

STATE OF NEW HAMPSHIRE

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

ADDENDUM # 4

TO RFB INVITATION # 1413-12

DATE OF BID OPENING: 5/8/12

TIME OF BID OPENING: 1:30 PM

FOR: INMATE AND PAY TELEPHONE SERVICES

CHANGE: ADDITIONAL QUESTIONS AND ANSWERS

QUESTION #1

Can you please confirm the number of copies of the completed Bid the State would like to receive? Please also indicate the number of hard copies and/or electronic? Should the State wish electronic copies, please confirm that a PDF is acceptable.

ANSWER #1

It would be preferred that you submit your bid electronically, in which case no copies are needed but we can easily share your bid with other parties. If you do submit hard copy no additional copies are necessary.

QUESTION #2

Page 3, 3-Effective Date/Completion of Services. What services are contemplated where the state would pay the vendor upon completion of services?

ANSWER #2

This is boilerplate language and is applicable to most of our contracts. If no billable services are provided then this would not be applicable. However work related to this contract shall not begin until approved by Governor and Executive Council.

QUESTION #3

On Page 11 of the issued bid under 1.25 Evaluation and Award: It states, "A single contract shall be awarded for all services based upon the lowest cost of services paid to the State for all services, using past service estimates." Since this Bid has no costs incurred by the State, the state has fixed the commission amount and the state has dictated the calling rates, can you please identify the evaluation criteria that will be used for evaluation and the weight for each criteria?

ANSWER #3

This item is incorrectly stated. It should read "Consideration of award shall be made to qualified Bidders with the lowest cost offering." As noted in Attachment A Pricing, paragraph 13 on page 33 of the bid. Please see Addendum #3.

QUESTION #4

On Page 13 of the issued bid 2.1.1 Service Locations: "Calumet is a new inmate telephone location requiring two telephones." Are inmate phones located at Calumet today? If so, how many?

ANSWER #4

Currently no inmate phones are provisioned at Calumet House.

QUESTION #5

On Page 13 of the issued bid 2.1.1 Service Locations: "Included within the Concord campus are six (6) pairs of visitor intercom phones with the same recording and investigative search features as the inmate telephones." Please clarify the number of visitation booths and visitation phones present today and those needed at the time of the installation at all facilities.

ANSWER #5

The paragraph should reflect seven (7) pairs of intercom phones. Four are to be located in the Visiting Room and three in the Special Housing Unit, all located at the New Hampshire State Prison for Men, Concord, NH.

QUESTION #6

On Page 13 of the issued bid 2.11 Service Locations: "Approximately 77 locations require approximately 107 pay telephones." Please provide the company that owns and services the payphones today.

ANSWER #6

Payphones are provided through Inmate Calling Solutions' subcontractor MBE Coin Phone of Derry, NH.

QUESTION #7

On Page 20 of the issued bid 3.2.6.3.1 PIN: What is the current PIN length used today?

ANSWER #7

There is currently a five digit Pin # and a four digit "pass code".

QUESTION #8

On Page 21 of the issued bid 3.2.6.4 Call Duration: What is the current call duration of calls from inmate phones today?

ANSWER #8

The current maximum call duration is 60 minutes.

QUESTION #9

On Page 43 of the issued bid in Attachment E, Sample Report #1: One of the locations identified is Laconia Lakes Regional Facility. Is this facility closed? If so, can you please provide the phone count, income, FCC Charges & Taxes and Average Income per Phone for Shea Farm?

ANSWER #9

The Laconia Lakes Region Facility has been closed with inmates relocated primarily to the State Prison for Men in Concord and the Northern New Hampshire Correctional Facility in Berlin.

Refer to Attachment D Recent Call Summary, page 39 of the bid for the available breakdown of calls at the Shea Farm.

QUESTION #10

Can you please confirm who currently handles the Commissary for the New Hampshire DOC? Also please provide the name of the company, contact person and phone number for the firm whose software is utilized to process inmate transactions and commissary purchases.

ANSWER #10

This information cannot be provided.

QUESTION #11

How long does the State wish visitation recordings saved for?

ANSWER #11

Recording must meet the Capacity requirements of paragraph 3.2.6.13 on page 22 of the bid.

