



Amendment of Solicitation

Date of Issuance: 10/05/2018

Solicitation No. 1310004219

Requisition No. 1310019316

Amendment No. 14

Hour and date specified for receipt of offers is changed: No Yes, to: November 1, 2018 3:00 PM CT

Pursuant to OAC 260:115-7-30(d), this document shall serve as official notice of amendment to the Solicitation identified above. Such notice is being provided to all suppliers to which the original solicitation was sent.

Suppliers submitting bids or quotations shall acknowledge receipt of this solicitation amendment prior to the hour and date specified in the solicitation as follows:

- (1) Sign and return a copy of this amendment with the solicitation response being submitted; or,
- (2) If the supplier has already submitted a response, this acknowledgement must be signed and returned prior to the solicitation deadline. All amendment acknowledgements submitted separately shall have the solicitation number and bid opening date printed clearly on the front of the envelope.

ISSUED BY and RETURN TO:

U.S. Postal Delivery or Personal or Common Carrier Delivery:

Office of Management and Enterprise Services
Central Purchasing
5005 N. Lincoln Blvd., Ste. 300
Oklahoma City, OK 73105

Lisa Bradley
Contracting Officer

405 – 522-4480
Phone Number

Lisa.Bradley@omes.ok.gov
E-Mail Address

Description of Amendment:

a. This is to incorporate the following:

Web Posting Revisions

- A. RFP-Updated has been removed and replaced with RFP-Revised10-05-2018.
- B. Attachment A has been removed and replaced with Attachment A-Revised10-05-2018
- C. Attachment C has been removed.

Questions and Answers:

#1. Does the release of a new Solicitation document supersede the QA responses received prior to the release date?

No. Based on revisions that have been made to language, sections, or documents, the QA responses that were originally posted via Amendment #3 have now been updated and can be found in the document labeled Q&A Responses Revised 10-5-2018.(See Below)

Description of Amendment - continuing

#2. MP3/MP4 players are not indicated as mandatory items in the revised Solicitation or in Attachment B. Base Solutions, yet there is a Music tab in Attachment B.2. Can the state clarify if the pricing should be placed as a mandatory item in Attachment B.2, or should we provide pricing in Attachment G Value Adds?

MP3/MP4 players are a mandatory item as part of inmate self-service applications. Pricing proposals for the MP3/MP4 solution are to be provide via the Music tab in Attachment B2 - Revised.

#3. Does the new contract prefer for songs to continue to be purchased through the canteen?

C.5. Additional Information

Inmates currently are able to purchase MP3 players through the canteen. Approximately 3 million songs are available for inmates to purchase and download. Downloads are accomplished through a music kiosk. The MP3 player has a 30-day mortality feature. Additional features of receiving pictures and e-mails have not been activated by ODOC.

Yes.

#4 Is the state willing to give a minimum number of video visitation units required per facility to ensure bidder's prices are based on a minimum threshold that is acceptable to the state? With infrastructure costs having significant impact on the cost, some guidance is requested to help ensure vendors are bidding like solutions.

Please refer to Attachment B-Revised.

It is expected that bidders are experts in the industry and are able to understand and identify the overall demands, needs, and associated costs utilizing the facility specific and other information that has been provided by ODOC.

SCOPE/SCALE OF THE BASE SOLUTIONS: The awarded contractor will be required to provide a sufficient number of correctional grade kiosk or kiosk-like units to ensure availability and access to the inmate population while minimizing operational and security concerns. The solutions provided by the contractor shall be designed to easily accommodate supplementary needs and changes (additional applications, equipment, etc.) resulting from future changes in population, facilities, or DOC rules and workflows. Proposals submitted by all bidders should consider and include all costs associated with these requirements.

#5. Per the QA in Amendment 3, line item number 9, individual hand-held tablets were not to be presented, is this still applicable as it is not mentioned in the revised Solicitation?

QA responses that were originally posted via Amendment #3 have now been updated and can be found in the document labeled Q&A Responses Revised 10-5-2018. (See Below)

#6. Under C.3 Project Description in the revised Solicitation it still lists staff education, but it is not included in Attachment B. Is this still required or should this be considered a value add?

See Section D.2.2.5.1. of the RFP – Revised 10-5-2018 document. Also, see Attachment B-Revised, VALUE ADDED SOLUTIONS (Preferred)

#7. Under C.3 Project Description in the revised Solicitation, security, investigative systems and devices are not part of the base solutions mandatory list in Attachment B. Is this required, or should this be considered a value add in Attachment G?

See Section D.2.2.5.1. of the new RFP – Revised 10-5-2018 document. Also, see Attachment B-Revised, VALUE ADDED SOLUTIONS (Preferred)

#8. Attachment A Solicitation Cover Page and Declaration does not list Attachment L as a deliverable. Is this Attachment required with our proposal response?

See Section E.7. of the new RFP –Revised 10-05-2018 document for a list of required deliverables. Attachment A has been modified to remove reference to deliverables.

Description of Amendment - continuing

#9. In E.7. Submission Deliverables, Attachment B3, Attachment D, and Attachment L are not listed as deliverables. Are these required with our proposal response?

