



Request for Proposal  
Inmate Telephone Service

Lackawanna County  
RFP No.: 124-16-209

Amendment #1

Issue Date: June 16, 2016

## 1. QUESTIONS AND ANSWERS

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- 1.1. Would the County consider providing vendors with a floor plan for both floors with the intermediate phone rooms/server rooms marked?  
A: Please refer to Appendix G – Facility Floorplans with Maximum ADP by Pod, attached hereto.
- 1.2. Would the County provide a listing of all the pods with their respective ADP and current number of phones?  
A: Please refer to Appendix A – Facility Specifications (as amended), Appendix F – Facility Phone Count by Pod (as added), and Appendix G – Facility Floorplans with Maximum ADP by Pod, attached hereto.
- 1.3. Do all wires run through conduit in the ceiling or are they loose?  
A: The wires run through conduit in the ceiling but some are also loose. Please refer to Section 5.15.7 regarding Vendor’s use of existing conduit.
- 1.4. Does the site have fiber available for vendors to use?  
A: No, the Facility does not currently have fiber available for the awarded Vendor to utilize. Please refer to Section 5.15 – Installation Requirements for information regarding installation of the inmate telephones and video visitation stations.
- 1.5. Will the County provide a list of current fees?  
A:     \$3.00     Pre-Paid Account Fee (Credit/Debit Card via IVR and Web)  
       \$5.95     Pre-Paid Account Fee (Credit/Debit Card via Live Operator)  
       \$0.00     Pre-Paid Account Fee (Cash and/or Check) (100% Pass-Through; No Mark-up Allowed)  
       \$0.00     Refund/Account Close-Out Fee  
       \$0.00     All Other Fees
- 1.6. The RFP imposes a maximum page limit of 150 pages for the Technical Volume. We calculate that with 12-point font, the RFP requirements alone for this section will exceed 85 pages. This leaves fewer than 65 pages for vendors to respond to some fairly detailed specification thus depriving the County of important information that could assist in evaluating the proposals. Will the County consider extending the page limit to at least 200 pages for the Technical Volume, not including required attachments?  
A: No, the page requirement shall remain unchanged.
- 1.7. Appendix A in the RFP is 2 pages of facility specifications which is to be included in the proposal. However, Table 2 of the RFP limits this section to only 1 page. Please explain how we should comply with this requirement.  
A: Vendor may provide up to 2 pages total in their proposal response for Appendix A – Facility Specifications as amended and attached hereto.
- 1.8. Appendix E in the RFP is 10 pages. However, Table 2 limits this section to 4 pages in the proposal. Please explain how we should comply with this requirement.  
A: The Vendor may submit all pages within Appendix E.
- 1.9. Please provide the complete address where proposals should be sent.  
A: Please refer to Section 2.4.1 of the RFP.

- 1.10. The RFP requires the visitation phone sets to be recorded. Are they wired to the inmate telephone system for recording and monitoring today?
- A: No, the visitation phones are not currently wired to the inmate telephone system for recording and monitoring.
- 1.11. How many enclosures does the County require? One for each Video unit?
- A: Yes, County requires one enclosure for each video visitation station.
- 1.12. The RFP Proposal Due Date is set at June 30th. In lieu of all vendors being required by Federal Law to be in compliance with the FCC Order by June 20th and allocating enormous amounts of time to this daunting task, we respectfully request that the RFP Proposal Due Date be extended two (2) weeks.
- A: The County has issued a 2 week extension to the Proposal Due Date of this RFP as detailed in Section 2.1 – Schedule of Events, as amended.
- 1.13. Within the evaluation criteria, 15% is allocated for Rates/Revenue Share Offer/Upfront Supplemental Payment. What is the distribution of points related to the cost of the consumer and how are these points calculated? What is the distribution of points related to the revenue share and upfront payment versus rates and how are these points calculated?
- A: The Cost Proposal will not be scored on a category/subcategory/line level basis.
- 1.14. In today's ever-changing technology environment, data breaches are growing in frequency. Due to the sensitive nature of the data that all vendors would be warehousing, we respectfully request that the RFP be amended to require all submitting vendors to supply any and all security breaches that they, any of their partners, their subsidiaries or parent companies have had within the past 5 years as well as nature of the breach. We also respectfully request that this information be used in the evaluation of the RFP.
- A: Please refer to Section 5.9 – Security, Section 6.3 – ITS Security Features, and other applicable sections of the RFP for details on security and data protection. The RFP requirements shall remain unchanged.
- 1.15. With inmate communications being a vital part of the rehabilitation process, we understand that system stability and uptime is paramount to the County. Knowing the importance of system uptime and eliminating potential system outages, we respectfully request, and to further protect the county, that the RFP be amended to require all vendors to divulge outages that lasted longer than 8 hours in a single day over the past year.
- A: No. The RFP requirements shall remain unchanged.
- 1.16. Please provide a floor plan of the facility housing units with the rated inmate capacity of each unit so all vendors have adequate information to properly gauge the size and scope of the video visitation solution requested by this RFP.
- A: Please refer to Appendix G – Facility Floorplans with Maximum ADP by Pod, attached hereto.
- 1.17. Please provide detail count of how many visitation units are required for each housing unit.
- A: The specific locations (by housing unit) of the required quantity of inmate video visitation stations will be determined by County upon installation. The total count of the video visitation units is provided in Appendix A – Facility Specifications of the RFP.
- 1.18. Please provide an updated count of the visitation phones to include visitor and professional.
- A: Please refer to Appendix A – Facility Specifications as amended and attached hereto. Professional visitation phones are included in the quantity of visitation sets required; Vendor shall provide the capability to disable the recording feature for professional visits.

