



SPOKANE COUNTY

ADDENDUM NUMBER 1

DATED: February 19, 2019

PROJECT NO. P11092 Inmate Phone, Video Visitation and Visitation Administration Project

The additions, omissions, clarifications and corrections contained herein shall be made to applicable specifications for the project and shall be included in scope of work and proposals to be submitted. References made below to specifications shall be used as a general guide only. Respondent shall determine the work affected by Addendum items.

Respondent will acknowledge receipt of this addendum by completing Receipt of Addenda section in the response document.

ADDENDUM ITEM 1: Information to Offerors. Changes have been made to Attachment H – Requirements. The following language has been added:

Attachment H - SECTION 1B – Juvenile Inmate Phones (New Requirements for Juvenile Facility)

Spokane County Juvenile Court Services seeks to join Spokane County Detention Services in looking for a replacement to their current inmate phone system. The Juvenile phone system is currently managed by Detention Services and is provided by the same vendor. Juvenile Court Services has jurisdiction over juveniles who violate criminal laws and who are in need of protection and/or advocacy as a result of abuse, neglect, or abandonment. This is accomplished through probation, court, detention, adoption (Superior Court), and support services. The Juvenile Detention Center is a 39-bed facility with seven intake/booking cells and an average daily population of around 20 juvenile inmates. The facility operates seven days a week, 24 hours a day. The physical location is just across the street from the Jail at 902 N. Adams St., Spokane, WA 99260.

Requirements:

1. Spokane County Juvenile has six inmate phones that are made available to inmates daily. (see image below)
2. There are three phones located on a bank on an upstairs wall, two in a bank downstairs and one on a wall in the outdoor exercise area.
3. The average total for all six phones combined is 380 calls and about 3,100 minutes, per month.
4. Today, inmates do not use pin codes (like at the Jail and Geiger) to access the phones, so it is difficult to track who uses phones and when, relative to recording conversations.
 - a. While we want to explore the use of pin codes and or alternatives to uniquely identify who is using the phone, the facility may want the flexibility to continue with a no identifier process.
5. The collect and prepay “call payment” section details provided in Attachment H of the RFP apply for the Juvenile facility, as well.
6. Professional visits by phone are and will continue to be conducted on a regular non-inmate phone (not recorded).
7. Much like Detention Services, Juvenile Court Services seeks to lower the cost of phone services for the inmates and their families. Therefore, we ask that you present a breakdown of rates exactly as is being requested for Detention Services facilities, with a full, half and no commission option. The reduced commissions should be used to lower rates.
8. Juvenile related phone commissions (if we decide to keep them) need to be paid out to the Juvenile Court Services Department, as opposed to Detention Services.
9. Juvenile phone activity needs to be reported on separately from Detention Services.
10. The collect and prepay “call payment” section details provided in Attachment H of the RFP apply for the Juvenile facility, as well.
11. The “Current Computer Network and Hardware” section details provided in Attachment H of the RFP apply for the Juvenile facility, as well.
12. The use of tablets and video visitation is of interest long-term to Juvenile, but this is not something that this facility will be looking to implement in the near-future.

Phone image



Juvenile Call Volume/Types Examples – 2014 and 2017:

Period: February 2014 (01/26/2014 to 02/25/2014)

Call Type	Calls	% Calls	Minutes	% Minutes
Advance Pay Interstate Interlata	9	1.55%	52	1.06%
Advance Pay Intrastate Interlata	43	7.41%	421	8.56%
Advance Pay Intrastate Intralata	1	0.17%	8	0.16%
Advance Pay Local	511	88.10%	4,357	88.63%
Collect Local	16	2.76%	78	1.59%
Totals:	580	100.00%	4,916	100.00%

Period: February 2017 (01/26/2017 to 02/25/2017)

Call Type	Calls	% Calls	Minutes	% Minutes
Advance Pay Canada				
Advance Pay Interstate Interlata	83	43.23%	577	44.15%
Advance Pay Interstate Intralata				
Advance Pay Intrastate Interlata	7	3.65%	49	3.75%
Advance Pay Intrastate Intralata	21	10.94%	161	12.32%
Advance Pay Local	75	39.06%	484	37.03%
Advance Pay One Call Interstate Interlata				
Advance Pay One Call Intrastate Interlata	1	0.52%	1	0.08%
Advance Pay One Call Intrastate Intralata				
Advance Pay One Call Local	5	2.60%	35	2.68%
Collect Interstate Interlata				
Collect Intrastate Interlata				
Collect Intrastate Intralata				
Collect Local				
Totals:	192	100.00%	1,307	100.00%

ADDENDUM ITEM 3: Information to Offerors. Changes have been made to Attachment G – Cost Proposal Form. The following language has been added:

Attachment G - SECTION 1B – COST PROPOSAL (New Pricing/Commissions for Juvenile Facility)

Please provide the total cost covered by this proposal. These figures will be used for evaluation purposes only. Actual enrollment may go up or down, no minimum or maximum enrollment is guaranteed during the term of this contract.

