

The following questions are all that were received as of September 24, 2009 at 5:00 p.m. The answers are in red following each question.

- What is the total amount of commissions paid to Cherokee in the most recent 12 month period available? **It would be unethical and inappropriate to provide any fees, rates and/or commissions of the current vendor.**

- Understanding that Inmate calling cards are sold by Cherokee to the inmates, what has been the 12 month revenue total sold for this product? Does the current vendor pay commissions to the County for this revenue? What, if any, discounts are there to the call rates for these cards compared to the current vendor's collect rates? **Number sold during the past 12 months: 3,150. There is no connection fee assessed.**

- Please describe the system access requirements for Cherokee personnel. Dedicate system workstations and/or capability to access from County workstations? **Authorized users should have both on-site and off-site access to the system.**

- How many days of call recording storage does the County desire with this system? **Indefinitely.**

- Can the County specify desired quantities of Portable Phones and TDD Phones for the hearing impaired? **None**

- Item 2.4.B. Will the County consider future four-seat telephone kiosks to become property of the County? **No**

- Item 2.4.H states vendor shall provide..... and emergency telephone service (E-911). Is this correct? **This refers to the Coin Telephones**

- Item 2.5.J states vendor shall provide separate on-site monitoring and recording systems... Is this a request for system workstations not located at the Detention Center or any additional equipment beyond the system installed at the facility. **No, system should be accessible both on- and off-site.**

- Item 2.5.I states to see item Q, but there is no item Q in Section 2.5. Please clarify. **This was a misprint. It should read item "O".**

- Item 2.5.O.VII requires the ability to detect and prevent three way calling. Does Cherokee's current vendor system prevent called parties from attempting a three way call? **Yes** Is this item's intent to detect and disconnect calls identified as having attempted a three way call? **Yes**

- Item 2.5.P. provides an option for a PIN system solution. Does the County desire a vendor to interface with either a Commissary or JMS provider to utilize the same PINs already in place for inmates at the Detention Center? Who are the current Commissary and JMS providers? **No, an interface is necessary.**

Paragraph 2.2 indicates that a rate increase will not be acceptable. What are the current rates being charged by type of call? **It would be unethical and inappropriate to provide any fees, rates and/or commissions of the current vendor.**

Paragraph 2.4

C. "vendor shall be a full service Inter-Exchange Carrier, certified at the time of the RPF". Does the use of a certified Inter-Exchange Carrier by a vendor fulfill this requirement? **The RFP does state that a sub-contractor is acceptable for this service, however they must meet all criteria as outlined in section 2.4(c). The vendor will be held responsible for the actions and service provided by the sub-contractor.**

H. Vendor shall provide... emergency telephone service (E-911). Please clarify. We assume you do not want 911 calls from inmate phones to go directly to the 911 center. **This applies to the Coin Phones only.**

Paragraph 2.5

I. Vendor shall provide modern on-site call monitoring and recording equipment. Will off-site storage of calls with on-site monitoring and review be acceptable? **Yes, on-site and off-site monitoring.**

I. "Also see item Q." Was Q intentionally omitted? **This was a misprint. It should read item "O".**

1) In order to provide our best possible offer, it is important to have historical call volume information for all call types. Please provide as much data as possible from the following chart: **The following figures represent the average monthly calls for the previous 12-month period. It would be unethical and inappropriate to provide any fees, rates and/or commissions of the current vendor.**

Call Category	# of Calls Per Month	# of Minutes Per Month	Total Revenue Per Month
LOCAL – Collect	2012	25,560	
INTRALATA – Collect	197	1,829	
INTERLATA – Collect	231	2,309	
INTERSTATE – Collect	45	427	
LOCAL – Debit	1,406	3,189	
INTRALATA – Debit	493	4,556	
INTERLATA – Debit	1,643	4,560	
INTERSTATE - Debit	608	2,192	
International - Debit	0	0	
LOCAL – PrePaid Collect	3,997	40,579	
INTRALATA – PrePaid Collect	343	2,401	
INTERLATA – PrePaid Collect	692	3,460	
INTERSTATE – PrePaid Collect	301	1,240	

2) In order to ensure that the rates proposed do not exceed those charged by the current vendor, we will need to know what those rates are. Please provide the following information: **This information is available through the Georgia Public Safety Commission. It would be unethical and inappropriate to provide any fees, rates and/or commissions of the current vendor.**

Call Category	Per Call Charge	Per Minute Charge	Other Charges
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			