1.19. On page 4 of the issues RFP, Section 1.1.4 states “County may engage third party consultants both in the process of this procurement and in the management of the day-to-day operations of the ITS and VVS Vendor. If a consultant or agent (“Designated Agent”) is engaged, Vendor will cooperate with the Designated Agent as directed by County, including following instructions found in this RFP, and if awarded, the operation of the ITS and VVS. Throughout this RFP, County shall be deemed to include both County and its Designated Agent or consultant, if any.” Will the 3rd party consultant be involved in the scoring of the issued RFP? Will they be providing their input to other members of the evaluation committee? Will they only provide process input?

A: County will adhere to the evaluation process outlined in **Section 3 – Proposal Evaluation and Selection** of the RFP for the selection of the Evaluation Committee and the evaluation of proposals. The Designated Agent will not score proposals.

1.20. On page 5 of the issued RFP, Section 2.1.2 states that questions will be disseminated on June 16, 2016. Will the county please allow for additional questions to be asked after the reception of the initial responses? This is normal and customary as the dissemination of answers will potentially spark additional questions that will need to be submitted and answered.

A: No, additional questions submitted by Vendors after the deadline will not be answered by County as specified in Section 2.6.2.

1.21. On page 6 of the issued RFP the County states that the Preferred resume format is limited to one page. Please confirm that this is one page per resume that is submitted. As an example 8 resumes are permitted to take 8 pages.

A: The Vendor Personnel Resumes within the RFP accommodates two pages per resume submitted.

1.22. On page 9 of the issued RFP, Section 2.9.1 deals with confidential material. Please confirm that any confidential material that has to be submitted may be excluded from the page count for that specific section. Confidential material must be in a seal and separate envelop to ensure confidentiality.

A: Confidential material must be marked as stated in Section 2.9.1. Please refer to Table 2 – Proposal Order and Length Requirements for sections allowing for no page limits.

1.23. On page 13 of the issued RFP, Section 4.1.1.1.2 states “If Vendor has participated in an acquisition or merger in the last 6 months, provide information about the acquiring company or the company to be acquired and information regarding the stage of negotiations.” Please confirm that all vendors are also required to state if they are currently up for sale or are in the midst of a sale process.

A: Please refer to Section 4.1.1.1, Section 5.10, and other applicable sections of this RFP for information and requirements involving mergers and acquisitions. The requirements of the RFP shall remain unchanged; Vendors shall respond based on the RFP requirements.

1.24. On page 14, 4.2.3.5, the RFP reads, “Error! Reference source not found. ” Would the County please provide the missing or invalid hyperlink?

A: The invalid hyperlink found in Section 4.2.3.5. should read Table 4 – Vendor Reference Format.

1.25. On page 15 of the issued RFP, Section 4.3.1.2 states that resumes are limited to 2 pages and can be unlimited in nature. This seems to be in direct conflict to the above asked question on page 6.

A: Please refer to the answer provided in question #1.21.

1.26. On page 23, VVS Revenue Share, Payment, and Reporting, 5.6.6.2, this specification speaks to ‘free video visitation sessions.’ It references ‘the free video visitation list supplied by County or from video visitation stations approved by County to process free video visitation sessions. What visit or situation would

constitute a free video visitation session? How many free video visitation sessions does the County estimate per month?

A: Examples of free video visitation sessions would be visits with chaplains, the Public Defender's Office, or as otherwise specified by County. An estimate of the quantity of free video visitation sessions is unknown.

1.27. On page 26 of the issued RFP, Section 5.10 addresses Mergers and Acquisitions. Normally as part of a County's due diligence concerning this matter they request that all submitting vendors request information if the vendor is in the sale / merger process or is up for sale. We respectfully request that all vendors be required to divulge this information as well.

A: Please refer to the answer provided in question #1.23.

1.28. On page 45, 7.1.3 VVS Features and Functionality, the RFP states, 'County does not currently require any onsite public video visitation stations, but reserves the right to add onsite public video visitation stations at any time during the term of the Agreement or its renewal terms and at no cost to County.' Please provide the anticipated number of visitor side video visitation units? When would the County anticipate installing? Where would these units be located in the Prison?

A: County does not currently require onsite video visitation. In the event the County chooses to implement onsite video visitation, the location and required quantity of visitor visitation stations will be determined at that time and coordinated with the successful Vendor.

