



OFFICE OF WILL COUNTY EXECUTIVE
JENNIFER BERTINO-TARRANT

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2022-61 INMATE TELEPHONE SERVICES
ADDENDUM #2
JANUARY 3, 2022

Please note, attached is a new bid form to be used for the 2022-61 Inmate Telephone Services RFP

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

Question # 1: Page two of the bid package states Specifications and Conditions are available at Demand Star and the County's website. Would the County provide a Terms & Conditions file available for download?

Answer # 1: The Terms & Conditions are available at:
<https://willcountyillinois.com/County-Offices/Administration/Purchasing/Current-Bids>

Question # 2: What is the distribution of points relative to the offered commission versus rates and how are these points calculated?

Answer # 2: This information is not available.

Question # 3: Would the County please provide guidance on answering the Price Form on page 15?

Answer # 3: Please see the attached new Bid Form to be used for this RFP.

Question # 4: Regarding the Performance and Labor & Material Payment bonds, are we correct in presuming they are not required of zero dollar contracts?

Answer # 4: That is correct, please disregard any reference to bid bond or performance bond requirements.

Question # 5: Regarding the following requirement of the Tablets section: "Possible expansion to inmate digital mail screening system." What does the County mean by expansion to mail screening?

Answer # 5: Allowing digital mail to be screened via tablets. Personal correspondence send to an off-site facility to be scanned and then viewed on a tablet.

Question # 6: Regarding the following requirement of the Tablets section: "Possible expansion to video messaging between custodies and the public. If implemented, must have ability to monitor and record for security purposes." What does the County mean by expansion to video messaging?

Answer # 6: We currently are under contract for video visitation. The "possible expansion" would be in addition to our current video visitation, allowing inmate visitation through the tablet, similar to SKYPE. Although video messaging is not a mandatory, expansion to this type of technology is a possible for the future.

Question # 7: Regarding the following requirement of the Digital Mail section: "Data mining, link analysis and investigation tools." What type of data does the County desire to mine in relation to digital mail?

Answer # 7: Inmate sending/receiving mail, what type of correspondence, and name and address of party sending/receiving correspondence to the custody.

Question # 8: Regarding the following requirement of the Digital Mail section: "Vendor must be compatible with current commissary (Stellar) and JMS (Tyler Technology/New World Systems) software." What is the purpose of the interface between the commissary and JMS vendors in relation to digital mail?

Answer # 8: Incoming Mail would not need to be interfaced with commissary or JMS. This portion is added as informational in case the system does tie in to our other systems.

Question # 9: Would the County please provide the past 12 months of inmate phone data to include total minutes by call type?

Answer # 9: This information was provided in Addendum #1

Question # 10: Would the County please provide the past 12 months of total commissions paid from inmate phone usage and other commissions paid?

Answer # 10: This information was provided in Addendum #1

Question # 11: Would the County please provide inmate jail locations, descriptions, classifications and number of inmates housed per location?

Answer # 11: Please see attached. Report title Phone Count with Classification added in yellow highlight.

Question # 12: Would the County please provide a housing unit list with classification, bed count, and ADP for pre and post COVID-19?

Answer # 12: Please see attached, titled ADP 2019-2021.

Question # 13: In light of COVID-19 and ever-changing state mandates, would the County accept an electronic ink signature for this proposal response?

Answer # 13: The County will accept electronic signature on bid forms

Question # 14: What is the timeframe to have all solutions installed?

Answer # 14: This is to be determined with awarded bidder.

Question # 15: Would the County please provide guidance on answering the Price Form on page 15?

Answer # 15: Please see the attached new Bid Form to be used for this RFP.

Question # 16: Regarding the Performance and Labor & Material Payment bonds, are we correct in presuming they are not required of zero dollar contracts?

Answer # 16: That is correct, please disregard any reference to bid bond or performance bond requirements.

Question # 17: Regarding the following requirement of the Tablets section: "Possible expansion to inmate digital mail screening system." What does the County mean by expansion to mail screening?

Answer # 17: Allowing digital mail to be screened via tablets. Personal correspondence send to an off-site facility to be scanned and then viewed on a tablet.

Question # 18 In response to the Question #6, the County had stated that beginning on November 1, 2021 that the ITS commission rate was going to be reduced from 70% to 49%. Therefore, it would be expected that the Commissions for the months of November 2021 and December 2021 would be substantially less than the Commissions for paid for January through October 2021. However, we suspect the data listed in the "Nov. 2021" and "Dec. 2021" columns may actual be for "Nov. 2020" and "Dec. 2020" as value of the commissions paid for these months are not substantially less than the monthly average. Will the County please advise/confirm which month/year the data in these column headings pertain to (Nov. 2021 or Nov. 2020 and Dec. 2021 or Dec. 2020)?

