



El Paso County  
Contracts and Procurement Division  
15 East Vermijo Avenue  
Colorado Springs, Colorado 80903  
**REQUEST FOR PROPOSAL RFP #23-052**  
**Addendum #2 – May 24, 2023**

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**THIS ADDENDUM SHALL BECOME A PART OF THE SOLICITATION  
AND MUST BE ACKNOWLEDGED**

**Request for Proposal RFP-23-052 – El Paso County Jail Telecommunications - dated May 3, 2023**

**CLARIFICATIONS:**

El Paso County will only accept electronic bid proposals submitted through the Rocky Mountain E-Purchasing system. A Submittal Log will be posted after the County has had an opportunity to review and verify the submittals offered to the County.

The original Offer must be received before the due date and time through electronic package through the Rocky Mountain E-Purchasing system. The Vendor is responsible for ensuring their proposal is posted by the due date and time outlined in the solicitation document.

If the submittal arrives late, it will not be included in the electronic lockbox.

**ADMINISTRATION:**

- The question period has expired
- Responses should follow the Response Format on pages 25-26 and include all responses to all mandatory requirements.
- We will be verifying submittals include the following:
  - Submittal properly acknowledged (Cover Sheet)
  - Addendum(s) Acknowledged
  - Sub-Contractor List, if applicable
  - Evaluation Criteria Documentation
  - Submission Form
  - Completed W9
  - Required Documentation
    - Vendor Information Form
    - Proprietary / Confidential Statement
    - Sub-contractor List, if applicable
    - Exhibits 1 – 4
  - Revenue Calculation Form

If a submittal is missing any of the above-mentioned documentation the submittal may be returned to the vendor as non-responsive and be deemed ineligible to participate.

**RESPONSE TO QUESTIONS:**

1. **Current Rates:** Can the County please provide the current phone call and remote video visitation rates?  
Phone calls are currently 12 cents per minute for 15 minutes. Video Visitation remote visits are .25 cents per minute for 15 minutes.
2. **Current Rates:** What is the current per minute charge for the premium tablet content?  
The current charge is 5 cents per minute.
3. **Call Volumes:** Can the please provide call and visitation volumes for the las 3 to 4 months?  
Completed Inmate Phone Calls for 2/15/23 - 5/16/23 = 22,674  
Completed Inmate Tablet Calls for 2/15/23 – 5/16/23 = 57,352
4. **Equipment Specs:** How many public visitation terminals does the County currently have?  
The facility currently has no visitation terminals as we are remodeling our visitation center. The building will support 19 terminals.
5. **Equipment Specs:** How many inmate visitation terminals does the County currently have?  
The facility has 108 terminals.
6. **Contract Term:** There is a tremendous amount of capitol expense involved in the manufacture, installation, and ongoing maintenance of all of the required technology and hardware components. An initial term of 36 months is quite typical for this type of procurement and is in line with contract terms for nearby Colorado agencies. Taking this into consideration, will the County please consider a longer initial length of term beyond the 18 months indicated in the RFP?  
The County will consider an initial term of 36-months with renewal options.
7. **Page Limit:** Taking into consideration that this RFP is requesting information regarding telephone, video visitation, and tablets, will the County please increasing the 75 page limit so that Vendors can provide the County with sufficient information regarding their technology?  
Yes, the County will allow 150-page limit for solicitation responses.
8. **Formatting:** Can the county please confirm that vendors do not have to include line by line responses to the General Terms and Conditions and the Special Terms and Conditions as they are instructional requirements?  
Yes, please refer to the Response Format listed on page 25 – 26 of the solicitation.
9. **Formatting:** Can the County confirm that vendors do not have to include line by line response to Section 1 and 5 of the Specifications as the format identified on pages 26 and 27 do not correspond to those two sections of the specifications?  
A line-by-line response is not required. Please ensure that your proposal addresses all Evaluation Criteria and Required Documents.
10. **Page Limit:** The RFP states: "Attachments/Exhibits included in this solicitation that require signature and/or are a required document to be returned with your Responses shall be included as an exhibit to your Responses and will not be included in the 75-page limit." Can the County confirm that the only sections to which this applies are the required cover letter and Section E - Documentation that satisfies the criteria to be evaluated, please.  
Please keep the proposal page limit to 150 pages for solicitation responses.
11. **Reference List:** Regarding the RFP requirement on page 26 which asks for, "Reference list of correctional facilities currently provided call fraud detection technology," can the County please clarify and elaborate exactly what you are looking for? Most Vendors provide some level of fraud detection technology to all of their customers through various patents that are specifically related to this. Is the