1.29. On page 51, 8.1.1 Additional Technology, the RFP requires 2 lobby kiosks and 1 booking kiosk at no cost to the County. Considering that all three of these kiosks will be used to transmit money (cash and credit/debit card), it's imperative that the vendor have a Money Transmitter License (MTL) in the Commonwealth of Pennsylvania and is fully Payment Card Industry (PCI) Compliant. We ask that this be a requirement of the RFP.

A: The RFP requirements shall remain unchanged.

1.30. On page 56 and 57, Appendix B – Rates and Revenue Share, Option #1A and Option #1B, both options show no deposit/transaction fee for cash. This is very atypical in the industry and not how lobby deposit kiosk normally operate. This would likely result in higher calling costs to offset these services. For this reason we respectfully request that the County permit a minimal deposit fee for cash of \$3.00 per transaction just as the other deposit types.

A: Please refer to Option #1 of Appendix B – Rates and Revenue Share for approved charges and fees, and Option #2 of Appendix B – Rates and Revenue Share for Vendor proposed charges and fees. The RFP requirements shall remain unchanged.

1.31. Will Praeses allow for Vendors to turn in a price for Video Visitation only?

A: No, per Section 1.1 – Request for Proposal, County is seeking proposals for inmate telephones and video visitation service, therefore proposals shall include both services.

1.32. Does the County currently have a video visitation system at the Lackawanna County Jail? If so, how many inmate stations and public stations are there? Who is the current vendor?

A: The County does not currently have a video visitation system.

1.33. If there is an existing video visitation system in place, who is responsible for the demolition or removal of the existing system?

A: Please refer to the answer provided in question #1.32.

- 1.34. If the County currently has a video visitation system, is there current CAT6 cabling in place that can be reused for connecting the new video visitation stations back to their respective equipment rooms?  
A: Please refer to the answer provided in question #1.32.
- 1.35. Please provide site plans, showing the desired locations of the new video visitation stations and the locations of the equipment rooms that will house the networking and headend equipment for the video visitation system. Please note that all video visitation stations must be located within 100 meters of an equipment room if using CAT6 cabling.  
A: Please refer to the answer provided in question #1.17.
- 1.36. Please provide the number of inmate visitation stations desired in each pod(i.e. (3) at Pod A, (2) at Pod B, etc.)  
A: Please refer to the answer provided in question #1.17.
- 1.37. The RFP mentioned the use of mobile visitation stations in the segregated units. Please list the number of mobile visitation stations desired.  
A: Please see Appendix A – Facility Specifications as amended and attached hereto for the required quantity of mobile video visitation stations.
- 1.38. Is the vendor responsible for all conduit & cabling requirements to support the new video visitation system? Or will the County provide this?  
A: Yes, Vendor is responsible for all conduit and cabling requirements for the video visitation system; please refer to Section 5.15 – Installation Requirements for information regarding the requirements for conduit and cabling of the inmate telephone and video visitation systems.
- 1.39. Will the County provide all power requirements needed to support the new video visitation system?  
A: No, please refer to Section 7.1.5 for information regarding power requirements for the video visitation system.
- 1.40. Are there existing 120 volt electrical receptacles located at each location where a new video visitation station will be located?  
A: No, County does not have existing receptacles located where units will be installed since that is to be determined. Please refer to the answer provided in question #1.17.
- 1.41. Is there an existing network backbone that connects all the equipment rooms housing video visitation headend equipment that can be reused for the video visitation system? If so, is it a fiber or copper backbone? If not, who is responsible for installing the new network backbone?  
A: No, County does not have an existing network backbone to accommodate the video visitation system. Vendor is responsible for installing the network; please refer to Section 5.15 – Installation Requirements and other applicable sections of the RFP for information regarding installation.
- 1.42. If there is an existing Video Visitation System that is being replaced, is there space in existing equipment racks that can be reused for new headend equipment associated with the new Video Visitation System? If so, please give the quantity and location of equipment rooms where this applies.  
A: Please refer to the answer provided in question #1.32.
- 1.43. Is the vendor to provide the required servers needed for the Video Visitation System? Or would the County like to provide the servers that must meet minimum requirements for video visitation software?

A: Yes, Vendor is responsible for any required servers for the video visitation system; please refer to Section 5.15 – Installation Requirements, Section 7.1 – VVS General Requirements, Section 7.4 – VVS Interface and User Application Specification, and other applicable sections of the RFP for information regarding system requirements.

1.44. **Is the vendor or the County responsible for providing Internet service needed for remote visits? Who is the current internet service provider?**

A: Please refer to Section 5.15.5 regarding internet service requirements for video visitation. County's internet service provider is Level 3.

1.45. **Can the County suggest a local electrical contractor who has performed work in the Jail?**

A: No, County does not have a suggestion for a local electrical contractor.

1.46. **Is the vendor to include sales tax in their proposal price? If so, what is the local sales tax rate?**

A: No, Vendor is not to include sales tax in Option #1 of Appendix B – Rates and Revenue Share; however, Vendor it to specify if taxes are included in Option #2 of Appendix B – Rates and Revenue Share. The local sales tax rate is 6%.