Answer # 18: Correct, the first 2 columns listed as Nov. 2021 and Dec. 2021 should be Nov. 2020 and Dec. 2020. Please see attached updated spreadsheet

Question # 19: When analyzing we have found that the following data may have been improperly entered into the spreadsheet as the data is substantially less than the monthly averages reported:

- May -21 - # of IntraLata Minutes = 12,778 (Monthly Average = 94,285)
- June – 21 # of Interstate Calls = 10,166 (Monthly Average = 89,883.08)

Answer # 19: Please see attached updated spreadsheet for corrected numbers

Question # 20: Additionally, the spreadsheet reports the Monthly Average "Commission" to be \$54,322.49. However, when calculating the Monthly Average "Commission" based upon the Monthly Commission values provided, the result is \$53,567.00.

Furthermore, we have noted discrepancies relating to the "Commissions" reported.

For example, when calculating ITS Commission as 70% of Total Gross Revenues (All Call Types), we are showing an underpayment of \$130,792.97 in commissions for the data set.

When calculating ITS Commission as 70% of Total Gross Revenue (All Call Types) less Interstate Call Revenue, we are showing an overpayment of \$47,582.58 commissions for the data set.

To help eliminate these inconsistencies, we are respectfully requesting the County to please provide us with the complete "Call Commission Report" each month for the past year. It is to our understanding that this "Call Commission Report" can be generated via the "Secure Call Platform" or provided the directly to the facility from the incumbent (Securus) when requested. Additionally, a "Call Commission Report" was likely included with the facility's Monthly ITS Commission Revenue payment.

Answer # 20: Please see attached commission reports

Question # 21: Furthermore, we are requesting additional details pertaining item "2. Signing Bonus" on the "Third Amendment to Agreement for Inmate Telephone Service System" contained within "022-61 Addendum #1 Attachment #1 Contract Documents," page #16. The item states, "Beginning on the first day of the following the Third Amendment Effective Date, we will pay you 12 monthly signing bonus of \$52,083.33..."

Answer # 21: The Third Amendment was not agreed upon. The previous Deputy Chief confirmed it was proposed but both parties could not come to an agreement. Please disregard.

Question # 22: The Third Amendment was unsigned by either party. Therefore, we want to confirm whether this amendment went into effect or not. If the amendment went into effect, please provide us with the effective date as well as date and amount of each "monthly signing" bonus the County has received from the incumbent provider Securus.

Answer # 22: The Third Amendment was not agreed upon. The previous Deputy Chief confirmed it was proposed but both parties could not come to an agreement. Please disregard.

Question # 23: Is the County requiring vendors to submit a copy all 17 pages of the original RFP in addition to their proposal and the vendor's standard master services and schedule of service agreements?

Answer # 23: Yes, the County requires a copy of the entire bid packet sent as part of a vendor bid submission.

Question # 24: If so, are vendors to also include a copy of each addenda issued or will the addendum acknowledgement form suffice?

Answer # 24: The receipt of addenda form will suffice, as long as each addenda received is signed for on said form.

Question # 25: In light of the special circumstances of an already abbreviated timeline, including holidays and questions window running until 5 days prior to the due date, we respectfully ask the County to consider an extension deadline of January 31, 2022. Vendors will have a very limited window to evaluate answers, provide a tailored response, obtain signatures and ship in a timely manner to be received by the current deadline of 1/18/2022.

Answer # 25: The deadline for this bid will be extended until 10:00 A.M., Monday, January 24th. This will provide extra time for vendor replies while still allowing County Staff appropriate time to review proposals.

Date Mailed: 12-10-21
Due: 1-18-21, 10:00 A.M.

PURCHASING DEPARTMENT
COUNTY OF WILL
302 N. CHICAGO ST
JOLIET, IL. 60432

BID FOR
Inmate Telephone
Services
2022- 61

COMPANY NAME _____ FEIN # _____

ADDRESS _____

CITY _____ STATE _____ ZIP _____

CONTACT _____

PHONE _____ FAX _____ EMAIL _____

THIS IS NOT AN ORDER

Agency Name and Will County Office Building
Delivery Address: 302 North Chicago Street, Joliet, IL 60432

For additional information contact: Kevin Lynn, Purchasing Director klynn@willcountyillinois.com

DESCRIPTION	
Contract Duration (Years)	
Commission Percentage	%
Commission Signing Bonus (if applicable)	\$
Additional Offers Included In Proposal (If needed please attach separate sheet behind this page)	\$

Signed by: _____ Title: _____
Authorized Representative of Company