

# STATE OF NEW HAMPSHIRE

BUREAU OF PURCHASE AND PROPERTY  
STATE HOUSE ANNEX  
25 CAPITOL STREET  
CONCORD, NEW HAMPSHIRE 03301-6398

## ADDENDUM # 1

## TO RFB INVITATION # 1413-12

DATE OF BID OPENING: 5/3/12

TIME OF BID OPENING: 1:30 PM

FOR: INMATE AND PAY TELEPHONE SERVICES

CHANGE: QUESTIONS AND ANSWERS

---

### QUESTION #1

Can the State please clarify the requirement for On Site Personnel as listed in Requirement 3.2.11? Is the State requiring two on-site employees? If yes, please state roughly how many hours the State would like each employee on site. Also, is the State requiring two Site Administrators, or would one Site Administrator and one Technician be acceptable?

### ANSWER #1

**Two on site Vendor employees are required, one located at the Prison for Men in Concord and the other located at the Northern New Hampshire Correctional Facility in Berlin.**

**Employees must be present 40 hours per week from 8:00 a.m. to 4:30 p.m. (less lunch break).**

**Personnel must be able to perform or affect all duties listed in Bid section 3.2.11. It is acceptable for programming to be performed remotely by other personnel.**

### QUESTION #2

Requirement 3.2.18.1, Biometric Inmate Identification, states: "System shall identify inmate telephone user by means of a voice print. Obtaining voice print reference recording and maintaining database shall be the responsibility of the vendor. Voice print shall be used to identify caller, verify telephone user, and search call recording." Can the State please confirm

that it requires the ability to find a specific inmate with the voice model/voice print only, and not using the inmate ID? Also, is the State requiring that the biometric feature verify the inmate identity throughout the entire conversation and also detect and identify any situation where the inmate hands the phone to another inmate after the call is initiated? In other words, does the State require continuous voice identification as opposed to verification only at the beginning of the call?

#### **ANSWER #2**

**Inmates will be identified when initiating calls both by a PIN number and by their voice print. It is not necessary to continually monitor the telephone conversation in order to verify the inmate during the call.**

**Voiceprint shall be available to investigators when searching through recorded calls and electronically identifying inmates in recordings.**

#### **QUESTION #3**

Requirement 3.2.18.3, Cellular Telephone Locator, states that cell phone detection “services shall include tracking hardware and software customized for each facility floor plan to detect and pinpoint the location of contraband cell devices.” Can the State clarify whether it requires a solution that only detects the location of cell phones, or whether the solution should also have the ability to terminate service to detected cell phones?

#### **ANSWER #3**

**The request is to obtain a solution that identifies cell phone usage and allows an investigator to locate the cell phone and user. Attach a complete description to the Cellular Telephone Locator features and operation to your response.**

#### **QUESTION #4**

Also regarding Requirement 3.2.18.3, Cellular Telephone Locator, when it states that the solution is to “pinpoint the location of contraband cell devices”, please state how specific this location must be within the facility i.e. within 3 feet, 6 feet, within the cell, etc.

#### **ANSWER #4**

**It is preferable to locate the cell phone close enough to determine the actual user. Success may vary dependent upon the user environment.**

## QUESTION #5

Please define the reporting expectation associated with Requirement 3.2.18.3. What level of detail would the State require regarding detected cell devices, such registration or serial number of both the SIM card and cell device, etc?

## ANSWER #5

**The intent is to obtain the physical location of the device and user. Any additional information will enhance the service offering. Attach a complete description to the Cellular Telephone Locator features and operation to your response.**

## QUESTION #6

Regarding Requirement 3.3, Visitor Intercom Phones, is there available conduit to connect the intercom phones in the Secure Housing Unit back to the phone room?

## ANSWER #6

**Conduit is not currently available.**

## QUESTION #7

Requirement 3.2.17 regarding Prepaid Calling and Debit Services states: "In all cases, no additional surcharge, one time purchase charge, account set-up fee or other related fees shall be charged for this service." Please confirm that no fees of any kind associated with prepaid and/or debit calling are allowed, including those that may not be explicitly mentioned (funding fees, refund fees, account termination fees, etc.). Are any fees associated with Collect Calling acceptable, such as Bill Statement Fees?

## ANSWER #7

**Only usage and call origination fees are applicable.**

## QUESTION #8

Requirement 3.2.17 also states: "Prepaid services shall be available in denominations of \$25.00 or less and shall allow balances as low as \$25.00 or less." Can the State please confirm that this requirement means that the consumer is allowed to purchase Prepaid time in any denomination and that no minimum purchase shall be required? Also, regarding the specific \$25.00 denomination mentioned, is the intent to restrict the prepaid user to a maximum payment of \$25.00?