County asking for a list of every single customer that to whom the vendor provides some level of fraud detection, as this would essentially be asking for a list of the entire customer base.

Please provide 2 -3 references for Scope of Work section 6c. Conference/Three-way Calling.

12. Can the County provide a copy of the current Agreements and any associated Amendments pertaining to inmate telephone, video visitation, tablet and all other services under this RFP.

The County does not release this information during an active solicitation.

13. Can the County provide the past 6 months of ITS commission reports showing a breakdown of calls, minutes, commission rates and revenue?

10/22- \$20,093.86

11/22- \$16,530.16

12/22- \$16,826.45

01/23- \$15,501.72

02/23- \$12,136.17

14. Can the County provide past 6 months of usage & revenue information on additional services such as email, video visitation, tablets, video messaging etc.

10/22- \$3,834.07

11/22- \$3,454.05

12/22- \$4,138.41

01/23- \$3,051.59

02/23- \$2,810.27

15. Can the county provide the current ITS call rates, video visitation rates, email rates, tablet rates, video messaging rates etc. ?

ITS Rates: \$ .11 per minute

Visitation Rates: \$ .25 per minute

16. Does the County currently receive a minimum annual guarantee, monthly guarantee, technology grant, or signing bonus? If so, please provide details.

No, there is no guarantee.

17. Do commissions for this contract go to the County general fund, inmate welfare fund, or sheriff's office?

Commissions are held in the Inmate Commissary Fund Account.

18. Can the County confirm the average daily population (ADP) of the facility for the last 90 days?

The ADP of inmates is 1,288.

19. Is there currently a kiosk installed in the lobby that allows for commissary deposits? If so, who provides this kiosk?

Yes, there are two kiosks.

20. Is there currently a kiosk installed in the lobby that allows for inmate telephone deposits? If so, who provides this kiosk?

Yes.

21. Is there currently a kiosk installed in the lobby that allows for bond deposits? If so, who provides this kiosk? What software is currently being used to take bond deposits?