1.47. **Are prevailing wage rates required for any onsite installation services?**

A: No, County does not require prevailing wage rates for any onsite installation services.

## 2. AMENDED SECTIONS

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In addition to Questions and Answers, this Addendum #1 to the Request for Proposal (“RFP”) for Inmate Telephone Service for Lackawanna County (“County”) modifies the original RFP. Unless otherwise modified by this Addendum #1, the terms and conditions set forth in the RFP remain unchanged.

1.1 Section 2.1 Schedule of Events of the RFP is amended to read as follows:

- 2.1.1. The following is County’s best estimate of the schedule of events (“Schedule of Events”). County reserves the right to revise the Schedule of Events. Unless otherwise specified, the times provided are Eastern Standard Time (EST.)
- 2.1.2. Proposals must be received no later than 2:00 p.m. EST on July 14, 2016 (“Proposal Due Date”) at the location specified in [Section 2.6 – Questions or Comments](#).

**Table 1 -Schedule of Events**

Event	Date
Release of the RFP	May 3, 2016
Deadline for Site Evaluation Registration Forms	May 12, 2016
Mandatory Pre-Proposal Meeting and Site Evaluation	May 26, 2016
Deadline for Written Questions from Vendors	June 2, 2016
Dissemination of Answers to Written Questions	June 16, 2016
Proposal Due Date	July 14, 2016

1.2 Section 4.2.3.5 of the RFP is amended to read as follows:

- 4.2.3.5 Using the format in **Table 4 – Vendor Reference Format**, provide the specified information for each reference. Reference comments or quotes are optional, but may be included.

1.3 Appendix A – Facility Specifications is amended and attached hereto.

1.4 Appendix F – Facility Phone Count by Pod is added and attached hereto.

1.5 Appendix G – Facility Floorplans with Maximum ADP by Pod is added and attached hereto.



## APPENDIX A – FACILITY SPECIFICATIONS

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### Lackawanna County Prison

1371 N Washington Ave.  
Scranton, PA 18509

Lackawanna County Prison is a multi-unit facility housing both male and female pre-trial detainees and sentenced inmates up to one day and less than five years. The Facility houses maximum, medium and minimum security inmates as well as work release inmates.

FACILITY SPECIFICATIONS	
ADP:	934
Number of Beds:	1,200
Hours of Availability of Inmate Telephones:	8:00 AM to 10:00 PM
Call Time Limit:	20 minutes
Inmate Telephones Required:	70
Required Inmate Telephone Handset Cord Length:	18"
Portable/Cart Phones Required:	4
Required Portable/Cart Phone Handset Cord Length:	24"
Required Portable/Cart Phone Extension Cord Length:	50'
TDD Units and Associated Printers Required:	6
ITS Workstations Required:	4
Visitation Sets Required:	34 (17 booths)
Required Visitation Telephone Handset Cord Length (Inmate):	18"
Required Visitation Telephone Handset Cord Length (Visitor):	24"
Hours of Availability for Video Visitation:	TBD
Video Visitation Session Time Limit:	30 minutes
Inmate Video Visitation Stations Required:	30
Required Video Visitation Station Handset Cord Length (Inmate):	18"
Portable Inmate Video Visitation Stations Required:	4
VVS Workstations Required:	2
Televisions for VVS Monitoring Required:	2

**AVERAGE MONTHLY STATISTICS – PRE CALLING RATE REDUCTION  
BASED ON 12 MONTHS OF DATA  
(December 2014 – November 2015)**

CALL TYPE	COLLECT		PRE-PAID COLLECT		DEBIT	
	Calls	Minutes	Calls	Minutes	Calls	Minutes
Local	5	22	1,560	28,217	4,251	71,000
Intralata/Intrastate	31	287	969	14,634	1,966	29,767
Interlata/Intrastate	4	28	151	2,242	289	3,954
Interlata/Interstate	6	66	1,226	21,081	2,064	32,224
International	0	0	0	0	33	589
Total	46	403	3,906	66,174	8,603	137,534

**AVERAGE MONTHLY STATISTICS – POST CALLING RATE REDUCTION  
BASED ON 3 MONTHS OF DATA  
(December 2015 – February 2016)**

CALL TYPE	COLLECT		PRE-PAID COLLECT		DEBIT	
	Calls	Minutes	Calls	Minutes	Calls	Minutes
Local	128	1,379	3,559	47,095	9,418	97,017
Intralata/Intrastate	82	968	2,274	29,930	4,171	43,706
Interlata/Intrastate	7	51	991	12,380	1,875	18,336
Interlata/Interstate	8	64	2,014	26,803	4,001	41,792
International	0	0	0	0	47	399
Total	225	2,462	8,838	116,208	19,512	201,250

