

The State of Washington Department of Corrections

CRFP6446 - Offender Telephone System and Recording/Monitoring
QUESTIONS & ANSWERS

Note: These are questions that have been answered to date; more questions and answers will be posted tomorrow.

1. I'll be using a subcontractor for monitoring services. Do we need to include references as well?
 - 1A. **Yes, Section 6.6 states, that any subcontractors are proposed the subcontractor relationship must be described with the proposing firm. This would include the subcontractor organization and management and reporting relationships between the vendor's firm and the subcontractor. This would also include references. Please refer to section 6.7.1.1 for what must be included in listing reference information.**
2. Is it the intent of the DOC to mean that vendors may submit only one "Prime proposal but can participate in multiple bids as a subcontractor as stated in Section 1.1?"
 - 2A. **Yes, this is the intent of DOC, that vendor may submit only one proposal as the prime contractor, but may also participate in one or more proposals as a sub contractor.**
3. Please clarify the following statements:
 - Section 1, 1.1, last paragraph: "vendors may submit only one proposal as a prime contractor, but may participate as a subcontractor with another prime contractor on more than one proposal.
 - " Section 3, 3.10, "each vendor may submit only one proposal. Submission of multiple proposals is disallowed and will result in the rejection of all proposals submitted by the vendor."
- 3A. **See question 2.**
4. Can a vendor be prime for one proposal and a subcontractor for another?
 - 4A. **Yes.**
5. Can WA DOC provide additional detail as to if each submittal is to be submitted within its own binder, if each submittal is to be separately sealed (with all copies), and if submittals can be boxed together for delivery to WA DOC?
 - 5A. **The sealed submittal envelope may be packaged with the balance of the proposal. The other four sections, the implementation plan, technical**

proposal, the qualifications proposal and cost proposal, may be submitted as tabbed sections of four individual binders.

6. At section 4.8 the use of the term MR# and MS# are both used. However in the RFP only MS# is used for scored requirements. Can WA DOC please clarify if there are any MR# requirements?

6A. There are no MR# requirements. MR are scored pass/fail, they are not weighted.

7. In section 7.1.1.1 Commission, states MR and MS#, however 7.1 states commission to be worth 4 points. Please clarify if the 4 points are correct?

7A. Section 8.4.2 Cost points, explains the maximum points and the manner of scoring to be given the various cost factors. Cost factors are divided up into four scoring subgroups; each of these subgroups is scored by dividing the numerator to the denominator and multiplying by a weighting factor. The weighting factor for determining the lowest commission rate is 4. In summary 4 is not the number of points that is awarded for lowest commission, 4 is merely the factor for weighting commission after dividing the percentage proposed by the vendor (numerator) by the commission rate percentage submitted in the vendor's proposal (denominator)

8. In section 7.1.1.1, can WA DOC provide an example of how the \$5.1M guaranteed commission and the IPD calculation will work?

8A. If the IPD is greater than zero: $(1 + \text{IPD})(\text{Current commission}) = \text{New commission}$.

If the IPD is zero or less: $\text{New commission} = \text{Current commission}$.

9. In section 7.1.1.1, can WA DOC provide additional information of how the \$5.1 guaranteed commission will relate to the period of transition of services to a new provider and the commissions to be received by WA DOC during the transition period from AT&T and any other current providers?

9A. The new provider's responsibility to pay commissions will commence when it begins to provide telephone service at that institution. The commission shall continue to be paid by the current provider until telephone services are switched over at each institution.

10. In Section 7.1.1.2, will WA DOC consider other methodology related directly to call volumes for determining calling rate adjustments?

10A. No.

11. What is the purpose of the video as shown in Section 5.1.10?

11A. To demonstrate the capabilities and use of the recording and monitoring equipment to DOC investigators.

12. Is this a replacement system or are we just modifying the existing system?

12A. The department has no ownership interest in the existing system. This is a replacement system, although some components from the existing system could be used in the new system with permission of the owners of those components. Securing permission of the component owners is the sole responsibility of the vendor.