Yes – Cobra Banker

22. What software is currently being used to open and close inmate accounts and bill inmates?

Cobra Banker

23. What software is currently being used to process commissary orders?  
Cobra Banker
24. What are the current options for placing commissary orders (ie. phone, in-pod kiosks, tablets, etc.)?  
The in-ward kiosks are the only option.
25. Can the county provide the number of tablets that will be required?  
The County will require 560 tablets.
26. Please provide facility layout with housing unit capacity. Facility Layout is helpful in determining device placement. Inmate capacity is helpful for determining network requirements and charging units needed for handheld devices.  
The County is willing to provide the layout upon final award of contract.
27. Please outline the fees that are being charged to end-users: a. Bill Statement Fee, b. Prepaid Account Funding Fee via Web, c. Prepaid Account Funding Fee via IVR, d. Prepaid Account Funding Fee via Live Operator, e. Fees for Instant Pay Calls.  
The County is not prepared to release this information.
28. Please provide the schedule in which the inmates have access to the inmate phones.  
Schedules vary by ward and cell assignment of inmate.
29. Are there limits placed by the County on use of any of the services included in this RFP? For example, maximum number of remote visits per day/week/month, calls per week, minutes per call, etc.  
Yes, visits are limited per housing assignment.
30. How many phones are in each unit?  
A1 (6) A2 (3) A3 (6) B1 (5) B2 (2) B3 (7) B4 (5) C1 (7) C2 (7)  
D1 (8) D2 (6) E1 (6) E2 (6) E3 (6) E4 (6) F1 (6) F2 (6) F3 (6)  
F4 (6) G1 (6) G2 (6) G3 (6) G4 (6) Med (2)
31. How many video visitation units are in each unit?  
There is an average of 4 per ward.
32. The contract for these services was set to run through the end of 2023 with optional renewals, yet it appears the County is now going out to bid before that initial term expires. Can you tell us what systems or services that were anticipated in the previous contract are not being provided?  
The County has issued this RFP before the end of the contract to procure a vendor before end of contract to ensure no disruption in service.
33. Usage Data: In order to provide our best possible offer, it is very important to have historical usage data for all revenue streams. This data is necessary to estimate costs as well as potential revenues. The current vendor has access to this information, so distributing the information to other vendors in a timely fashion will ensure a level playing field for all bidders. Please provide as much data as possible from the following table: Call Revenue – # of calls per month, # of minutes per month, total revenue per month for each: • LOCAL – Collect • INTRALATA – Collect • INTERLATA – Collect • INTERSTATE – Collect • LOCAL – Debit • INTRALATA – Debit • INTERLATA – Debit • INTERSTATE – Debit • International – Debit • LOCAL – Prepaid Collect • INTRALATA – Prepaid Collect • INTERLATA – Prepaid Collect • INTERSTATE – Prepaid Collect Tablet Revenue - # transactions per month, cost basis (per minute / message / month / song purchase, etc.) and total revenue per month for each: • Tablet Release • Electronic Messaging • Video Messaging • Entertainment Content Video Visitation Revenue • # Visits Per Month • # of Minutes per Month (if minute based) • Total Revenue Per Month.  
At this time, the County will not release this information.

34. **Commission Reports:** Please provide several recent commission reports for the Jail, showing calls, minutes and revenue (or at minimum calls and minutes).  
Please refer to question 13
35. **Commission Rate:** Please provide the commission percentage currently received on inmate telephone revenue.  
The ITS is 75%.
36. **Additional Services Revenue:** Please provide average monthly revenue data for any additional services offered under the current contract, such as voicemail, messaging, etc.  
Please refer to question 14.
37. **Average Monthly Commissions:** Please provide the total average monthly commissions received for all services received over the past year from the current vendor.  
Please refer to question 13.
38. **Interstate Commissions Required:** Does the County require that proposals include commissions on interstate calls?  
Yes, commissions on interstate calls are required.
39. **Commission Payments:** Do commissions from this contract go to the Inmate Welfare Fund, the Sheriff's Office discretionary fund, or the County general fund?  
Commissions are held in the Inmate Commissary Fund Account.
40. **Multiple Pricing Options:** Will the County allow for a proposal to present multiple pricing options for the County's consideration?  
Yes, please provide options on the attached Revenue Calculation Form.
41. **Housing Unit Breakdown:** Please provide a breakdown by housing unit of the inmate capacity and the number of phones each. The inmate capacity for each cell block is necessary for determining network requirements and charging stations needed to support the tablets.
- |         |         |         |         |         |          |
|---------|---------|---------|---------|---------|----------|
| A1 62/6 | A2 30/3 | A3 94/6 | B1 32/5 | B2 28/2 | B3 64/7  |
| B4 61/5 | C1 94/7 | C2 92/7 | D1 94/8 | D2 90/6 | E1 80/6  |
| E2 80/6 | E3 80/6 | E4 80/6 | F1 80/6 | F2 80/6 | F3 80/6  |
| F4 80/6 | G1 80/6 | G2 80/6 | G3 80/6 | G4 80/6 | Med 15/2 |
42. **Number of Tablets Per Module:** How many tablets are deployed in each housing module today?  
The average is 1 tablet per 4 inmates.
43. **Population Breakdown:** Please provide a breakdown of the inmate population, in percentages or actual numbers, by local, DOC, or other agency.  
The ADP of inmates is 1,288.
44. **New Equipment:** In order to ensure a level playing field for all bidders, please confirm that the successful vendor must provide new equipment. Also, please verify that this applies to both new potential bidders and the incumbent provider.  
Yes, all bids will include new equipment.
45. **Phone Schedule:** Please provide the schedule in which the inmates have access to the inmate phones.  
The schedule varies per ward based on inmate location.
46. **Usage Limits:** What limits does the County place, if any, on use of the services in this RFP –maximum number of onsite visits allowed per week (or other interval), remote visits per week, calls per week, minutes per call/visit, etc?

