yes

Q. Please provide a breakdown by housing unit of the inmate capacity and the number of phones each.

A. **13 Housing Units and Two Booking Areas**

**North Tower Phones**

6<sup>th</sup> floor 12 Phones

5<sup>th</sup> floor 12 Phones

4<sup>th</sup> floor 10 Phones

3<sup>rd</sup> floor 1 Phone

2<sup>nd</sup> floor 4 Phones

**Central Tower Phones**

1<sup>st</sup> floor 18 Phones

2<sup>nd</sup> floor 11 Phones

3<sup>rd</sup> floor 6 Phones

**Annex**

6 Phones

**80 Total Detainee Phones**

Q. Please provide a breakdown of the inmate population, in percentages or actual numbers, by local, DOC, or other agency.

Confinement Reason	ADP YTD	ADP Last YTD	YOY Change ADP YTD
Buncombe County Detention Facility	10.3	20.4	-50%
Federal Contract	73.1	85.3	-14%
Fugitive Warrant	2.0	3.4	-43%
Inebriate	1.0	1.1	-8%
Local/State/Pretrial	276.0	367.1	-25%
Local/State/Sentenced	23.2	25.9	-11%
Non Support	3.3	7.7	-57%
Non-Inebriate		1.0	-100%
Other Contract	1.2	3.6	-66%
Probation Felony Violation	1.0		
Probation Quick Dip	1.4	1.5	-6%
Security Transport Services	2.5	1.0	150%
State Misdemeanor Confinement Program	13.3	14.6	-9%
US Prisoner Transport		7.0	-100%
WRIT	2.8	6.4	-57%
<b>Grand Total</b>	<b>403.2</b>	<b>535.2</b>	<b>-25%</b>

Q. Please provide the average daily population for 2019?

A. 533

Q. We understand that many jails are housing reduced populations due to the Covid-19 crisis. What is your current ADP?

A. 403

Q. Jail Management Integration – Please provide the name and contact information for the current JMS vendor.

A. Central Square: **North Carolina** 5601 Barbados Blvd. Castle Hayne, NC 28429.  
4161 Piedmont Parkway, Suite 270 Greensboro, NC 27410.

Q. Does the current vendor provide debit calling? If so, how are debit accounts funded – e.g., through an inmate's trust account, lobby kiosk, phone / website payments, etc.? Please list all available methods.

A. Inmate trust account, Kiosk located in the facility lobby, Provider website.

Q. Are calling cards being used today? If so, how are they purchased and given to the inmate? What denominations are available?

A. No

Q. Please provide average monthly revenue data for any additional services offered under the current contract, such as voicemail, messaging, video visitation and tablets.

A. N/A

Q. Please provide the weighted values for the evaluation criteria listed on RFP p. 5 #3.2.

A. Previously answered.

Q. Please fill out the following table with quantities of equipment required and/or desired.

Equipment	Quantity	Required or Desired?
Standard inmate telephones	80	Required
Visitation phone stations (monitored/recorded)		
Video Visitation kiosks – Inmate		
Video Visitation kiosks – Visitor		
Pay (coin) phones		
TDD/TTY devices	1	Desired
Cart phones		
Hands-free inmate phones		
Portable cordless phones		
Enclosures		
Pedestals		
Workstations with printers		
Laptop computers		
Wireless inmate tablets		
Cell phone detection devices		
Other?		

Q. Some vendors provide alternate payment options, such as the ability to purchase a one-time phone call using a credit or debit card, without the necessity of setting up a prepaid account, and typically pay little to no commission on these calls. Will the County please confirm that vendors are required to pay the same commission amount for all calls, including premium, prepaid, debit and collect?

A. Yes

Q. What are the current Video Visitation rates?

A. Price Per minute \$0.20.



Q. Are any other communication services being offered through the Video Visitation kiosks? (e.g. Messages, Video Messages). If applicable, please also provide rates for those other kiosk-based services as well.