13. What happened to the previous RFP?

13A. It was cancelled.

14. Is this a totally new RFP or is this just a modification of the previous one?

14A This is a totally new RFP.

15. (Section 2.2.3) Is the term " gross revenue generated" defined by and the same as the "Family Costs" in Exhibit E?

15A. Yes.

16. (Section 5.1.9) Department Policy #450.200 states that hearing impaired (TDD/TDY) phones are subject to the same recording and monitoring via use of tele-type paper. Does the Department expect that each TDD/TDY machine will have this or similar features or is the Department open to considering this feature on a facility-by-facility bases during implementation?

16A. Each TDD/TDY machine shall have a method for capturing and documenting the typed conversation for review to determine the content of the conversation.

17. (Section 5.1.9) Department Policy #450.200 states that a TDD/TDY call duration will be programmed for up to 60 minutes. May we assume that this call duration is actually controlled by facility staff and is not a part of core system software where the call duration is 20 minutes system-wide?

17A. The telephone line connecting the TDD/TDY device to the inmate telephone system should be part of the core system, but must be capable of being programmed to allow a 60 minute TDD/ TDY conversation.

18. (Section 5.1.9) Department Policy #450.210 indicated that "recording shall be kept...no longer than one year." Does the Department desire one year on-line or, for example, six-month on-line with archiving?

18A. The policy requires that we maintain the recording for a six-month period. Following the six months the recordings are deleted from the system and not recoverable.

19 (Section 5.1.10) Is the Department open to alternatives to a video/CD?

19A. The video must be capable of being retained and viewed with current DOC equipment.

20 (Section 5.2.4) Does this reference to an "Ethernet" connection mean the state's infrastructure (DIS) intranet service?

20A. No, the vendor will provide all infrastructures connecting the facilities to each other and to headquarters.

(a) If the answer to question 20, above, is No will the State provide the necessary firewalls and other security features?

a. No, the vendor is responsible for all firewalls and other security features.

(b) if the state cannot provide these connectivity features can the State define the firewall and related protocols/standards that are acceptable?

a. Review the Telecommunication Distribution Infrastructure Standards on the DOC web-site.

21. (Section 5.2.4) Does this mean that the Department desires all 30 facilities (15 prisons and 15 work centers) to be on a single integrated network? Or does the state want the 15 prison facilities to operate on a network and the 15 work centers to operate independently?

21A. The Department's 15 prisons will have inmate recording systems. They should be interconnected. This interconnection will allow for remote access to the recordings. The vendor is not required to record calls made from work release facilities, but the revenue generated is part of the inmate phone system.

22. (Section 5.2.7) Does the Department mean to a "housing unit or the total system" or does it mean (for example) to a "housing unit or the total *facility*"?

22A. In this context total system refers to total facility (all inmate telephones in that institution).

23. (Section 5.2.10) Can the Department identify these 9 facilities and define "provide ...until no longer needed"?

23A. The 9 facilities are:

**Airway Heights Correctional Center
Clallam Bay Corrections Center
Coyote Ridge Corrections Center
McNeil Island Correctional Center
Monroe Corrections Center
Stafford Creek Corrections Center
Washington Corrections Center
Washington Corrections Center for Women
Washington State Penitentiary**

Until no longer needed means, the later of six months after the recording was made or after the expiration of the legal/disciplinary needs which necessitates the retention.

24. (Section 5.2.11) Can the Department provide a reasonable estimate of the number of these machines on a per location basis (for example, 2 per prison site and 1 per work center)?

24A. Approximately one machine per 500 inmates with at least one machine per site.

25. (Section 6.7.1.4) In this section does the Department intend that rulings, fines, settlements, arbitrations and/or litigation before or brought by the Federal Communications Commission (FCC) and/or various state Utilities Commissions be included or excluded?

25A. It is expected that these will be included.