Inmate calls and visitation are based on inmate location.

47. **Video Visitation:** For the current video visitation system, how many inmate kiosks are installed?  
There are 108 inmate visitation booths with 19 terminals at the visitation center.
48. **Inmate Mail/Legal Mail Scanning:** Inmate Mail/Legal Mail is listed as an optional service on p. 21 #9. What is the average number of inmate mail pieces received daily? Of these, what percentage are legal mail?  
There are approximately 700 pieces of mail daily including legal with an average of 10% being legal.
49. **Current Mail Scanning Provider:** What mail scanning system is in place today? Who provides it?  
Viapath's software – Getting Out
50. **Printer and Consumables for Printing Mail:** Who will provide the printer and consumables for printing mail? How often will the ink or toner be replenished?  
The County would like to look at commissary as an option for printing mail.
51. **Touch Screen Payments:** Section 9 on RFP p. 21 lists "Touch Screen Payments" as an optional service. Please define this service. Is this something desired on the tablets?  
Optional service for interaction with commissary funds.
52. **Email / Electronic Messaging:** Email is required and "Electronic Messaging" is optional on p. 21 of the RFP, as well as the Revenue Calculation Form." Please clarify, what is the difference between email and electronic messaging?  
The County does not want any type of email or messaging.
53. **Free Remote Visits:** We understand that inmates are currently allotted 2 free remote visits per week. Please clarify, will this be required of the awarded vendor?  
Yes, this will be required of awarded vendor.
54. **Existing JMS Forms:** The RFP states on p. 21 "Detail the ability of Tablet to use existing JMS forms and applications..." Please provide some examples of the existing JMS forms.  
We would like our JMS software to talk to the visitation and phone system.
55. **Call Volumes Used in Evaluation:** Please provide the historical or estimated/projected call volumes that will be used in the evaluation of calling rates.  
There is an average of 55,000 calls per month.
56. **Evaluation Criteria:** The evaluation criteria on RFP p. 24-25 does not mention revenue share or rates/fees. Will commissions and/or rates and fees charged to inmates and their friends/family be considered in the evaluation of proposals? What are the relative weights of rates and fees compared to revenue share?  
Yes, fees will be considered and evaluated for proposals.
57. **Contract Term:** RFP p. 9 #4 states, "The awarded contract shall commence on July 1, 2023..." but per #2 on the same page, the Interview/Demonstration sessions will not begin until July 10. In light of the RFP schedule, when do you anticipate the contract term will begin?  
The anticipated contract start date is July 1, 2023. Interviews and/or Demonstrations will be determined after written responses are evaluated and scored. Interviews and/or Demonstrations will only be held if necessary.
58. **Alternate Payment Options:** 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?

The jail only offers prepaid accounts.

59. **Follow-Up Questions:** 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?

The County will issue any additional clarifications via written addendum. Clarification questions will only be accepted if there are substantial changes or impacts for the technical submission.

60. **Vendor Management:** Would it be acceptable to El Paso County to have multiple vendors and Slalom as the point of contact managing the vendors?

El Paso County has not done this in the past. However, if proposed it will be reviewed and evaluated.

61. **IT Organization:** What is the IT organization that will partner on implementation and on-going operations?

EPSO will be the partner for implementation and operations.

62. **Session Policies:** What are the policies for session length and restrictions on who to call?

Calls in the Intake/Release area are set at 5 minutes for free local calls. Calls from inmate wards are set at 15 minutes for prepaid calls to family and friends. Legal calls are set to 5 minutes regardless of if the call is free or prepaid. Local attorneys who wish to be on the free calls list notify EPSO and after verification of status, are added to the free call list.

63. **Management and Administration:** Will the management and administration be centralized or decentralized?