**CURRENT CALLING RATES – FOR INFORMATIONAL PURPOSES ONLY**

**CURRENT CALLING RATES**

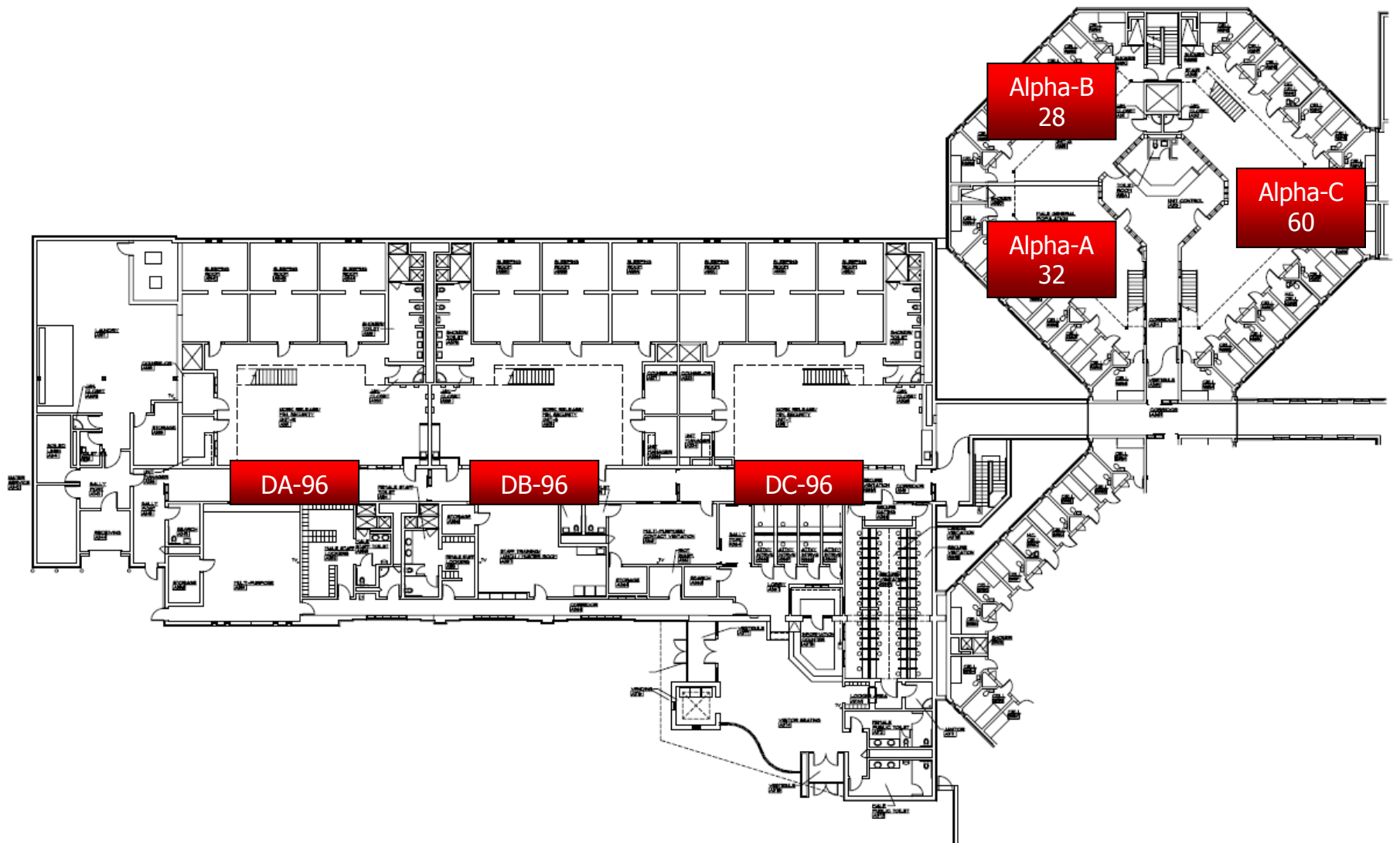
CALL TYPE	COLLECT		PRE-PAID COLLECT		DEBIT	
	Surcharge	Per Minute	Surcharge	Per Minute	Surcharge	Per Minute
Local	\$0.00	\$0.25	\$0.00	\$0.21	\$0.00	\$0.21
Intralata/Intrastate	\$0.00	\$0.25	\$0.00	\$0.21	\$0.00	\$0.21
Interlata/Intrastate	\$0.00	\$0.25	\$0.00	\$0.21	\$0.00	\$0.21
Interlata/Interstate	\$0.00	\$0.25	\$0.00	\$0.21	\$0.00	\$0.21
International	\$0.00	\$1.00	\$0.00	\$1.00	\$0.00	\$1.00

## APPENDIX F – FACILITY PHONE COUNT BY POD

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POD	PHONE COUNT
DA	3
DB	4
DC	4
A	2
B	2
C	4
D	4
E	2
F	2
G	4
H	4
J	4
K	4
L	4
M	2
N	2
P	2 Mobile Units
Q	2 Mobile Units (Shared)
R	
T	
S	2
U	2
V	2
W	2
X	2
Assess.	2
SNU	2
Booking	1