26. At Section 5.1.1, can WA DOC please clarify if the requirement is for system features that allow a called party to not accept calls, or if the requirement includes calls to toll free numbers, 976 numbers, and/or fraudulent calls resulting from excessive calling to a single number where payment is most likely not to be made?
- 26A. The agency is concerned with protecting the public from unwanted calls from inmates housed in our facilities. Offenders are not allowed to call toll free number or 976 numbers.**

24. (Section 5.2.11) Can the Department provide a reasonable estimate of the number of these machines on a per location basis (for example, 2 per prison site and 1 per work center)?
- 24A. (Amended) Approximately one machine per 500 inmates with at least one machine per site. Population statistics by institution may be found at:**
http://www.doc.wa.gov/BudgetAndResearch/ResearchData/FY05_Facility_Report_06-30-05.pdf
27. At Section 5.1.2, can WA DOC please clarify this requirement? Is it the intent for WA DOC to have different phones other than the system phones from which offenders will be required to place attorney calls, or will WA DOC allow attorney calls from any telephone as long as the appropriate system configurations are in place to make sure attorney calls are recognized as such and not recorded?
- 27A. Washington requires that attorney telephones be completely separate from the inmate calling system. These calls must be processed separately and will not go through or be connected to the inmate calling system.**
28. At Section 5.1.2, although attorney calls are stated as not to be recorded, will these phones process calls through the system? If processed through the system can attorney calls be charged for – or is it WA DOC requirements that attorney calls be free?
- 28A. These calls must be processed separately and will not go through or be connected to the inmate calling system. However, these calls will be collect and paid for by the attorney. DOC will not incur any cost for an attorney call.**
29. At Section 5.1.4, does WA DOC have any such calling programs in place today and if so, can they be identified as to what programs are available to the offenders?
- 29A. No.**
30. At DOC 450.200, DIRECTIVE I.A. can WA DOC provide additional information as to the total number of PINS assigned today and if the PINS have a predetermined structure (e.g. offender number + 4 random)?
- 30A. Currently, there is no structure. It is an 8 digit number generated by the vendor. The PIN must be associated with a call list for each offender. There is one active PIN per offender.**
31. At DOC 450.200, DIRECTIVE, I.B.1 relating to IPIN replacement \$2 charge, if vendor provides the PIN administration will the vendor be able to collect this charge to offset any PIN administration staff support costs provided to WA DOC, if proposed?
- 31A. That is negotiable.**

32. At DOC 450.200, DIRECTIVE III.B.I relating to calls to incarcerated spouses in another WA DOC facility, can WA DOC please explain how this is done today and what interfaces, if any, there are to the offender telephone system?

32A. Spouse to spouse calls are handled outside the inmate telephone system.

33. At DOC 450.200, please identify the term SCAN in DOC450.200 and its association to the RFP service requirements, if any.

33A. SCAN (State Controlled Area Network) is a dedicated telephone network managed by the State to provide low cost long distance services to public entities. It is separate from the inmate telephone system and is not part of this RFP.

34. At DOC 450.200 and DOC450.210, what system features are currently used to support these directives, including any audits or documentation required?

34A. The system that is currently in place has no features built into it to provide support to these directives. All of the support comes directly from the vendor.

35. Does WA DOC have a subscriber prepaid debit solution implemented today? If so on the call detail statistics provided in Section 2.1, please separate prepaid and debit calling call statistics from general collect calling.

35A. DOC only has collect calls at this time.

36. Is WA DOC provided with PIN and allowed call administrators as part of the service today? If so, please provide number of administrators, locations, hours of work, etc.; will WA DOC provide necessary work environment (e.g. phone, workspace, etc) if they are desired to be on a WA DOC site?

36A. Currently one IPIN administrator is provided by the Vendor. No workspace or equipment is provided by the DOC. DOC has no information on hours of work.