## **ANSWER #8**

**The intent is to allow low income users access to the service. \$25.00 is the maximum required minimum value of services when purchased. The purchaser shall not be required to maintain a minimum dollar amount of service in order to retain an account.**

## **QUESTION #9**

**Regarding Section 1.0 General Instructions, Item 1.4 Contract terms and Conditions, second paragraph, page 7 of the RFB**

The form contract(s) P-37 included herein shall be part of this bid and the basis for the contract(s). The successful bidder and the State, following notification, shall promptly execute this form of contract(s), which is to be completed by incorporating the service requirements and price conditions established by the vendor's offer.

**QUESTION:** Please clarify if form P-37 is the form that is on page 2 of the RFB, or if there is another form that this references?

## **ANSWER #9**

**Form P-37 is the form beginning on Page 2 of the RFB and including the terms and conditions on Pages 3, 4 and 5.**

## **QUESTION #10**

**Regarding Section 1.0 General Instructions, Item 1.21 Instructions to Bidders, bullets 2 and 3, page 10 of the RFB**

Read the entire bid invitation prior to filling it out. In the preparation of your bid response you shall:

- Complete the pricing information in the "Offer" section
- Complete all other required information on your officer
- Complete the "Bidder(s) Contact Information" section
- Complete the company information on the "Bid Transmittal Letter" page, and sign the bid in the space provided on that page.

**QUESTION:** Other than the transmittal form, the only reference to the Vendor's Officer and contact information appears to be on page 2 of the bid. This page appears to be intended as the first page of the final contract once awarded. There are certain pieces of information on the form that Vendor's are not capable of completing. Is it the intention of the State that each Vendor fills this form out as part of their bid? If not, where is the appropriate location to include the information regarding the Vendor's Officer and Bidder(s) Contact information?

## **ANSWER #10**

**Vendors need not complete the Form P-37 as part of the bid submission.**

## **QUESTION #11**

**Regarding Section 1.0 General Instructions, Item 1.29.2 Response Sequence, page 12 of the RFB**

Bidder's response must be arranged in the following sequence of documents.

### **1.29.2.1 State of New Hampshire Bid Transmittal Letter**

Complete all blanks as indicated on form

### **1.29.2.2 Original Printed Bid**

This Bid has been released electronically. Bidder must print and submit an exact bid released printout as evidence of agreement with all terms and conditions of the released bid as modified through State provided addenda. Any changes in text, terms or conditions without State released addenda shall be rejected. All terms and conditions as released by the State will take precedence over changes provided in Vendor responses. **DO NOT INSERT VENDOR COMMENTS WITHIN OR BETWEEN BID PARAGRAPHS.**

### **1.29.2.3 Executive Summary**

The Executive Summary must summarize the Vendor's proposed solution including the manufacturer, model and version of all equipment and software to be provided. This summary provides Vendors the opportunity to confirm the ability of their offering to meeting the bid requirements.

### **1.29.2.4 Company Profile**

The Vendor shall provide at a minimum, a general company overview including company background, number of employees, financial capabilities of business and a listing of any litigation, previous or currently outstanding, relating to the Vendor and any proposed subcontractor's performance. Vendor must provide information demonstrating that their staff is of sufficient size and experience to complete the requirements outlined in this Bid.

### **1.29.2.5 Experience**

The Vendor shall have services and products operating for existing customers that are comparable in size and type to those proposed in this Bid. Include a list of the five most recent installations, customer contacts, telephone numbers, equipment used and brief description of projects.

### **1.29.2.6 Detailed Response**

The Vendor must confirm that their proposed service will meet or exceed the requirements as outlined in the Bid, and how it will be accomplished. Vendors shall provide a comprehensive and detailed description of the products and services offered in response to the requirements described in

**Paragraph 3: Scope of Services.** Include manufacturer operation and installation manuals defining system technology.

#### **1.29.2.7 Attachment A Pricing**

Prices must be submitted using Attachment A: Pricing.

**QUESTION:** The above-referenced section details the sequence to put the bidder's response in. There are items in section 1.0 General Instructions that require individual responses. Where in the above-referenced sequence would the State want this information to be included?