Appendix G - Facility Floorplans with Maximum ADP by Pod



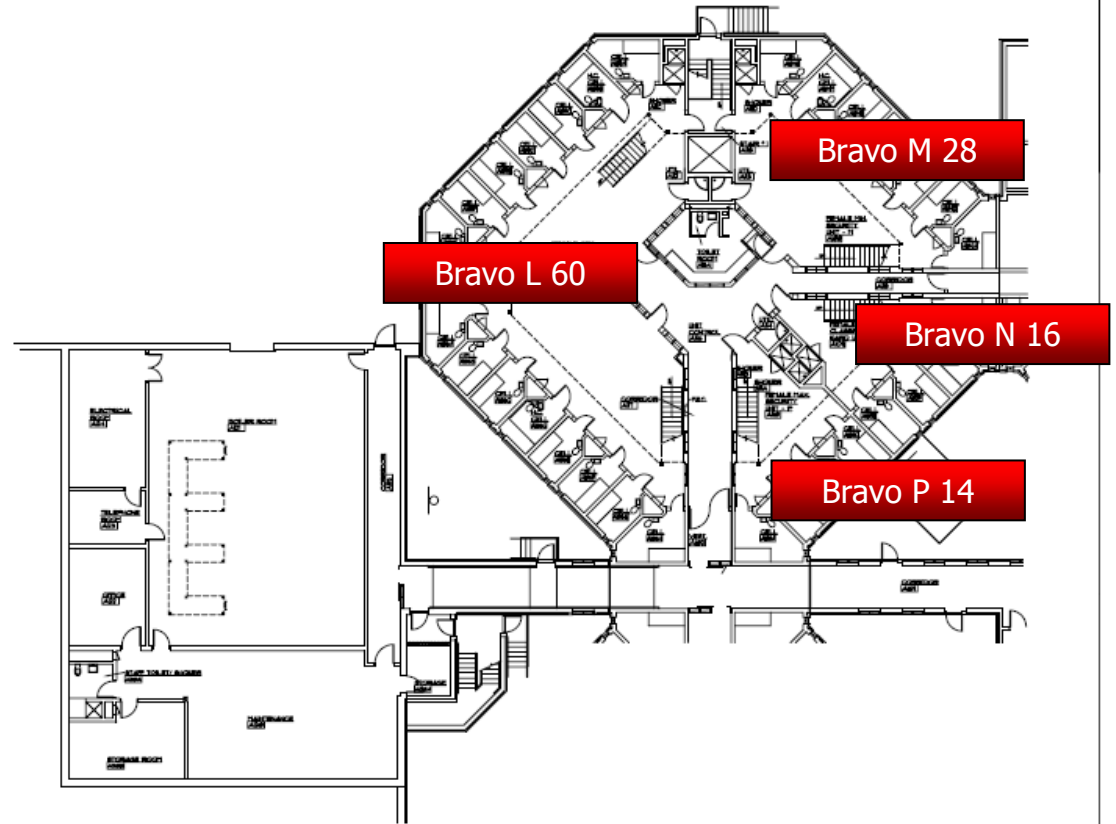
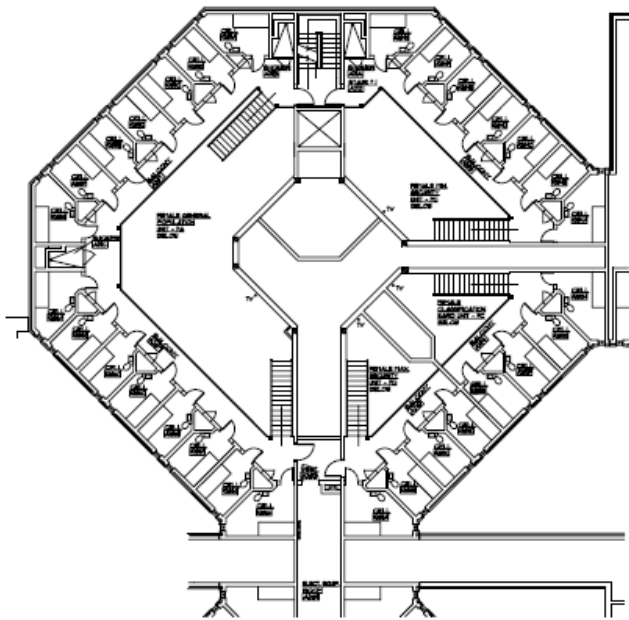
**CR** Crabtree, Rohrbaugh and Associates  
 400 N. 10th Street  
 Harrisburg, PA 17102  
 Phone: 717-633-2000  
 Fax: 717-633-2001  
**Plan Consultant**

**ARCHITECT**  
 HIGHTSHAW GROUP  
 ARCHITECTURE  
 1000 N. 10th Street  
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 Phone: 717-633-2000  
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 ARCHITECTURE  
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 Phone: 717-633-2000  
 Fax: 717-633-2001

**PROJECT TITLE**  
**Lackawanna County Prison**  
 Renovations and Expansion  
 Scranton, Lackawanna County, Pennsylvania

<b>APPENDIX TITLE</b> FIRST FLOOR SECTION "A"	
DATE	0-23-96
SCALE	AS SHOWN
PROJECT NO.	96-03
REVISION NO.	
<b>A-2</b>	



SECTION



**CR** Crabtree, Rohrbaugh and Associates  
 400 North Third Street  
 Harrisburg, Pennsylvania 17102-2007  
**Prison Consultant**

