



**Rowan County Purchasing Department**  
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### Addendum II RFP #2022-028 Inmate Communications System

Pre-Bid Conference was held at 10am EST on Thursday, March 3, 2022.

Attendees:

Derek Cox-Securus  
Carol Roberts-Securus  
Megan Hurley-Paytel Communications  
Delmar Turner-Inmate Calling Solutions  
Paul Hunt-NCIC Inmate Communication  
Rob Mustachi-Smart Communications  
Sheriff Kevin Auten-Rowan County  
Capt. Greg Hannold-Rowan County  
Sgt. Marielle Hare-Rowan County  
Michelle Doyle-Rowan County  
Anna Bumgarner-Rowan County

1. Clarification of Section I.A.5. page 2 of RFP responses shall be 10 pages to cover needed information related to Cost and/or Revenue structure including cost to consumer that is not an inmate and commission structure for the County.
2. The County will allow additional documentation to be included to cover additional features that the company offers as requested on page 15 Section V.G.
3. Will Rowan County view the vendor's response as fully compliant and allow all or large portions of the vendor's response containing the information requested below to be referenced as an Attachment or Exhibit that will NOT count toward the 10-page count, double sided maximum is met for the following:
  - a. Sample Contract – **Extra pages allowed**
  - b. Certifications to Conduct Business – **Extra pages allowed**
  - c. Complete List of all customers in North Carolina for whom we have installed correctional phone systems – **Part of 10 pages**
  - d. List of past North Carolina customers that the vendor is no longer doing business with from the last three (3) years – **Part of 10 pages**
  - e. Insurance Certification – **Extra pages allowed**
  - f. Transition/Implementation Plan and Delivery Details – **Part of 10 pages**
  - g. Brochures of Additional Products and Enhancements requested – **Extra pages allowed**

4. Page 2 of the RFP states that, "Proposals shall be no more than 10 pages double sided and shall include the requested information on page 16 and 19 along with a transition plan for implementation and working with current vendor." Will the proposal's cover page, cover letter and table of contents count towards this maximum page count? **These will be allowed as extra pages.** Will the County please consider to increasing the maximum proposal page limit to 20 pages double sided to help ensure that vendors are provided with enough space to provide all information requested within the RFP and adequately convey their offer? **Please see question 1, 2 and 3 for additional information**
5. The County already has a contract for Law Library so this would not need to be included.
6. Remote visits shall be limited to the Kiosk's so it will be more secure. Remote visit will not be allowed on tablets at this time.
7. Will the County please provide clarification as to the difference between the "Video Call" and "Remote Visitation" service items listed on page 17 of the RFP within the section labeled "IV. Commissions." - **Video visitation takes place when the visitor comes to the lobby of the Annex and uses a monitor to visit with the inmate who also uses a monitor. Remote visitation takes place when a visitor uses a personal device to visit from somewhere off site.**
8. Tablets and phones will be used for educational purposes like Law Library.
9. Tablets shall not be used for phone calls or messages.
10. Communication Services provided need to be reliable.
11. Provide detail on every item that the County will receive commission. It is important to maintain a balance between what is charged to families of inmates and commission that is earned.
12. During implementation the County request an onsite technician or administrator but will not be needed after implementation.
13. The ratio of tablets per inmates is 1:2 as listed on page 15 Section V.F.2.a. of the RFP.
14. Currently the total number of inmates is around 300 each day with 368 actual beds.
15. Page 14 Section V.E.15. has a reference to page 22, this information is provided in Attachment A.
16. Please detail the County's current ITS call and commission rates. – **See link in question 56.**
17. What was the total dollar amount of gross revenue produced by the ITS during the last 12 months? – **See link in question 56**
18. Of the total gross revenues produced by the ITS during the last 12 months, what was the total dollar amount of shared with the County as a commission? – **See link in question 56.**
19. Has the County ever received a signing or contract renewal bonus/technology grant from any of their incumbent inmate communications service providers? If so, please detail the date(s) and amount(s) of the signing or contract renewal bonus/technology grant(s) received. **Not that the County is aware.**
20. Please provide "Monthly Commission" or similar monthly usage reports that lists the following information in respect to ITS tariff/call types for the past 12 months: **See link in question 56.**
  - a. Call Count
  - b. Call Minutes
  - c. Gross Revenue
  - d. Commission Rate
  - e. Commission Earned
21. Please detail the County's current VVS call and commission rates. – **See link in question 56.**
22. Are vendors allowed to submit multiple bids/financial offers? – **The County would prefer one offer from each vendor but will allow.**
23. Page 18 of the RFP states that, "the vendor must maintain all pay phones (inmate and public), related equipment, and any wiring and software required and provided under this contract, in good working order." Will the County please provide additional detail relating to the "public pay phones"