37. Can WA DOC please provide a site by site list that includes:

- Address
- General telephone number (for circuit pricing purposes)
- Number of system workstations
- Number of offender/inmate phones
- Number of TDD units
- Number of phone enclosures
- Total calls completed during the past 12 months
- Total minutes of the calls completed during the past 12 months

37A. Location name, physical address & phone information.

***Airway Heights Correction Center
(AHCC)**
11919 W. Sprague Avenue
P.O. Box 1899
Airway Heights, WA 99001-1899
509.244.6700
134 phones
14 attorney phones
3 workstations

**Ahtanum View Correctional Complex
(AVCC)**
Work Release Center
2011 S. 64th Avenue
Yakima, WA 98903
509.573.6300
5 phones

**Ahtanum View Correctional Complex
(AVCC)**
Assisted Living Facility
2009 S. 64th Avenue
Yakima, WA 98903
509.573.6300
15 phones

Bellingham Work Release
1127 N. Garden Street
Bellingham, WA 98225-5039
360.676.2150
3 phones

Bishop Lewis Work Release
703 8th Avenue
Seattle, WA 98104
206.464.7000
10 phones

Brownstone Work Release
223 S. Browne Street
Spokane, WA 99201-3617
509.363.8109
9 phones

****Cedar Creek Correction Center (CCCC)**
1 Bordeaux Road
P.O. Box 37
Littlerock, WA 98556
360.753.7278
87 phones
1 workstation

Eleanor Chase House Work Release
W 427 7th Avenue
Spokane, WA 99204-2611
509.227.7008
6 phones

Helen B Ratcliff House Work Release
1531 13th Avenue S.
Seattle, WA 98144
206.720.3005
6 phones

Lincoln Park Work Release
3706 S. Yakima
Tacoma, WA 98408
253.471.4548
3 phones

Longview Work Release
1821 1st Avenue
Longview, WA 98632
360.577.2211
6 phones

Madison Inn Work Release
102 21st Avenue East
Seattle, WA 98112
260.720.3013
3 phones

***Monroe Correctional Complex**
16700 177th Avenue SE
Monroe, WA 98272-0777
360.794.2600
139 phones
10 attorney phones
4 workstations

****Mission Creek Correctional Center for Women**
3420 NE Sand Hill Rd
Belfair, WA 98528
360.277.2400
1 workstations

***McNeil Island Correction Center (MICC)**
1403 Commercial Street
Steilacoom, WA 98388-0900
235.512.6600
108 phones
12 attorney phones
3 workstations

Olympia Work Release
1800 11th Avenue SW
Olympia, WA 98504-1140
360.586.2731
4 phones

Peninsula Work Release
1340 Lloyd Parkway
Port Orchard 98366
360.895.6158
5 phones

Progress House WTR
5601 6th Avenue
Tacoma, WA 98406
253.593.2844
10 phones

RAP House WTR
3704 S. Yakima
Tacoma, WA 98408
253.471.4546
3 phones

Reynolds WTR
410 4th Avenue
Seattle, WA 98104
206.464.6320
10 phones

***Stafford Creek Correction Center (SCCC)**
191 Constantine Way
Aberdeen, WA 98520
360.537.1800
127 phones
14 attorney phones
4 workstations

***Washington Correction Center (WCC)**
W 2321 Dayton Airport Road
Shelton, WA 98584
360.426.4433
132 phones
12 attorney phones
4 workstations

*****DOC Headquarters**
410 W 5th St.
Olympia, WA 98504
360.753.2501
3 Workstations for monitoring and downloading only.

***Washington State Penitentiary (WSP)**
1313 N. 13th Avenue
Walla Walla, WA 99362-1065
509.525.3610
140 phones
14 attorney phones
4 workstations

***Clallam Bay Correction Center (CBCC)**
1830 Eagle Crest Way
Clallam Bay, WA 98326-9723
360.963.2000
87 phones
5 attorney phone
4 workstations