#### **ANSWER #11**

**Inclusion of the original bid as indicated in 1.29.2.2 shall be provided as verification that the Vendor has read and accepts all items within the bid. Submission items 1.29.2.3 through 1.29.2.7 should follow as separate sections of the submission. Item 1.29.2.7 will be a reprint of the Attachment A tables included in 1.29.2.1 including pricing and form completion.**

#### **QUESTION #12**

**Regarding Section 3 Scope of Services, Item 3.1.9 Operational and Maintenance Support, page 16 of the RFB**

Vendor must provide support for all services. The State shall not provide personnel for system installation, maintenance or operation. The Vendor shall work with the incumbent service provider to convert all existing data to required format and loading into the replacement system. The Vendor shall accept data from the current provider in any form provided. The Vendor shall load the information into replacement systems. Complete operational testing including any and all hardware and software must be performed prior to any cut over.

**Regarding Section 3 Scope of Services, Item 3.2 Inmate Telephone Requirement, page 19 of the RFB**

Alls services shall be "turnkey" requiring no preparation by the State. The Vendor shall obtain and transfer all inmate data records into the systems. The number of telephones and telephone access for inmate telephones will be limited as deemed necessary by Department of Corrections administration.

**QUESTIONS:** It is customary to work with the incumbent vendor to acquire configuration data such as inmate PINs, Allowed Number Lists, free/legal/blocked numbers, etc. However, the typical reason for retaining the call detail data and call recordings is for use in legal proceedings for evidentiary purposes. Each Vendor would likely maintain and agree that any attempt to "convert all existing data" that also includes call detail and or recording data would create a legal issue surrounding "manipulation" of evidence. Additionally, each vendor that provides voice biometrics utilizes a proprietary voice print algorithm that is typically not able to be converted and still retain any value for identification purposes.

1. Will the State confirm that the data they wish to be transferred from the incumbent vendor to a new system does not include call detail records, call recordings or existing voice print biometric records?

2. Otherwise, we respectfully request that the State remove the requirement to convert data and/or replace it with a requirement to work with the existing vendor to provide for continued access to the data via some form of “leave behind” system and that, only for a specified period of time, such as a reasonable amount of time to provide for investigative and legal purposes?

## **ANSWER #12**

**All past service installations have required inter-vendor cooperation in transitioning services. Due to compatibility issues, items such as biometric recording may need to be recreated.**

**Transferred data does not include recordings or biometric records.**

## **QUESTION #13**

**Regarding Section 3 Scope of Services, Item 3.2.6.11 Call Sequence, page 21 of the RFB**

This section defines the sequence of events for an inmate call. Caller lifts handset.

Caller receives a repeated message to choose between English, Spanish or French, each in the appropriate language. Caller receives repeated message to enter a Personal Identification Number (PIN). Caller enters PIN number.

Caller receives repeated message to indicate that number entered was number desired. Caller presses a DTMF key to continue the call, or a different key allowing the caller to re-dial the number. Caller receives message to state his name. Caller states his name.

Message is played to the caller, indicating an acceptance or rejection of the call attempt. If the ID is rejected, the phone will be disconnected. Inmate dials number. Receiving party telephone rings. Receiving party answers call.

Receiving party hears a message in English, Spanish and French indicating that this is a call from a correctional institution located in Berlin, New Hampshire (or other proper prison location) and, plays the voice recorded name of the inmate, and provides information on how to accept or reject the caller. The calling party is not cut through until the call is accepted. The caller only hears a repeated message that his call is being processed. Inmate receives message that his call is either connected and he hears the called party or that his call is rejected, in which case the call is immediately terminated. Both parties hear a message that the conversation is subject to monitoring and being recorded. All messages up to this point shall be repeated twice prior to hang-up. Every six seconds throughout the call the inmate hears a recording tone and randomly the called party receives a message that the call has been placed from a correctional institution.

**QUESTION:** Is it the State's intention that the receiving party truly hears the prompts in all three languages, which will take considerable time and can be confusing if the party doesn't understand the other languages, or should the prompts default to the language selected by the inmate/resident?

### **ANSWER #13**

The system must allow the called party to interrupt the receiving party message at any time once the instruction is recognized by accepting or rejecting the call. Rejected calls shall not be billed by the Vendor.

### **QUESTION #14**

**Regarding Section 3 Scope of Services, Item 3.2.6.12 Call Detail Reporting and Storage, page 22 of the RFB**

The ICP must provide onsite storage of call detail information. Other requirements include the following paragraphs.

**QUESTION:** Since the State is already requiring multiple backups of all call detail and recording data (Section 3.2.6.13), would the State allow offsite storage of the call detail information in multiple geographically disparate data centers to ensure against any potential data loss?

