



COUNTY OF SANTA CRUZ

General Services Department Purchasing Division

701 OCEAN STREET, SUITE 330, SANTA CRUZ, CA 95060-4073

ADDENDUM #1

Request for Proposal RFP 23P2-003

FOR

Corrections Telephone Services

Issued April 5, 2024

This addendum (#1) is being issued to answer questions posed by prospective vendors regarding 23P2-003, Corrections Telephone Services.

Vendor #1

1. Question: Would the County please provide each call type's call history for the past 12 months?

Answer: Average call per month by call category for 2023:

Call Category	# Calls Per Month	# Minutes / Month
LOCAL	5,257	46,467
INTRALATA	6,341	27,740
INTRALATA	2,963	28,312
INTERSTATE	1,025	9,824
INTERNATIONAL	104	1,153

2. What is the current commission paid to the County of Santa Cruz for phone calls?

Answer: 25%

3. Would the County please provide a breakdown of each location's housing units, ADP, and bed counts for each facility?

Answer: The ADP and current equipment information are included in the RFP under Section 3.3.

- Main Jail ("MJ"), 259 Water Street in Santa Cruz, CA
- Blaine Street Facility, 241 Blaine Street, Santa Cruz, CA
- Rountree Facility, 90 Rountree Lane, Watsonville, CA
- Rountree, 100 Rountree Lane, Watsonville, CA

Please note that two words were omitted in error, and the sentence should read:

"The average daily population for 2023 for all four (4) facilities, is 365 inmates. There are currently sixty-one (61) inmate telephones and two (2) payphones."

4. We respectfully request that the County extend the bid submission date by two weeks from the date when the Dissemination of Answers to Proposer questions are provided to April 16, 2024. This would allow vendors to have an adequate opportunity to review answers to questions that are currently only known to the incumbent provider. The current schedule states that answers to contractor questions will be provided on 4/10, which is only two (2) business days prior to when vendors will need to ship their proposals.

Answer: No change will be made to the dates. The dissemination of answers is to be completed by or before April 10, 2023, as per the process schedule on page 5 of the RFP.

5. Question:

5. Section 2.12, Proposal Evaluation Criteria, includes a chart with five (5) categories and the respective points available for each. The preceding paragraph indicates that evaluation may not be limited to the categories in the chart. Could the County please provide any other factors or criteria that it may include in the evaluation process, as well as the respective points and/or any relevant weighting factors?

Answer: While the County does not automatically disqualify a submittal for being out of order, a clean and well-organized proposal goes a long way for ease of review. See Section 5 for submittal requirements.

6. Is a point-by-point response to the Scope of Work (Section 3) required with our response? If so, where would this information need to be provided?

Answer: The response requirements are listed in Section 5 Official RFP Form.

7. Could the County please confirm that the below format is acceptable for our RFP response:

1. Section 5: Official RFP Form
2. Letter of Transmittal with information regarding your company and a statement of qualifications to provide the services required.
3. Provide the resumes of the project team that will be assigned to this project.
4. Completed Exhibits A-G
5. Provide the number of years your company has been in business.
6. Provide evidence of ownership.
7. Provide a copy of audited financial statements for the past three (3) years.
8. Provide the number of employees currently employed with your business.
9. If awarded, how many employees will be assigned to this contract? List their names and proposed positions, along with copies of completed resumes.
10. Specify the scope and content of the software training to be provided for each security level to Sheriff's Office Corrections Staff.
11. Include samples of security training policies and procedures in the proposal response.
12. Provide a copy of the Terms and Conditions for the software and hardware supplied by your company.
13. Section 3 (if the point-by-point response is required)
14. Required Items from Section 2

Answer: The response requirements are listed in Section 5 Official RFP Form.

Vendor #2

8. The evaluation criteria in Section 2.12 on RFP p. 7 allots 25 points to FINANCIAL PROPOSAL, but that category only includes "commission rates." In its evaluation of proposals, will the County consider both commission offered to the County AND rates charged to inmates and public users? If so, how many points will be allocated to commissions and how many to rates? Will one be valued more highly than the other?

Answer: It will be an overall evaluation of all revenue and costs.

Vendor #3

9. Please provide a copy of each agreement/contract and all amendments (if applicable) the County has executed with its incumbent Inmate Telephone System (ITS) provider.
Answer: See attached [current contract](#).
10. Will the County please provide a copies of Call Detail/Commission Summary Reports for the past three months which shows a breakdown of all ITS calls, minutes, commission rates and revenues?
Answer: See [County report for the past three months](#).
11. Please outline the fees that are being charged to end-users: a.) Bill Statement Fee, b.) PrePaid Account Funding Fee via Web, c.) PrePaid Account Funding Fee via Live Operator and d.) Fees for Instant Pay Calls (if applicable)
Answer: No fees are charged by the current vendor.
12. What limits does the County place, if any, on use of the services in this RFP such as maximum number calls per week, minutes per call, etc.?
Answer: There are no limitations.
13. 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.
Answer: Yes. (Funded through) [Phone/website payments and Inmate trust account](#).
14. Are calling cards being used today? If so, how are they purchased and given to the Inmate? What denominations are available?
Answer: [Calling cards are not available for purchase. Money is deposited by family or transferred from their account.](#)
15. Would the County please provide details regarding how payphones are currently utilized and if they are required to be provided by the contractor as a part of this solicitation?
Answer: [Payphones are not included in this service.](#)
16. After the first round of questions is answered, will the County accept additional questions if clarification is needed for any of the County’s responses?
Answer: No
-

Vendor #4

17. Would Santa Cruz County please provide the monthly Revenue/Commission Statements (relative to the Inmate Telephone System) from the incumbent Provider, covering the most recent 6-Month period?
Answer: See [County report for the past three months](#).
18. Is Santa Cruz County interested in a video visitation solution to be included as part of Vendor’s responses?
Answer: No
If so, would Santa Cruz County please provide the monthly Revenue/Commission Statements (relative to the Video Visitation System) from the incumbent Provider, covering the most recent 6-Month period?
Answer: N/A
19. Would Santa Cruz County please provide the ADP for the most recent 6-month period?
Answer: [Sept 2023 – Feb 2024 ADP 305](#)

20. Please specify the commission percentages being paid on all revenue generating systems installed at Santa Cruz County.

Answer: The County can only comment on telephone contracts for the purpose of this solicitation; 25% is the current telephone contract commission.

21. Would Santa Cruz County please provide a copy of the current Inmate Communications Agreement, including any Attachments, Amendments or Addendums?

Answer: See attached [current contract](#).

All other information remains the same.

March 27, 2024, was the deadline for all questions regarding this RFP. No further questions will be accepted by Purchasing.

RFP SUBMITTAL DEADLINE REMAINS UNCHANGED.

RFP DUE:

Tuesday, April 16, 2024, at 5:00 p.m. PDT
In the Purchasing Division of General Services
701 Ocean Street, Room 330
Santa Cruz, CA 95060



Maralise Howze
Maralise.Howze@santacruzcountyca.gov

04/05/2024
Date