



OFFICE OF WILL COUNTY EXECUTIVE  
**JENNIFER BERTINO-TARRANT**

Will County Office Building – 302 N Chicago Street – Joliet, Illinois 60432

**Kevin Lynn**  
Purchasing Director

(815) 740-4712  
Fax (815) 740-4604  
[klynn@willcountyillinois.com](mailto:klynn@willcountyillinois.com)

**2022-61 INMATE TELEPHONE SERVICES**  
**ADDENDUM #1**  
**DECEMBER 27, 2021**

We received the following questions/concerns regarding the bid listed above:

Question # 1 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.

Answer # 1: Please see attached

Question # 2: 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:

Call Category	Rate for First Minute	Rate for Each Additional Minute
LOCAL – Collect	\$0.21	\$0.21
INTRALATA – Collect	\$0.21	\$0.21
INTERLATA – Collect	\$0.21	\$0.21
INTERSTATE – Collect	\$0.21	\$0.21
LOCAL – Debit	\$0.21	\$0.21
INTRALATA – Debit	\$0.21	\$0.21
INTERLATA – Debit	\$0.21	\$0.21
INTERSTATE - Debit	\$0.21	\$0.21
International - Debit	\$0.21	\$0.21
LOCAL – PrePaid Collect	\$0.21	\$0.21
INTRALATA – PrePaid Collect	\$0.21	\$0.21
INTERLATA – PrePaid Collect	\$0.21	\$0.21
INTERSTATE – PrePaid Collect	\$0.21	\$0.21

Answer # 2: This information is included in the attached commission report

Question # 3: 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?

Answer # 3: No

Question # 4: 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 IVR
- d. PrePaid Account Funding Fee via Live Operator
- e. Fees for Instant Pay Calls

Answer # 4: Please see below:

- a. Bill Statement Fee – N/A
- b. PrePaid Account Funding Fee via Web \$3.00. 3rd party transaction fee \$0.40.
- c. PrePaid Account Funding Fee via IVR \$3.00. 3rd party transaction fee \$0.40.
- d. PrePaid Account Funding Fee via Live Operator \$5.95
- e. Fees for Instant Pay Calls N/A

Question # 5: Please provide a copy of all current contracts and amendments pertaining to all services under this RFP

Answer # 5: Please see attached

Question # 6: Please provide the commission percentage currently received on inmate telephone revenue.

Answer # 6: The commission percentage was 70% until Nov 1, 2021 where it was reduced to 49%.

Question # 7: Please provide an average of monthly commissions received over the past year from the current vendor.

Answer # 7: Please see attached

Question # 8: Does the County receive commissions on revenue generated by interstate calls today?

Answer # 8: No

Question # 9: Does the County require that proposals include commissions on interstate calls?

Answer # 9: No

Question # 10: Do commissions from this contract go to the Inmate Welfare Fund, the Sheriff's Office discretionary fund, or the County general fund?

Answer # 10: Commissions go to the Inmate Commissary Fund.

Question # 11: Will the County allow for a proposal to present multiple pricing options for the County's consideration?

Answer # 11: Yes

Question # 12: Please provide a breakdown by housing unit of the inmate capacity and the number of phones each. The inmate capacity for each cell block is necessary for determining network requirements and charging stations needed to support the tablets.

Answer # 12: Please see attached

Question # 13: What is the bed count of the facility?

Answer # 13: Approximately 1000. Current ADP is around 550.

Question # 14: Is the inmate trust account managed through the commissary system or the Jail Management System or other system? If other, please specify

Answer # 14: Commissary system

Question # 15: Please provide the name and contact information for the current deposits services vendor.

Answer # 15: Deposits to the inmate trust can be made through on-site kiosks, online and via mail in money orders. Those go through Stellar and JailATM. When phone accounts are setup they go through Securus. Direct contact information is available on both companies websites.

Question # 16: Who will handle deposits going forward?

Answer # 16: Bidder must be ready to accommodate deposits for phone, or tablet in their proposal.

Question # 17: In order to ensure a level playing field for all bidders, please confirm that the successful vendor must provide new equipment. Also, please verify that this applies to both new potential bidders and the incumbent provider.

Answer # 17: The county wants to have the most durable, safe, and technologically advanced product available. As our current equipment has been in place for some time, even the incumbent provider should entertain a full replacement.

Question # 18: Please provide the schedule in which the inmates have access to the inmate phones.

Answer # 18: General Population housing they are available from 8am to approximately midnight. Some housing units may have inmates out throughout the early morning hours also. Booking is 24 hours.

Question # 19: How is commissary ordered today?

Answer # 19: Kiosk, paper and telephone.

Question # 20: 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 # 20: Yes and all methods stated are available.

Question # 21: Do you currently have an inmate tablets program

Answer # 21: No

Question # 22: In order to estimate the cost of providing the Digital Mail services – What is the average number of inmate mail pieces received daily? Of these, what percentage are legal mail?