1. Spokane County Juvenile Court Services seeks to drive the rates for inmate phones down. Therefore, we are interested in solutions which apply some or all potential commissions back into lowering rates for our inmates and their families. Separately from the associated proposal being asked for by Spokane County Detention Services (adult facility), please outline solution costs that demonstrate full commission vs., partial commission and no commission with reduced rates.
 - a. When quoting with commissions, Proposer shall state a proposed commission, which will be payable to Spokane County Juvenile Services in an amount based on monthly transaction volume. Such commission rate shall consist of two components: 1) a minimum dollar; and 2) a percentage of gross revenues commission rate. Both will remain fixed during the contract term unless otherwise negotiated. The monthly commission will be determined by applying the percentage rate to gross revenues with the provision that the amount will not be less than the guaranteed minimum.
2. Describe all proposed rates, fees, and County commissions. All proposed rates and fees must be fully compliant with all pertinent FCC/federal, state, and local regulations. The proposed commission payable shall be stated as a percentage of gross revenue for all calls placed on or through the Inmate Telephone System, with no fee additions beyond the maximum rates and fees specifically allowed by the FCC Order, state tariffs, and any other pertinent regulations. Failure to state commissions as a percentage of gross revenue, using only rates and fees that are compliant with all pertinent regulations, will cause Proposer's proposal to be deemed non-compliant and ineligible for contract award.

Spokane County also reserves the right to seek clarification from vendors on all pricing supplied as part of your response.

Phone Rates and Commission Offer Form:

Juvenile Phone - No Commission					
		Surcharge or Connect Fee	First Minute Rate	Each Additional Minute Rate	Commission Percentage Offered
Collect	Local				N/A
	Intra LATA				N/A
	Inter LATA				N/A
	InterState				N/A
Direct Billed	Local				N/A
	Intra LATA				N/A
	Inter LATA				N/A
	InterState				N/A
Prepaid Collect	Local				N/A
	Intra LATA				N/A
	Inter LATA				N/A
	InterState				N/A
Advanced Pay	Local				N/A
	Intra LATA				N/A
	Inter LATA				N/A
	InterState				N/A
Debit	Local				N/A
	Intra LATA				N/A
	Inter LATA				N/A
	InterState				N/A

Juvenile Phone - Half Commission					
		Surcharge or Connect Fee	First Minute Rate	Each Additional Minute Rate	Commission Percentage Offered
Collect	Local				
	Intra LATA				
	Inter LATA				
	InterState				
Direct Billed	Local				
	Intra LATA				
	Inter LATA				
	InterState				
Prepaid Collect	Local				
	Intra LATA				
	Inter LATA				
	InterState				
Advanced Pay	Local				
	Intra LATA				
	Inter LATA				
	InterState				
Debit	Local				
	Intra LATA				
	Inter LATA				
	InterState				
Guaranteed Monthly Commission Amount \$ _____					

Juvenile Phone - Full Commission					
		Surcharge or Connect Fee	First Minute Rate	Each Additional	Commission Percentage Offered

				Minute Rate	
Collect	Local				
	Intra LATA				
	Inter LATA				
	InterState				
Direct Billed	Local				
	Intra LATA				
	Inter LATA				
	InterState				
Prepaid Collect	Local				
	Intra LATA				
	Inter LATA				
	InterState				
Advanced Pay	Local				
	Intra LATA				
	Inter LATA				
	InterState				
Debit	Local				
	Intra LATA				
	Inter LATA				
	InterState				
Guaranteed Monthly Commission Amount \$ _____					

NOTE: Rates shown above are exclusive of Federal, State and Local Taxes and Regulatory Fees such as the Universal Service Fund. It is understood that these will be charged as a pass-through from the taxing/regulating agency to the called party and that no commission will be paid on these items.

Additional Juvenile Phone Fees

Description	Fee Amount	Applicable to Collect, Prepaid Collect, Direct Billed and/or Debit
Prepaid Account Setup Fee		
Prepaid Account Funding Fee via Internet		
Prepaid Account Funding Fee via Telephone		
Prepaid Account closeout fee		
Refund Fee		
Account Maintenance Fee		
Inactive Account Fee		
Regulatory Cost Recovery Fee		
Bill Statement Fee		
Single Bill Fee		
Universal Service Fund Administrative Fee		
Other? Describe any other taxes, fees and costs that are not covered above		

ADDENDUM ITEM 4: Attached. Attachment G. Replace with the attached Attachment G (updated).

Victor Leamer

Victor Leamer,
Senior Buyer