QUESTION #12

How many of the current payphones are expected to be converted to inmate phones, if any?

ANSWER #12

None

QUESTION #13

Page 31, Attachment A Pricing Are these the rates charged by the current provider? What time period do the volumes in Attachment A represent? Please provide a breakdown of the Interlata volumes between interlata intrastate and interlata interstate.

ANSWER #13

**The table does not reflect current costs.
A one month time period is represented in the table.
New Hampshire is a single LATA state; there are no interLATA interstate calls.**

QUESTION #14

Page 33, Attachment A Pricing Please expand on how our offer will be 'considered' if we offer lower rates. "Consideration of award shall be made to qualified Bidders with the lowest cost offering"

ANSWER #14

The State will compare the Cost of All Services as noted in Attachment A Pricing between vendor offerings to determine the lower rate offerings.

QUESTION #15

On page 34 and 35 of the issued RFP the State outlines the submittal for cost of calls that has to be completed by the vendor. The State utilizes the term "Maximum". Does this mean that the State desires a lower calling cost? If so how will this factor into the evaluation?

ANSWER #15

Submissions must reflect costs which are lower than or equal to the "Maximum" price listed.

The lowest Cost of All Services from a qualified vendor will determine award.

QUESTION #16

On page 25, paragraph 4 from the top, the State requires that the vendor receive permission from the State prior to implementing debit or prepaid calling. With the large number of CLECs, VOIP carriers and cells phones present today, over 70% of traditional landline calling has migrated to this type of technology. For this reason, we respectfully request that, at a minimum, prepaid calling be permitted upon installation. In addition, does the State currently allow prepaid and debit calling? If yes what business need would cause the State to migrate back to traditional collect only?

ANSWER #16

The State currently allows debit and prepaid calling services. If for any reason debit and prepaid services fail to meet DOC expectations, DOC may determine the services unacceptable and remove them from allowed offerings.

QUESTION #17

Certain vendors have adopted a process of reclassifying traditional calls to new categories such as promotion calls that are not considered a “traditional inmate collect call”. These calls generate revenue for the vendor and their sub-contractors but the vendor now does not consider these calls part of “Gross Billed Revenue” and usually pays a substantially lower commission than offered for traditional collect calls. Please confirm that all completed calls that generate revenue for the contractor, third parties or subcontractors utilized in the performance of this contract, regardless of the call’s classification, are considered part of “Gross Billed Revenue” and are subject to the same commission proposed, not an alternate commission percentage or bonus.

ANSWER #17

Commissions under this bid reflect fixed payments on a monthly basis. Variable commission structure is not requested nor will be accepted. Reclassification of calling shall not result in a reduced payment to the State.

QUESTION #18

On page 24 of the issued bid, item number 3.2.17 outlines that no fees are not permitted above the normal surcharge and connection costs outlined in Attachment A. Certain vendors have adopted a process of allowing an initial call to be completed to a non-billable number such as a cell phone by allowing the called party to pay for that call at the time of its attempt without having to setup a pre-paid account. These calls usually have a high transaction fee and a low call cost and when combined total \$14.99 with no refunds or credits for unused minutes. This in turn will gouge the called party. Please confirm that this practice is not permitted.

ANSWER #18

As noted in bid paragraph 3.2.12 on page 24, “In all cases, only costs defined in attachment A Pricing shall apply. No additional surcharge, one time purchase charge, account set-up fee or other related fees shall be charged for this service.

QUESTION #19

On page 24 of the issued bid, item number 3.2.17 outlines that no fees are not permitted above the normal surcharge and connection costs outlined in Attachment A. Certain vendors have adopted also adopted a process where they charge in advance for taxes and “Regulatory Fees” (non-governmental vendor imposed fees). Should the called party wish a refund vendors are not returning the taxation portion of the deposit. Please confirm that all taxes and mandated governmental fees must be charged at the time the call is rendered and not based on the deposit before inmate telephone services are rendered.

ANSWER #19

As noted in bid paragraph 3.2.12 on page 24, "In all cases, only costs defined in attachment A Pricing shall apply. No additional surcharge, one time purchase charge, account set-up fee or other related fees shall be charged for this service.

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)