to which this statement is referring (i.e. quantity, location, etc....). - ***This can be removed. The County does not have any pay phones.***

24. What was the average daily population of inmates at the Rowan County Detention Center in 2021?  
**325**
25. How many inmates (if any) are currently housed in surrounding counties? **0**
26. Who is Rowan County's Jail Management System vendor? **Central Square**
27. How many inmate housing areas does the jail have? **See Attachment A**
28. What is the bed capacity of each inmate housing area? **See Attachment A**
29. What are the names of each inmate housing unit? **See Attachment A**
30. How many phones and visitation kiosks are in each housing area? **See Attachment A**
31. Does Rowan County intend on scheduling meetings and entertaining a demonstration of the proposed system/services during the bid process? **The County reserves the right to short list companies and schedule demonstrations based on proposal responses.**
32. Will the chosen vendor be expected to furnish and install a Wi-Fi network in the jail to support the operation of the tablets or will the Wi-Fi network be provided by Rowan County? **Chosen Vendor will be required to build and install the Wi-Fi network (including all cabling and hardware mounting) and provide any appropriate internet service to support external connectivity.**
33. Does the current vendor offer any alternate calling types, such as Advance Pay, PayNow or Text-to-Connect? **No** If so, what are the rates and fees charged for these calls?
34. Does the County receive commissions on revenue generated by interstate calls today? **Yes**
35. Does the County require that proposals include commissions on interstate calls? **Yes**
36. Please provide a breakdown of the inmate population, in percentages or actual numbers, by local, DOC, or other agency. **Average of 8 Federal 5 SMCP and 8 Backlog.**
37. Please provide the average daily population for 2021, broken down by month, if possible? **See link in question 55.**
38. Is the inmate trust account managed through the commissary system or the Jail Management System or other system? **Commissary lockdown through Kimble's** If other, please specify.
39. Please provide the name and contact information for the current deposits' services vendor.  
**Currently us Kiosk and online through Kimble's**
40. In order to ensure a level playing field for all bidders, please confirm that the successful vendor must provide new equipment. **Yes** Also, please verify that this applies to both new potential bidders and the incumbent provider. **Yes**
41. Please provide the schedule in which the inmates have access to the inmate phones. **7 days a week 8am – 10:30pm**
42. How is commissary ordered today? **Through Commissary, Kiosk and paper request in SHU.**
43. Does the current vendor provide debit calling? **Yes** 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. **From Commissary to phone account**
44. Are calling cards being used today? **No** If so, how are they purchased and given to the inmate? What denominations are available?
45. Do you currently have a video visitation system installed? **Yes, See Attachment A** If so:
  - a. How many inmate kiosks are installed?
  - b. How many visitor kiosks are installed?
  - c. Do you have any portable kiosks? **No**
  - d. Do you require the same equipment counts as those described above? **Yes** If not, please explain.
  - e. What kind of wiring connects the kiosks to the equipment room? **Provided by current vendor County is unsure.**