[See revised language in Section E.7. of the RFP – Revised 10-5-2018 document](#)

#10. Under 5.3.2 Dominance Check, can the state clarify the definition of “budget”, as this is a no cost bid to the state? This is not defined in A.1 Definitions.

[As budget is not a factor in this solicitation, see revised language in Section D.3. of the RFP – Revised 10-5-2018 document.](#)

#11. E.7 indicates we are to submit two USBs with items listed in E.7.2 Proposal Content, should these be stored on the USB as individual files or should we provide a single Adobe PDF file with all deliverables incorporated?

[Separate individual files with appropriate filenames is preferred.](#)

#12. Addendum 3 QA line item 39 indicates several Attachment B forms can be provided for each offer, however line items 41 and 50 state that we should provide them under separate cover. Can we provide multiple cost offers within one proposal submission (one USB) if we provide separate Attachment Bs clearly named in the filename as options?

[To clarify this, QA responses that were originally posted via Amendment #3 have now been updated and can be found in the document labeled Q&A Responses Revised 10-5-2018. \(See Below\) Reference Question #39](#)

#13. Please clarify the difference between Contract Duration and Contract Duration (Total Time) as listed in Attachment C. Contract Schedule. Also, please clarify the difference between Contract Schedule and Contract Duration? Additionally, with Attachment C, should the project milestone schedule still be provided?

[Attachment C has been removed from the solicitation. Reference Question #7 on Amendment 12](#)

#14. As each vendor claim will be given a score of 1, 5 or 10. How will the Evaluation team weight the scoring when vendors provide a varying number of claims based on the amount of space each claim would take on the two pages to make the scoring portion of the evaluation equitable for all vendors? For example – Vendor A may be able to provide 20 claims therefore has a potential of a total of 200 points, while the Vendor B may only be able to provide 15 claims therefore has a potential for 150 points.

[The overall response is scored, not by the number of claims](#)

#15. Based on this being a PIPS solicitation where the selected vendor moves onto the negotiation phase how does section A.6 and A.7 apply?

A.6. Pricing

A.6.1. Bids shall remain firm for a minimum of one-twenty (120) days after the Closing Date and Time.

A.7. Firm Fixed Price - Unless this Solicitation specifies otherwise, a Bidder shall submit a firm, fixed price for the term of the Contract.

[See Attachment H. There is not a negotiation phase. See Section D.2.1. of the RFP – Revised 10-5-2018 document.](#)

#16. With this solicitation including multiple services how does section A.11.2 apply? Will each pricing section be counted independently? If the state does select different vendors will it be based on the lowest and best bid per product or overall?

A.11. Award of Contract

A.11.1. The State may award the contract to more than one Bidder by awarding the contract(s) by item or groups of items or may award the contract on an all or none basis, whichever is deemed to be in the best interest of the State of Oklahoma.

A.11.2. Contract awards shall be made to the lowest and best Bid(s) unless this Solicitation specifies that best value criteria is being used.

[QA responses that were originally posted via Amendment #3 have now been updated and can be found in the document labeled Q&A Responses Revised 10-5-2018. \(See Below\). Reference Question #47.](#)

#17. In order to identify the best individual for the interview process can the state define what kind of decisions the Project Manager will be expected to provide?

Description of Amendment - continuing

D.2.2.7.1. Project Manager, one who can make decisions for the company.

None. The intent is that overall discussions with a decision maker will lend in-depth insight into the company and their decision processes.

#18. With the State requesting multiple services which have different costs (i.e. phone calling, video visitation, tablets, songs, and messaging) how does this section apply?

D.3.2. If the highest ranked Respondent is within the budget and is within (10%) of the next highest ranked Respondent's cost, then the highest ranked respondent moves to the Pre-Award Phase;

D.3.3. If the highest ranked Respondent is within the budget, but its cost is more than 10% greater than the second highest ranked Respondent's cost, the State reserves the right to invite the second highest ranked Respondent to the Pre-Award Phase.

As budget is not a factor in this solicitation, see revised language in Section D.3. of the RFP – Revised 10-5-2018 document. This allows the State flexibility to proceed with the highest ranked supplier and/or the second ranked supplier considering the percentage differential in pricing.

Proposed Timeline:

No.	Task	Date
1	Solicitation Posting	02/07/2018
2	Pre-Proposal Questions Due	02/21/2018
3	Proposals due	11/01/2018
4	Supplier Interviews Begin	Week of 11/26/18 – 11/30/2018
6	Clarification Period begins. (answer all technical concerns, identify what items were included and not included in scope, executive summary, project assumptions, detailed schedule, Reference Attachment H) Review of draft contract by the State	12/10/2018
7	Contract Awarded	TBD

Description of Amendment - continuing

b. All other terms and conditions remain unchanged.