### **ANSWER #14**

**Yes, if investigative systems have total access to the data.**

### **QUESTION #15**

**Regarding Section 3 Scope of Services, Item 3.2.10 Administrative/investigative PC Specifications, page 22 of the RFB**

The Vendor shall provide a minimum of eleven (11) administrative / investigative PCs for State employee use. Six (6) shall be located at the Department of Corrections facility on 281 North State Street in Concord, one (1) at the State Prison for Women located on 317 Mast Road in Goffstown, two (2) at the office of State Police located on 33 Hazen Drive, Concord, and two (2) at the Northern New Hampshire Correctional Facility in Berlin or alternate locations.

### **QUESTIONS:**

1. Two Onsite Administrators are required. Onsite Administrators will require a workstation/laptop each. Are the workstations for the Onsite Administrators included in the 11 requested in this requirement or would two additional be needed?
2. Phone and fax lines are mentioned in the bid in relation to the Onsite Administrators. Typically, the Administrators receive a cell phone and a fax machine that is connected to a facility phone line where they are assigned. Is this acceptable to the State?
3. If the proposed system is accessible from any internet connected PC/workstation, will it be acceptable to the State for the awarded Vendor to provide workstations that users will connect through the State's network, or does each Vendor need to propose providing additional connectivity to each of the required workstations?

**ANSWER #15**

1. The 11 PCs are for State employee use only.
2. The State will not be providing office equipment, inclusive of phones or faxes. Vendors shall not be provided phone service.
3. It is acceptable and preferable to provide access via a secured interconnect connection.

**QUESTION #16**

**QUESTION:** Would the State grant an extension of the due date for one week from the current due date of May 3, 2012 by 1:30 PM to May 10, 2012, by 1;30 PM?

**ANSWER #16**

Sorry but no extension can be granted.

**QUESTION #17**

**Regarding Section 3 Scope of Services, Item 3.2.18.1 Biometric Inmate Identification, page 25 of the RFB**

System shall identify inmate telephone user by means of a voice print. Obtaining voice print reference recording and maintaining database shall be the responsibility of the vendor. Voice print shall be used to identify caller, verify telephone user, and search call recording.

**QUESTION:** Voice Biometrics come in many forms in today's inmate telephone market. It is understood that the State is currently utilizing Continuous Voice Verification via the JLG Investigator Pro software. Can the State confirm that the above requirement is to provide Continuous Voice Verification and not simply any Voice Biometric method?

**NOTE:** It is worth noting that this will negatively impact each bidder's financial offer to the State, including the incumbent.

**ANSWER #17**

See the answer to Question 2

**QUESTION #18**

**In regards to the Agreement on pages 3 through 5 of the RFP, there are references to an EXHIBIT A, B AND C, although the EXHIBITS are not attached.**

**QUESTION:** Will these exhibits be provided to the awarded vendor at the time of contract?

#### **ANSWER #18**

Yes, the final contract is composed of Exhibits A, B and C. Exhibit A is the Scope of Work, which would reflect the requirements indicated in the bid document. Exhibit B is Pricing, which would cover the method of payment, terms of payment and the pricing from the tables from the awarded vendors bid submission. Exhibit C will include any modifications to the P-37 contract form that may be identified and approved during the question and answer period.

#### **QUESTION #19**

In regards to the Agreement, number 22 on page 5 provides that “Additional provisions set forth in the attached EXHIBIT C are incorporated herein by reference.”

**QUESTION:** What additional provisions is the State referring to?

#### **ANSWER #19**

Exhibit C will include any modifications to the P-37 contract form that may be identified and approved during the question and answer period.

#### **QUESTION #20**

In regards to section 1.0 General Instructions, on page 7, A Standard Contract Form is referenced on pages 7, item 1.4 and on page 10 item 1.22 and 1.23.

**QUESTION:** Will the State confirm that the Standard Contract Form referenced here is, in fact, the form located on page 2 of the bid?

#### **ANSWER #20**

Please see answer to Question #9

#### **QUESTION #21**

In regards to section 1.0 General Instructions, on page 7, item 1.4, paragraph 3 and page 9, item 1.18.

**QUESTION:** Item 1.4 indicates a contract to last “approximately” three and one half years to end on February 28, 2018, while section 1.18 and elsewhere indicates that installation should complete no later than February 28, 2013. Also, the most recent P-37 form received in a public records request indicates that the current contract expires August 22, 2012.