The management and administration will be centralized.

64. **Phone System:** Is the phone system SIP compatible?

The County does not have this information and compatibility is unknown.

65. **User Identification:** How are users identified and authenticated for use of the system?

Users are identified and/or authenticated by Inmate PIN.

66. Who is the current incumbent service provider and what services are currently offered?

Viapath is the incumbent. Current service includes tablets, scanning inmate mail, video visitation, and inmate phones.

67. Please provide a diagram and describe the existing infrastructure at the El Paso County Jail that the successful Provider will need to integrate with for this project.

The County is willing to provide the layout upon final award of contract.

68. Is it the intent or of interest to the County that the existing inmate phones be utilized for this new service or is it desired that they all be replaced? If the existing phones are to be used, please provide details (make, model, etc.) of the existing telephony devices that must be supported with this contract.

All new equipment is to be used for submission responses.

69. In Section 3 (Scope of Work), item 6.o, please provide the quantity of free phones that must be provided or will the existing free phones be used?

There are 5 required for Intake/Release.

70. In Section 3, item 7, please provide more detail on the required number and functionality of the on-site video kiosks. Are they just to be used for video or must other services available on the inmate tablets also

be available? Will these be located in existing video rooms/booths or must the selected Proposer provide these facilities in which case what are the physical constraints?

Currently, video kiosks are utilized for video visits only.

71. In Section 3, item 7, is the successful provider responsible for providing telephones for the inmates or only be able to use the supplied tablet for them to make telephone calls?

Phones and tablets must be provided for this RFP.

72. What is the ratio of inmates to tablets?

The current ratio is 1 tablet per 4 inmates.

73. What is the average inmate population at the El Paso County Jail and how many extra/spare tablets need to be provided?

The ADP of inmates is 1,288.

74. What is the anticipated call volume and meeting time limit that must be recorded?

Time limits are as follows: Intake/Release area phones are set at 5 minutes, calls from inmate wards are set at 15 minutes, and Video Visitation visits are set at 30 minutes.

75. Are all meetings recorded or only social meetings rather than legal meetings?

Regular video visits are recorded but legal visits are not recorded.

76. What requirements does the County have for scheduling inmate meetings and does the successful provider need to integrate with an existing scheduling system (if so, please provide details)?

Yes, the County requires inmate scheduling be available for all wards, including a monthly schedule for special wards with limited access to electronics.

77. Does the County have a preferred size or weight limitation for the tablets?

The County prefers a minimum height of 1.5" and no weight limitation, however; lighter is preferred.

78. Are headsets required to be provided with the tablets (wired or wireless)?

Yes, headsets are required with the tablets.

79. Can you please confirm you received our questions? Thank you.

Yes, 14 questions received from Compunetix, Inc.

80. **Contract award date:** In regards to the term of contract and awarded contract date, when is the actual targeted go-live date for El Paso County?

The anticipated live date is January 1, 2024.

81. **Telephone Number Blocking:** Specifications on page 20 of 45 #6m. - Telephone Number Blocking: Is it acceptable to display a toll-free number that is directed to vendor's Customer Service line instead of a text wording.

No, this is not acceptable.

82. **Call & Rates Records:** Can you please provide a 6-month record of call by type, rates, commission percentages and fees pertaining to the inmate telephone and video visitation?

There is 75% commission and 11 cent per minute rate.

83. **Technical Support:** Special Terms and Conditions page 12 of 45 #18 regarding Technical Support – Would structured authority be permissible in lieu of binding authority?

The County prefers binding authority.