A. Price per Video Message \$0.50

Q. Please provide the monthly Revenue / Commission Statements (relative to Video Visitation usage) from the incumbent Video Visitation Provider, covering the most recent 3-Month period. The reports should provide a detailed summary of Video Visitation traffic, including any other kiosk-based communications services (e.g. Messages, Video Messages).

A. N/A

Q. Please provide the monthly Revenue / Commission Statements (relative to inmate telephone usage) from the incumbent Inmate Telephone Provider, covering the most recent 6-Month period. The reports should provide a detailed summary of call traffic, broken out by Call Type and Bill Type.

Buncombe County NC Sheriffs Office - 04/16/2020 - 10/07/2020					
Eastern Standard Time					
Region	Call Count	Minutes	Charge	Tax	Total Cost
PIN Debit					
Local	29973	184247	\$36,849.40	\$4,324.88	\$41,174.28
Intralata IntraState	2120	14259	\$2,851.80	\$339.21	\$3,191.01
Interlata IntraState	5759	37757	\$7,551.40	\$889.57	\$8,440.97
Interlata InterState	11097	72652	\$14,530.40	\$1,723.20	\$16,253.60
<b>Call Type Totals</b>	<b>48949</b>	<b>308915</b>	<b>\$61,783.00</b>	<b>\$7,276.86</b>	<b>\$69,059.86</b>
Prepaid Collect/Direct Pay					
Local	11874	76758	\$15,351.60	\$1,809.64	\$17,161.24
Intralata IntraState	1161	7881	\$1,576.20	\$190.87	\$1,767.07
Interlata IntraState	3008	21136	\$4,227.20	\$504.84	\$4,732.04
Interlata InterState	3387	23633	\$4,726.60	\$1,715.13	\$6,441.73
International	15	43	\$8.60	\$0.00	\$8.60
<b>Call Type Totals</b>	<b>19445</b>	<b>129451</b>	<b>\$25,890.20</b>	<b>\$4,220.48</b>	<b>\$30,110.68</b>
<b>Facility Totals</b>	<b>68394</b>	<b>438366</b>	<b>\$87,673.20</b>	<b>\$11,497.34</b>	<b>\$99,170.54</b>

Q. Will Buncombe County require that responding Inmate Telephone Providers be appropriately registered with the North Carolina Public Service Commission?"

<https://www.ncuc.net/Industries/sccomp.aspx>

A. Yes

Q. Please provide details relating the current Detention Center inmate phone service call and commission percentage rates by completing the table below:

PREPAID & INMATE DEBIT CALLING & COMMISSION RATES			
Call Type	Rate for First Minute	Rate for Each Additional Minute	Commission Percentage Rate

Local	\$0.20	\$0.20	61%
Interstate/IntraLATA	\$0.20	\$0.20	61%
Intrastate/InterLATA	\$0.20	\$0.20	61%
Interstate	\$0.20	\$0.20	61%
International Debit			%

COLLECT CALLING & COMMISSION RATES			
Call Type	Rate for First Minute	Rate for Each Additional Inmate	Commission Percentage Rate
Local	\$0.20	\$	%
Interstate/IntraLATA	\$0.20	\$	%
Intrastate/InterLATA	\$0.20	\$	%
Interstate	\$0.20	\$	%

Q. Please provide details relating to the quantity of current Detention Center Telephone Equipment/Hardware in use and what quantities are desired by completing the table below.

***NOTE:*** If any desired telephone equipment/hardware is NOT listed below enter in blank rows.

TELEPHONE EQUIPMENT/HARDWARE DETAILS		
Equipment Description	Current Quantity	Desired Quantity
Inmate Wall Phones	80	80
Portable Phones		
TDD/TTY Devices		1
Telephone PC Workstations		

Q. Please provide a “Monthly Commission” or similar monthly activity report that provides a breakdown of inmate call details for the past 6 months based upon each different tariff type (i.e. Local, Interstate, Intrastate, etc...). The information we are hoping to be included on these requested monthly reports are:

Buncombe County NC Sheriffs Office - 04/16/2020 - 10/07/2020					
Eastern Standard Time					
Region	Call Count	Minutes	Charge	Tax	Total Cost
<b>PIN Debit</b>					
Local	29973	184247	\$36,849.40	\$4,324.88	\$41,174.28
Intralata IntraState	2120	14259	\$2,851.80	\$339.21	\$3,191.01
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<b>Call Type Totals</b>	<b>48949</b>	<b>308915</b>	<b>\$61,783.00</b>	<b>\$7,276.86</b>	<b>\$69,059.86</b>
<b>Prepaid Collect/Direct Pay</b>					
Local	11874	76758	\$15,351.60	\$1,809.64	\$17,161.24
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Interlata InterState	3387	23633	\$4,726.60	\$1,715.13	\$6,441.73
International	15	43	\$8.60	\$0.00	\$8.60
<b>Call Type Totals</b>	<b>19445</b>	<b>129451</b>	<b>\$25,890.20</b>	<b>\$4,220.48</b>	<b>\$30,110.68</b>
<b>Facility Totals</b>	<b>68394</b>	<b>438366</b>	<b>\$87,673.20</b>	<b>\$11,497.34</b>	<b>\$99,170.54</b>

Q. May vendors submit multiple financial offers (i.e. offer #1 = current rates and higher commission; offer #2 = lower rates and lower commission)?

A. Yes

**END OF ADDENDUM**

**RFP DETENTION CENTER PHONE SERVICE**

**Attached:**

**Current Contract (2 pages)**



**Inmate Communication Service Agreement  
Addendum A**

WHEREAS, this addendum relates to the Inmate Communication Services Agreement originally entered into by Buncombe County, North Carolina (Customer) and Combined Public Communications (Company), dated March 19, 2015, with an Initial Term beginning in May of 2015 and ending in May 2019, (Agreement).

WHEREAS, the Customer and CPC wish to amend the Agreement.

NOW THEREFORE, the parties to this Agreement do agree as follows:

**Exclusive Agreement**

Customer agrees to permit CPC to install the Inmate Telecommunications System (hereafter "ITS") that will process pre-paid calls, including local and long-distance traffic, and associated hardware and software within all pre-existing and future jail and / or detention facilities.

**Agreement Term**

That both parties agree to exercise the twenty-four (24) month renewal option described in Agreement Term. This agreement may be extended for additional term(s) upon the same terms and conditions as set forth herein upon the written agreement of both Parties.

**Commission:**

Commission is paid monthly to the Customer based upon total talk time usage and is agreed as follows:

Prepaid Calling: sixty-one percent (61%) of talk time used; this includes direct pay and all prepaid revenue streams which include: prepaid talk time sold over the phone from CPC's customer service center, prepaid talk time sold through the web site [www.inmatesales.com](http://www.inmatesales.com), prepaid PIN debit from a KIOSK, prepaid calling cards sold from the jail commissary, a vending machine or KIOSK, and Inmate voicemail.

This written addendum shall constitute understanding of the parties and all prior agreements and understandings are merged herein. The rights and obligations of this Agreement will be binding and shall inure to the benefit of the respective parties, their subsequent owners, successors, heirs, and assignees. The Original Agreement and this Addendum shall not be modified, changed or altered in any respect except in writing signed by CPC and Customer. In the event of a conflict between this Addendum, as amended, and the Agreement, this Addendum shall prevail.

The parties have executed this addendum on the 25<sup>th</sup> day of February, 2019

Customer

Quentin Miller  
Signature

QUENTIN MILLER  
Print Title and Name

Sheriff

CPC

Timothy J. Murphy  
Signature

Regional Sales V.P. Timothy J. Murphy  
Print Title and Name



**Additional Investigative Tools**

The CPC investigator's Toolbox (CPC-ITB) is a feature that can be added to Customer's installed ITS solution. Customer should initial one of the following options regarding this technology:

\_\_\_\_\_ Option 1: Customer would like to utilize the CPC-ITB program. A non-commissionable penny (\$.01) will be added to the current calling rate and go towards funding this platform in its entirety.

~~\_\_\_\_\_~~ Option 2: Customer is not interested in using the CPC Investigator's Toolbox.