**SCALE**  
 1/8" = 1'-0"  
 1/4" = 1'-0"  
 1/2" = 1'-0"  
 3/4" = 1'-0"  
 1" = 1'-0"

**Heckman Associates**  
 ARCHITECTS  
 600 GLENN ROAD  
 HARRISBURG, PA 17102  
 PH: 717.633.1111  
 FAX: 717.633.1111

**PROJECT TITLE**  
**Lackawanna County Prison**  
 Renovations and Expansion  
 Scranton, Lackawanna County, Pennsylvania

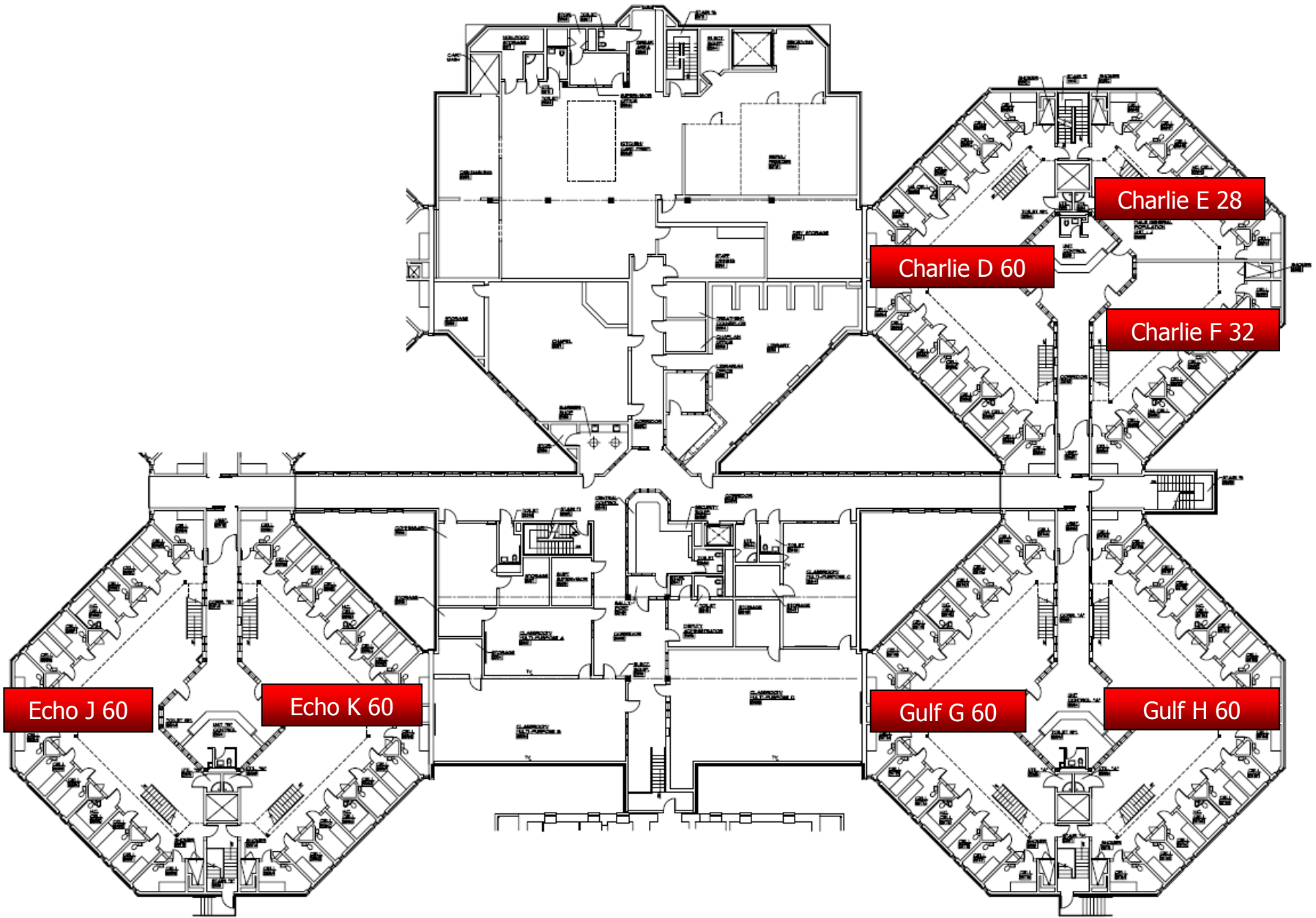
**ISSUED TITLE**  
**GROUND FLR. SECT. "A"**  
**LOWER MEZZ. SECT. "A"**

DATE	10-03
DATE	
DATE	

0-23-06 **A-1**

1/2" = 1'-0"

Appendix G - Facility Floorplans with Maximum ADP by Pod



**CR** Crabtree, Rohrbaugh and Associates  
 ARCHITECTURE  
 400 S. 10th Street, Suite 200  
 Harrisburg, PA 17102  
 Prison Consultant