- 3) Please provide a copy of the current inmate phone service agreement(s). **It would be unethical and inappropriate to provide any fees, rates and/or commissions of the current vendor.**
- 4) Please provide an average of monthly commissions received over the past year from the current vendor and copies of commission statements (if available.) **It would be unethical and inappropriate to provide any fees, rates and/or commissions of the current vendor.**
- 5) Please confirm that the County requires commission to be paid on Gross completed call revenue (i.e. every answered and accepted phone call including collect, prepaid collect and debit calls) with no deduction for unbillable or uncollectible calls or for any cost associated with providing the described service. **Yes**
- 6) Please provide the criteria and point schedule that will be used to evaluate and compare proposals. **The County will base its decision on the most competitive overall response to the RFP.**
- 7) Will the County accept multiple rate and commission options for consideration? **No**
- 8) The RFP specifies that “The vendor shall be a full service Inter-Exchange Carrier, certified at the time of RFP receipt to operate in Georgia by the State of Georgia Public Service Commission” Georgia PSC requires specific certificate as an Institutional

Telecommunications Provider. Inter-Exchange Carrier certification is not applicable or required. Will the county please modify this requirement accordingly? **No**

- 9) The RFP states that "Subcontractors or resellers of the telephone services requested in this RFP are unacceptable. The vendor shall be the owner of its switching facilities and owner or majority owner of all inter-exchange transmission facilities associated with this proposal" Although many facilities-based carriers were once in the inmate telephone business, this is no longer the case. At this point, I believe all inmate telephone companies are resellers utilizing a variety of interexchange carriers for voice and data network transmission. Please confirm that resale is acceptable provided the quality meets industry standards. **Yes**
 - 10) The RFP states that "The vendor shall provide quality telephone service, quality operator service and emergency telephone service (E-911)." Typically, live operator services are not provided to inmates and 911 access is blocked for inmates. Are these questions meant only for the two coin telephones? **Yes**
 - 11) Coin telephones? Who provides the public coin telephone service today? **The current vendor.** How much revenue is produced by these phones? **Variable.** What commission does the County receive from them? **Variable**
 - 12) If the phones are located in the jail lobby, will the County consider allowing the successful vendor to replace the coin telephones with free local courtesy phones? **No**
 - 13) Section 1.18.B.iv refers to "in-going" calls. Typically incoming calls to inmate telephones are not permitted. Please confirm if the County intends for vendors to block or allow incoming calls. **Block "in-going" calls**
1. Is this considered an RFP or an Invitation to Bid? **Both, the Invitation to Bid is attached to the Request for Proposal.**
 2. What is the length of time the CCADC would like the recorded inmate calls stored? **Indefinitely.**
 3. What is the current commission provided by Consolidated Telephone? **It would be unethical and inappropriate to provide any fees, rates and/or commissions of the current vendor.**
 4. Will the CCADC require any workstations to be provided by the awarded vendor? **No**
 5. Will the CCADC require any portable/cart telephones at the facility? **No**
 6. Will the CCADC require any TTY telephones at the facility? **No**
 7. Does the CCADC currently record visitation calls? **No.** If not, will the facility require the awarded vendor to provide visitation recording? **No.**
 8. Will the CCADC specify if the Inmate Telephone Commissions go to the inmate welfare fund or the County's general fund? **The commissions go into the account specifically designated for the inmate services. This account is managed by the Sheriff's office but maintained and overseen by the county accounting department.**
 9. Is DEMARC located where Phone hardware is? **Yes.** If not how far are the two separated? **N/A**

10. Is network connection available at hardware location? **Yes.**
11. What is the length of time the CCADC will request for an inmate telephone call? **No limit.**
12. Will the CCADC require an interface to their current Jail Management Software? **No.** If so, could you please clarify that it is an In-House system? **N/A**
13. Who is the current commissary provider at the CCADC? Will the CCADC require an interface to their current Commissary vendor? **No**
14. Will the County please provide the calling rates used by the current phone vendor?
It would be unethical and inappropriate to provide any fees, rates and/or commissions of the current vendor.
15. Will the County please provide the total annual phone revenues broken down by call route? (i.e. Local, IntraLata, InterLata/IntraState, InterState, International)
It would be unethical and inappropriate to provide any fees, rates and/or commissions of the current vendor.
16. Will the CCADC require that proposing vendors do not charge ANY fee to inmate friends and family members that is not covered exclusively in the Georgia Public Service Commission's rate cap rulings? Many vendors charge fees that drive up the cost to inmate friends and families. These fees are hidden from the agency and are represented as account setup/termination fees, other account funding fees, and even "convenience" fees. These fees can be **as high at 18%-20%** of an individual deposit, reducing the funds an inmate friend or family has to pay for inmate telephone calls. Unfortunately, a majority of the time the vendor pays no additional commission dollars to the agency based upon the revenue generated by these fees. They solely benefit the vendor. **No, hidden fees will not be acceptable.**
17. Will the county please clarify the number of coinless telephones requested for the CCADC? Section 2.1 states that a total count of 60 coinless collect-only inmate phones will be provided. Yet, in Section 2.4, Letter M, the total count of coinless phones is 63. **63**