***Coyote Ridge Correction Center (CRCC)**
1301 N Ephrata
P.O. Box 769
Connell, WA 99326-0769
509.543.5810
28 phones
2 attorney phones
2 workstation

****Larch Correction Center (LCC)**
15314 N.E. Dole Valley Road
Yacolt, WA 98675-9531
360.260.6300
35 phones
1 workstation

****Olympic Correction Center (OCC)**
11235 Hoh Mainline
Forks, WA 98331-9492
360.374.6181
22 phones
1 workstation

****Pine Lodge Correctional Center for Women**
751 S. Pine Street
Medical Lake, WA 99022-0300
509.299.2300
31 phones
1 workstation

***Washington Correction Center for Women (WCCW)**
9601 Bujacich Road NW
Gig Harbor, WA 99335-0017
253.858.4200
88 phones
12 attorney phones
3 attorney phones

***Designates facility currently has inmate telephone recording system.**

****Designates requiring inmate recording system; Will require attorney phones.**

***** Workstations for monitoring and downloading a recording to a CD.**

Data for the total number of calls and the total minutes will be provided as soon as it is available.

For the number of TDD units please refer to question #24. DOC owns no TDD units.

The number of phone enclosures is equal to the number of attorney phones.

38. Other than at the facilities, are there any additional system workstations required to be installed (i.e. headquarters, other non-facility location)?

38A. As part of the system networking, three workstations will be required for Headquarters Investigators.

39. Are all phones located at each facility and covered under this contract to be offender/inmate phones, or are payphones located at some facilities? If payphones are located at a facility, what rates are currently charged, are the phone calls recorded and stored, and please include the number of payphone is the site-by-site information above.

39A. All inmate phones located at each facility will be covered under this contract. Any pay phones that are accessible to the public should be covered by the tariffs approved by the Washington State Utilities and Transportation Commission.

40. Does WA DOC require that the vendor provide the attorney phones and any associate phone lines? If so, please include the number of attorney phones at each facility with the site-by-site detail requested above.

40A. Yes. See question #37.

41. Does WA DOC require manual cut-off switches for phones, or is Offender Telephone system cut-off features allowed as the only solution? If manual cut-off switches, are the cut-off switches owned by WA DOC or the current vendor?

41A. Manual cut-off switches are not required as long as the ability to cut off any or all phones in a unit or institution exists within the system. DOC does not own any switches.

42. Does WA DOC require recording at "off hook" or at time of call acceptance by the called party? If off-hook, can WA DOC please provide a total number of call attempts made during the past 12 months?

42A. "Off Hook" is a nice feature but not a requirement. That call information is not currently available.

43. Can WA DOC please provide the current rates charged to the called party for collect calling; and prepaid and debit, if applicable?

43A. DOC currently has only collect calls.

Carrier	Call Type	First Minute	Ea. Add'l Minute	Comments
AT&T	Intra-State (Lata to Lata)	\$ 5.01	\$ 0.59	Rate is the same for both inter-LATA and intra-LATA
AT&T	Inter-State	\$ 5.31	\$ 0.89	
AT&T	Local	\$ 2.00		Flat rate
Qwest	Local	\$ 2.00		Flat rate
Qwest	Intra-Lata	\$ 2.67	\$ 0.16	day time
Qwest	Intra-Lata	\$ 2.61	\$ 0.10	evening, night, weekends
Verizon	Local	\$ 2.00		Flat rate
Verizon	Intra-Lata	\$ 2.00	\$ 0.20	peak time
Verizon	Intra-Lata	\$ 2.00	\$ 0.20	off-peak, weekends and holidays

AT&T 1st minute charge breakdown:

Intra-State: access fee \$3.95 + per min. \$0.59 + payphone usage charge \$0.47 = \$5.01

Inter-State: access fee \$3.95 + per min. \$0.89 + payphone usage charge \$0.47 = \$5.31

44. Can WA DOC please provide the current commission rate received under its existing Offender Telephone System contract?