84. **Submission format:** Regarding response format, does the County require line-by-line response to entire RFP provided? Or is a response categorized by scope of work acceptable?  
**Yes, responses categorized by scope of work are acceptable.**
85. **Disconnect switch:** Does every cell block and telephone within the facility today have a disconnect switch? Do master disconnect switches exist today?  
**Yes, the jail has disconnect switches but no master disconnect switches.**
86. **Quality levels:** Part L on page 20 of 45 – What are the current quality levels established and determined by EPSO?  
**Quality levels must meet or exceed all current or future state regulations applicable.**
87. **Keyword search:** Does the County utilize Keyword search today? How many interactions a month does the County perform today utilizing keyword search?  
**No, the County does not currently utilize keyword searches.**
88. **Reporting exported format:** For reporting requirements, what exported format would the County prefer?  
**SQL**
89. **Contract Start Date:** Per requirement 4 on page 9 of the RFP, the awarded contract shall commence on July 1, 2023. However, in the Schedule of Activities in requirement 2 on page 9, the Issue Notice of Intent to Award is listed as July 2023. Will the County please clarify the start date of the contract?  
**The anticipated start date is July 1, 2023. The actual start date will be determined by the evaluation process, contract exemptions, and/or contract negotiations.**
90. **Response Submittal Requirements:** Page 25 of the RFP, requirement B states “Submit response in a tab format that follows a clearly outlined Table of Contents that identifies all material and attachments that comprise your response by section and by page number. I.e. – Required Documentation section, Evaluation Criteria section, etc. as outlined on the Response Submittal Requirements page”. However, the Response Submittal Requirements aren’t found in the RFP document. In order that vendors may submit a response formatted to the County’s wishes, would the County please furnish the Response Submittal Requirements?  
**The response submittal requirements are outlined in Response Format on pages 25 – 26. In addition, please reference Required Documentation on page 18 and Submission Form checklist on page 34.**
91. **Page Limits:** Regarding Section 4. Evaluation Criteria, are points being given as part of the evaluation criteria? If so: a. What is the breakdown of points for both the RFP evaluation criteria and pricing? b. What is the distribution of points related to the offered commission versus rates and how are these points calculated? c. How will the multiple offers on the Revenue Offer Calculation form be evaluated?  
**Evaluation weighting factors are not provided in this solicitation and are not listed in any order of importance.**
92. **Possible Bond Requirements:** Regarding bonds, there are no specific bonds required in the RFP, only questions on vendors’ ability to furnish. However, on the webpage for this RFP, there are Bonding Requirements listed in the form of a 5% Bid Bond, a 100% Performance Bond, and a 100% Payment Bond. Would the County please clarify if/what bonds are required in this RFP process and the relevant percentages of the identified bonds?  
**There are no Bid Bond or Performance/Payment bonding requirements for this solicitation. Bonding requirements have been updated on the Rocky Mountain E-Purchasing system.**
93. **Responses to Vendor Questions:** Can the County confirm how responses to vendor questions and amendments will be provided to vendors?  
**The County will issue a written Addendum question responses on the Rocky Mountain E-Purchasing System (<http://www.rockymountainbidsystem.com>).**

**94. Notifications of Intent to Award:** Can the County confirm how results of the RFP will be provided once evaluations are completed and the intent to award and/or award has been made?

All solicitation documents including any Notifications, Addenda, and Award documents will be posted to Rocky Mountain E-Purchasing System.

**95. Implementation Timeline:** Given the due date and upload to the Rocky Mountain Bid System, would the County agree to accept a digital or stamped signature for this proposal response from an Executive Vice President who is authorized to bind the company, in lieu of a pen ink signature?

Yes, please see Required Documentation on page 18. Submittals and required documentation must contain, in blue ink, a manual signature of an authorized agent of the Vendor, or a verifiable electronic time and date stamped signature.

**96. County Logo use:** Regarding County logo use in Vendor's response documentation, can we assume that the logo at the top of each required form that we must complete is allowed to submit as is?

Yes, please complete and sign each required document and submit as is

Signature below indicates that applicant has read all the information provided above and agrees to comply in full. This addendum is considered as a section of the Request for Proposal and therefore, this signed document shall become considered and fully submitted with the original package.

PRINT OR TYPE YOUR INFORMATION

Company Name: _____	Fax: _____
Address: _____	City/State/Zip: _____
Contact Person: _____	Title: _____
Email: _____	Phone: _____
Authorized Representative's Signature: _____	Date: _____
Printed Name: _____	Title: _____
Email: _____	Phone: _____