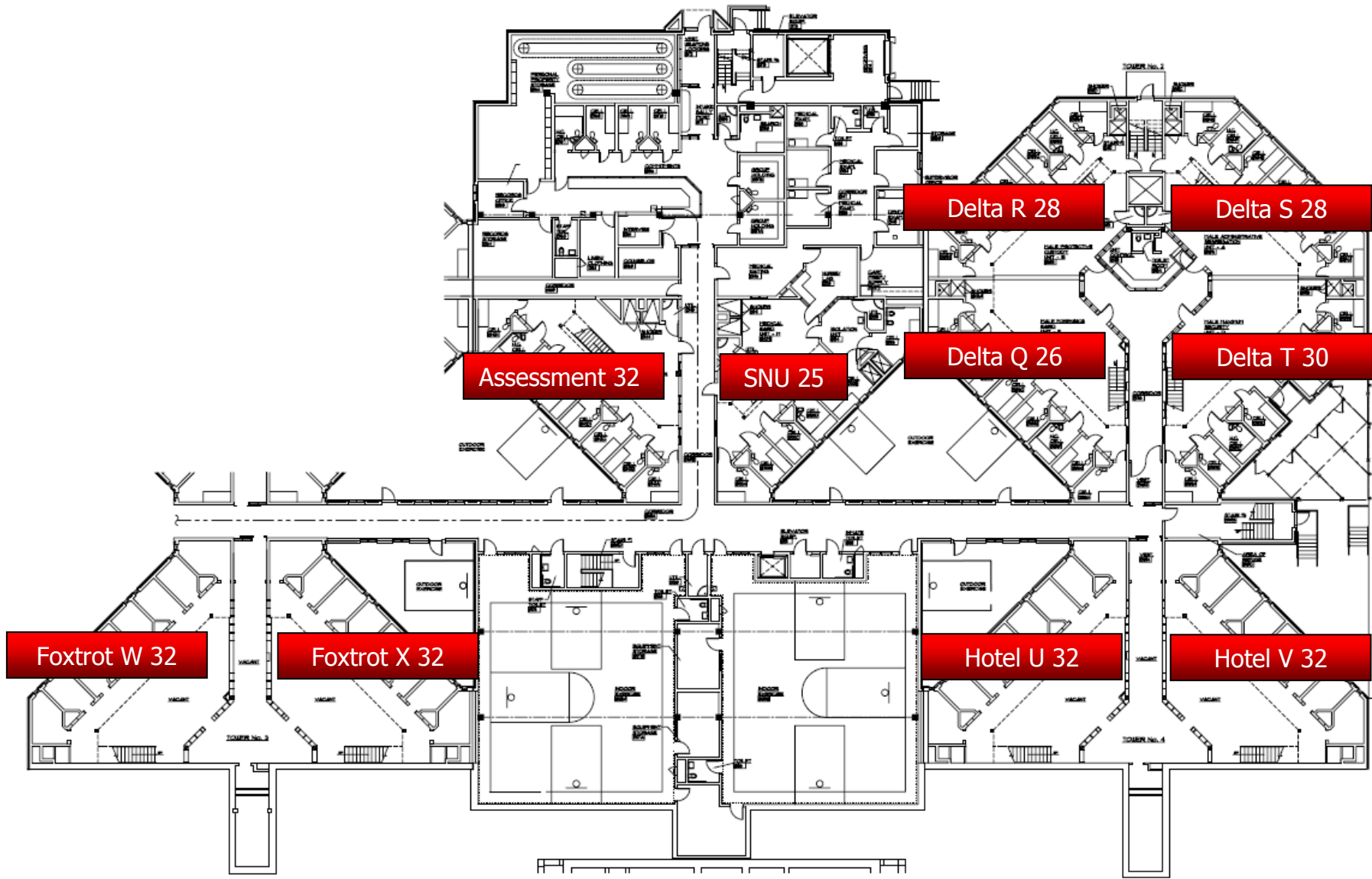
**Professional Association**  
 REGISTERED PROFESSIONAL ENGINEER  
 ENGINEERING  
 1000 Locust Street, Suite 1000  
 Harrisburg, PA 17102  
 No. 123456789

**PROJECT TITLE**  
 Lackawanna County Prison  
 Renovations and Expansion  
 Scranton, Lackawanna County, Pennsylvania

**SHEET TITLE**  
 FIRST FLOOR SECTION 'B'

DATE	08-13
DESIGNED BY	
CHECKED BY	
DATE	0-25-16

**A-6**



**CR** Crabtree, Rohrbaugh and Associates  
 4000 W. 10th Street  
 Suite 600 • Fort Worth, Texas 76102-3807  
 Phone: 817.339.1000  
 Fax: 817.339.1001  
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**Lackawanna County Prison**  
 Renovations and Expansion  
 Scranton, Lackawanna County, Pennsylvania

<b>GROUND FLOOR SECTION "B"</b>	
DATE: 10-03	PROJECT NO: 10-03
SHEET: 10-03	PROJECT: 10-03
SITE: A-4	