- Will the State confirm the earliest date at which a new Vendor would be allowed to assume service? (i.e. the current contract end date)

**ANSWER #21**

Item 1.4 is not correct. It should state February 28, 2016. It is anticipated that the contract will be approved July 18, 2012 with the installation of the new phone system fully operational by February 21, 2013. Actual certification of the installation is due on February 28, 2013. See Addendum #2 for correction.

**QUESTION #22**

In regards to section 2.0 General Information, on page 13, item 2.1.1.

**QUESTION:** There are two references to “new inmate telephone locations”: 2 new phones at Calumet House and 2 new phones at North End House. Will these be two inmate telephones IN ADDITION to the current pay telephones or will they be intended to REPLACE the current pay telephones in those locations?

**ANSWER #22**

The phones will be inmate phones.

**QUESTION #23**

In regards to Attachment D Recent Call History:

**QUESTION:** The attachment provides specific inmate telephone quantities that appear to differ from the count of telephones observed during the optional site surveys. Using the chart below, will the State please confirm the number of telephones required at each site?

<b>New Hampshire Inmate Telephone Bid Telephone Quantity Discrepancy</b>			
<b>Location</b>	<b># In Bid</b>	<b># From Site Visits</b>	
New Hampshire State Prison for Men	101	89	
Shea Farm	2	2	
New Hampshire State Prison for Women	24	17	
Northern New Hampshire Correctional Facility	60	56	
Calumet House	2	NEW	
North End Transitional	2	NEW	

**ANSWER #23**

Phone counts for bid purposes shall be those defined within the bid.

## QUESTION #24

In regards to Section 3.2.18.3, page 25:

Although a visit to each of the State's sites was granted, the scope and time allotted for each visit was insufficient to meet the State's objective of proposing a system *"customized for each facility floor plan to detect and pinpoint the location of contraband cell devices."*

### QUESTIONS:

In order to meet this objective, there are several questions that must be answered by the state including:

- Is it the State's intention to deploy cell phone detection technology throughout all facilities/buildings?
- To aid in the customization of the cell phone detection system, can the State provide a detailed floor plan (including systems) and a general description of the construction (i.e "brick and mortar", "poured concrete", etc) of each facility by the assigned date for State Responses to Vendor Inquiries?
- Is it possible to schedule a more thorough site visit to each of the facilities prior to the Final Date for Response Submission to perform a detailed site survey necessary for the design and configuration of the cell phone detection solution deployment? This type of survey is broader in scope than that which is necessary to replace an existing telephone system; requiring more extensive access to the site.
- Will cell phone detection be required in the warehouse adjacent to the State Prison for Men Campus, 281 North State Street, Concord, NH?
- If so, is a detailed floor plan (including systems) and a general description of the construction (i.e "brick and mortar", "poured concrete", etc) and layout of the warehouse available by the assigned date for State Responses to Vendor Inquiries?

## ANSWER #24

- The bid intent is to deploy cell phone detection in each facility if the bid option is accepted by the State. Vendors may propose individual pricing per facility if desired.
- Floor plans are proprietary information which will not be release through the bid process. Additional information will be provided if the State implements the service.
- Sorry but an additional site visit is not possible.
- Cell phone detection is not required in the warehouse.

## QUESTION #25

In regards to Attachment D Pay Telephone Recent Call Summary, page 42

**QUESTION:** In Attachment D, page 42 of the RFB, the State details one year of pay phone calls and minutes. Based upon this data, it appears that the average length of a pay phone call is as high as an hour or more depending upon the call type (e.g. local, intra-lata, etc.). This would be highly unusual, even for work release facility telephones. Can the State confirm whether or not this data is correct?

**ANSWER #25**

The table minutes columns are incorrectly labeled. Timeframes are in seconds.

PURCHASING AGENT: **ROBERT LAWSON**  
TEL. NO.: **603/271- 3147**

NOTE: IN THE EVENT THAT YOUR BID INVITATION HAS BEEN SENT TO THIS OFFICE PRIOR TO RECEIVING THIS ADDENDUM, RETURN ADDENDUM WITHIN THE SPECIFIED TIME WITH ANY CHANGES YOU MAY WISH TO MAKE AND MARK ON THE REMITTANCE ENVELOPE BID INVITATION NUMBER AND OPENING DATE. RETURNED ADDENDA WILL SUPERSEDE PREVIOUSLY SUBMITTED BID.

BIDDER \_\_\_\_\_ ADDRESS \_\_\_\_\_

BY \_\_\_\_\_  
(this document must be signed)

\_\_\_\_\_ TEL. NO. \_\_\_\_\_  
(please type or print name)