46. Does the Facility currently offer remote video visitation? **Yes** If so, please provide recent usage information. Approximately how many remote visits take place each month? **January 219; February 305, March 1-9: 79**
47. The County indicated at the pre-bid that video visitation, messaging, phone calling and law library are not desired on the tablets. Please confirm. **At this time no Video visitation, phone calling on tablet. Allowable for messaging and law library on tablets. Law library is through Kimble's.**
48. Please provide average monthly revenue data for any additional services offered under the current contract, such as voicemail, messaging and tablets. **Currently do not have voicemail or tablets. Unsure at this time.**
49. The evaluation criteria on RFP p. 4 allots 50% to Cost. The Cost Proposal may consist of commissions, calling rates, fees, minimum guarantees, bonus, etc. How will each of these be evaluated? What are the relative weights of each? **The cost proposal is a complete package and no one item is more weighted than another.** Is one more important than the others? **No**
50. If visitation phones are required, how many visitation phone sets does the County have currently? Are they wired to the inmate telephone system for recording and monitoring today? **See Attachment A**
51. Please provide the quantities of equipment currently installed (as applicable): **See Attachment A**
- Inmate telephones
  - TDD/TTY devices
  - VRS devices
  - Visitation phones (connected to the inmate phone system)
  - Cart phones
  - Hands-free inmate phones
  - Portable cordless phones
  - Enclosures / pedestals (specify type)
  - Workstations
  - Wireless inmate tablets
  - Wireless access points-**Respondent would need to provide appropriate number to all for coverage in the inmate areas.**
  - Cell phone detection devices – **currently County does not have this but could be included in options**
  - Video visitation kiosks – inmate
  - Video visitation kiosks – visitor
  - Lobby kiosk
  - Other kiosks (specify type)
  - Other equipment (specify type)
52. Specify the quantities of equipment required in this contract, if different than quantities currently installed. **See Attachment A**
53. 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? **Not allowed.**
54. 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? **Any additional questions must be received by 3pm on March 11, 2022.**
55. Please provide a copy of Rowan County's current contract. – Current Contract and addendums are located at [FOIA-Securus Technologies](#).

## **Attachment A**

### **Information for the Rowan County Main Jail Facility's Phone/Visitation System**

#### **Booking**

Beds: 2  
No Visitation Monitors  
Phones: 3 (2 in Group Holding and 1 in Isolation)

#### **Dorm 1**

Beds: 40  
Visitation Monitors: 2  
Phones: 7  
Additional: 1 set attorney visitation phones in the attorney visit booth; 2 sets visitation phones in booths for professional visits

#### **Dorm 2**

Beds: 28  
Visitation Monitors: 1  
Phones: 5

#### **Dorm 3**

Beds: 14  
Visitation Monitors: 1  
Phones: 3

#### **Dorm 4**

Beds: 14  
Visitation Monitors: 1  
Phones: 3

#### **Dorm 5**

Beds: 6  
No Visitation Monitors  
Phones: 1

#### **SHU 1**

Beds: 6  
No visitation monitors  
Phones: 1

## **SHU 2**

Beds: 2  
No visitation monitors  
Phones: 1

## **SHU 3**

Beds: 4  
No visitation monitors  
Phones: 1

## **Pod 1**

Beds: 48  
Visitation Monitors: 2 in the lower level visitation booths  
Phones: 8  
Additional: 4 sets visitation phones for professional visits-2 on each level

## **Pod 2**

Beds: 48  
Visitation Monitors: 2 in the lower level dayroom sally port  
Phones: 2

## **2<sup>nd</sup> Floor Visitation Room**

Visitation Monitors: 2  
Additional: 2 sets of visitation phones for professional visits

## **3<sup>rd</sup> Floor Visitation Room**

Visitation Monitors: 2  
Additional: 2 sets of visitation phones for professional visits

## **Totals**

Phones: 35  
Sets of Professional Visitation Phones: 11  
Visitation Monitors: 13

## **Rowan County Annex Facility Information**

### **Lobby**

Visitation Monitors: 4 for public use for on-site video visitation

### **Attorney Conference Room**

1 set of phones for professional visits

### **A Unit**

Beds: 40

Visitation Monitors: 2

Phones: 4

### **B Unit**

Beds: 40

Visitation Monitors: 2

Phones: 4

### **C Unit**

Beds: 40

Visitation Monitors: 2

Phones: 4

### **D Unit**

Beds: 40

Visitation Monitors: 2

Phones: 4

### **Totals**

Monitors: 4 Public and 8 Inmate Use

Phones: 16 Inmate

Sets of Professional Visitation Phones: 1