Answer # 22: Please see below table:

	Total Processed	Incoming	Incoming Legal	Average incoming processed per day	Average legal mail per month
Nov 2021 18 working days	2134	1217	319	67	26.20%
Oct 2021 20 working days	2021	1118	285	56	25.50%
Sept 2021 22 working days	1976	1079	262	49	24.30%
Aug 2021 22 working days	1884	1052	306	48	29%

Question # 23: Please provide average monthly revenue data for any additional services offered under the current contract, such as voicemail, messaging and tablets.

Answer # 23: N/A

Question # 24: Please provide the weighted values for all criteria to be considered in the evaluation of proposals.

Answer # 24: Weighted criteria values are not available.

Question # 25: RFP p. 11 states that there are currently 121 inmate telephones. Does the County require the same number of phones to be provided under the contract resulting from this bid as well? Please specify the required quantities, if different.

Answer # 25: Would be no less than current. Recommendations for additional is welcome by any vendor bidding.

Question # 26: Does the County require any additional equipment in addition to phones and workstations? If so, please provide existing quantities (if applicable) and required quantities for each type:

Answer # 26:

- a. TDD/TTY devices. Currently have a PURPLE computer. Page 11 of the RFP states "Provide access for 2 devices that will communicate between telephone and video relay for detainees with hearing disabilities."
- b. VRS devices
- c. Visitation phones (connected to the inmate phone system)
- d. Cart phones
- e. Hands-free inmate phones. There are currently 121 inmate use phones in the facility. 25 of them are speaker phones with the remaining 96 attached on a cord.
- f. Portable cordless phones
- g. Enclosures / pedestals (specify type)
- h. Wireless inmate tablets
- i. Wireless access points
- j. Cell phone detection devices
- k. Video visitation kiosks – inmate
- l. Video visitation kiosks – visitor
- m. Lobby kiosk
- n. Other kiosks (specify type)
- o. Other equipment (specify type).

Question # 27: Is the County interested in any additional equipment that is not required? If so, specify the type(s) and desired quantities?

Answer # 27: Interested in cell phone detection devices. Not mandatory.

Question # 28: 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?

Answer # 28: Confirmed

Question # 29: 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 # 29: The County will respond to questions as they are received via addenda publicly released.

Question # 30: Is the inmate trust account managed through the commissary system or the Jail Management System or other system? If other, please specify

Answer # 30: Commissary system

Question # 31: Please provide the name and contact information for the current deposits services vendor.

Answer # 31: Deposits to the inmate trust can be made through on-site kiosks, online and via mail in money orders. Those go through Stellar and JailATM. When phone accounts are setup they go through Securus. Direct contact information is available on both companies websites.

Question # 32: Who will handle deposits going forward?

Answer # 32: Bidder must be ready to accommodate deposits for phone, or tablet in their proposal.

Question # 33: In order to ensure a level playing field for all bidders, please confirm that the successful vendor must provide new equipment. Also, please verify that this applies to both new potential bidders and the incumbent provider.

Answer # 33: The County wants to have the most durable, safe, and technologically advanced product available. As our current equipment has been in place for some time, even the incumbent provider should entertain a full replacement.

Question # 34: 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 # 34: The County will respond to questions as they are received via addenda publicly released.

Question # 35: Item D of the bid states that, "A 10% Bid Bond or Cashier's Check made payable to the Will County Treasurer shall accompany each bid..." To ensure vendors submit a bid security for the appropriate amount, please provide the equation that is to be used to calculate the security's value.

Answer # 35: The bid bond that is required is for 10% of the entire amount bid.

Question # 36: Item E of the bid states that, "The successful Bidder shall furnish to the Owner an executed Performance Bond and Labor and Material Payment Bond, each in the full amount of the Contract sum...The Performance and Payment Bonds will be returned at the completion of the Contract." Please provide the equation that is to be used to calculate the value of each of these bonds.

Answer # 36: The required performance bond is 100% of the awarded contract amount.

Question # 37: The 15th page of bid is a form that contains table in which vendors are to enter a dollar value that corresponds to a line item (Inmate Phone System, Digital Mail and Tablets). To ensure vendors complete this table properly, please explain/detail the dollar value information is to be entered (i.e. cost to install/maintain technologies and services, inmate cost to access/utilize these technologies, etc...).

Answer # 37: The table is for cost to install and maintain the tech/services.

Question # 38: Is it acceptable for vendors to provide an exhibit within their proposal titled, "Financial Offer(s)" which clearly defines all aspects of their bid(s)/financial offer(s) (i.e. ITS service/commission rates, Tablet service/commission rates, technology grants, value-added services, etc...)? If not, please advise as to where this information should be featured.

Answer # 38: Yes, this would be acceptable to add to the bid proposal.