44A. The commission ranges from 27% to 45% depending on the local exchange company (LEC) involved.

WA_DOC Site	Local	IntraLATA	InterLATA	Interstate	International	Other*
Antanum View Corrections Center	Total Calls	3,211	2,505	1,858	621	0
	Total Minutes	44,291.0	39,587.0	26,792.0	8,652.0	0.0
Airway Heights Correction Center	Total Calls	177,961	88,495	46,996	17,042	967
	Total Minutes	2,719,637.0	1,277,428.0	262,674.0	81,800.2	7,895.3
Cedar Creek Corrections Center	Total Calls	18,889	47,706	2,076	1,686	0
	Total Minutes	294,363.0	635,661.0	29,220.0	23,538.0	0.0
Clallam Bay Corrections Center	Total Calls	14,208	58,686	8,755	6,308	159
	Total Minutes	191,296.0	772,196.0	111,554.0	78,960.0	1,719.0
Corrections Center For Women	Total Calls	20,916	41,056	13,430	7,510	144
	Total Minutes	239,337.0	450,415.0	147,055.0	83,250.0	1,465.0
Coyote Ridge Corrections Center	Total Calls	1,762	35,256	10,224	2,858	224
	Total Minutes	31,034.0	505,470.0	147,862.0	40,521.0	47,406.0
Larch Corrections Center	Total Calls	20,199	5,389	14,394	3,213	51
	Total Minutes	313,567.0	80,357.0	205,009.0	42,989.0	801.0
McNeil Island Corrections Center	Total Calls	140,458	123,053	4,627	6,507	130
	Total Minutes	2,045,948.0	1,743,592.0	66,750.0	89,567.0	1,831.0
Mission Creek Corrections Center	Total Calls	92	1,615	144	181	0
	Total Minutes	1,563.0	22,592.0	2,050.0	2,241.0	0.0
Monro Correctional Complex	Total Calls	109,202	224,583	15,157.0	14,051.0	1,720.0
	Total Minutes	1,588,584.0	3,044,206.0	209,560.0	186,769.0	20,771.0
Olympic Corrections Center	Total Calls	4,544	27,000	1,731	2,061	12
	Total Minutes	75,433.0	401,686.0	25,667.0	29,005.0	263.0
Pine Lodge Pre-Release	Total Calls	8,152	6,840	13,485	2,192	28
	Total Minutes	118,162.0	101,297.0	186,360.0	28,334.0	354.0
Stafford Creek Corrections Center	Total Calls	44,820	250,284	11,645	10,798	303
	Total Minutes	698,031.0	3,651,968.0	162,918.0	157,926.0	3,673.0
Washington Corrections Center	Total Calls	20,743	167,839	28,753	10,577	77
	Total Minutes	289,073.0	2,099,134.0	353,492.0	124,263.0	852.0
Washington State Penitentiary	Total Calls	48,803	128,915	55,136	14,381	1,147
	Total Minutes	775,778.0	1,708,646.0	286,875.3	72,973.3	5,415.0
Total Sum of Total Calls		613,217	1,209,222	228,411	99,986	6,946
Total Sum of Total Minutes		9,426,087.0	16,534,235.0	2,223,838.3	1,050,788.5	92,445.3
*Includes undifferentiated data for interstate interLATA and intrastate interLATA						

45. At Section 2.1, does WA DOC currently allow calling to countries outside of the United States (international calling)? If so, does WA DOC currently get commissions from international calling and can WA DOC please provide information relating to these countries and associated 12 month call detail statistics? Will these calls be collect, or only prepaid/debit?

45A Yes. See question 37 above.

46. At Section 2.1, the call detail statistics provided are from 2003. Can WA DOC please provide the most recent 12 months of call detail (total number of calls, total number of minutes) broken down by local, intralata-intrastate, interlata-intrastate, and interstate? Also see debit and prepaid calling question below.

46A. See above. (Note: Data is for 7/1/04 – 6/30/05)