Supplier Company Name (**PRINT**) _____
Date

Authorized Representative Name (**PRINT**) _____
Title _____
Authorized Representative Signature

VENDOR QUESTIONS	DOC RESPONSES per Amendment 3 dated 3/30/2018	UPDATED DOC RESPONSES 10-5-2018
<p>1 Will the Private Facilities be included under this contract?</p> <p>2 How many private corrections facilities houses OKDOC offenders or is this included in the 24 units?</p> <p>3 Are the private facilities required to utilize the OKDOC state phone service?</p> <p>4 Will the private facilities also be utilizing all features including video visitation, education and entertainment?</p> <p>5 Please advise the software management and commissary providers for those facilities if different than the OKDOC operated units</p>	<p>Private Facilities will not be included under this contract and are not in the 24 facilities specified in the solicitation. Private facilities are not required to utilize the state phone service provider.</p>	<p>Same</p>
<p>6 What are the total number of telephones used for project? Can you please list the facilities with population and phone counts?</p> <p>7 Main Solicitation, Section C.1, page 15 - To assist Suppliers in accurately capturing all costs associated with the system requested, will the State provide the following? a) List of facilities & addresses b) Current population per facility c) Number of phones per facility</p> <p>8 Please provide a list of facilities under this contract and the ADP for each.</p>	<p>See Vendor Q&A Attachment # 1: <u>FACILITY DETAILS - STATE OPERATED ONLY.</u></p>	<p>Same</p>
<p>9 To obtain a complete understanding of the OK DOC's facility technology requirements, please provide the following information regarding Section C: a) Which of the current DOC facilities are owned by the State? Which of the facilities are privately owned and leased by the DOC? b) Please provide for each facility the following: when was the facility built and the type of construction, i.e. number of floors, linear, modular etc. c) For each facility, please outline, the ratio of the number inmates to staff in each section/ POD. Please include all section/POD's, including medical, max security, segregated, general population, etc. d) For each facility, please outline, which section/POD provides direct supervision and which ones have indirect supervision of the inmates? e) What are the DOC security levels defined at each facility location? Within these security levels, are there any restrictions related to inmate communication devices?</p>	<p>See Vendor Q&A Attachment # 1: <u>FACILITY DETAILS - STATE OPERATED ONLY.</u> Due to unavailability of information and/or facility security, some information will not be provided. Per section C.4., all solutions that involve inmate self-service transactions will be delivered via correctional grade kiosk or kiosk-like hardware. Outdoor kiosks and kiosk enclosures may be required in some ODOC locations. MP3/MP4 players are not restricted. At this time ODOC will not allow individual handheld tablets to be used by inmates regardless of the security level.</p>	<p>Same</p>
<p>10 Please provide the number of inmates, phones and any other equipment in each housing unit, lobby, visitation area, etc. Please include any new equipment that is required in addition to what is currently in place.</p>	<p>See Vendor Q&A Attachment #1: <u>FACILITY DETAILS - STATE OPERATED ONLY</u> for the current number of inmates and phones. It is the contractor's responsibility to supply all equipment necessary to successfully deliver their proposed solutions and levels of service.</p>	<p>Same</p>

VENDOR QUESTIONS	DOC RESPONSES per Amendment 3 dated 3/30/2018	UPDATED DOC RESPONSES 10-5-2018
<p>11 What are the current rates for all call types?</p> <p>In order to help us evaluate call volumes and recognize additional revenue potential, it is very helpful to have the rates currently being charged to called parties under the current contract. Please provide the calling rate for the first minute and each additional minute for the following call types:</p> <ul style="list-style-type: none"> • 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 	<p>The current inmate phone contract does not allow 011+ international calls. Current rates are: \$0.25 per minute for Caribbean and Canadian North American 10 digit dialing. \$0.20 per minute for all minutes on all other call types.</p>	<p>Same</p>
<p>13 Will the State please outline the fees that are being charged by the current vendor:</p> <ul style="list-style-type: none"> 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 	<p>Bill Statement Fee = \$2.00 PrePaid Account Funding Fee via Web = \$3.00 PrePaid Account Funding Fee via IVR = \$3.00 PrePaid Account Funding Fee via Live Operator = \$4.75 Fees for Instant Pay Calls = \$1.19</p>	<p>Same</p>
<p>14 Please breakout the average monthly deposit transaction volume and average dollar amount received by type for each of the following:</p> <ul style="list-style-type: none"> a. Phone b. Web c. Kiosk d. Lockbox e. Walk-In 	<p>See Vendor Q&A Attachment # 2: <u>OKLAHOMA DOC DEPOSITS AUG 17 THROUGH JAN 18.</u></p>	<p>Same</p>

VENDOR QUESTIONS	DOC RESPONSES per Amendment 3 dated 3/30/2018	UPDATED DOC RESPONSES 10-5-2018
<p>15 What was the total revenue generated for 2017 by month by call type? Requested call detail and revenue information for the past 6 months:</p> <p>a) Total call data for all facilities to include volume of call by jurisdictional type (local, instate- intralata, interstate and international). Please include minutes, gross revenue and cost recovery/commissions paid to the State.</p> <p>16 b) For each call type and jurisdiction, please break down further the number of calls to include the following: "Advance Pay One Call", "Collect2Phone", pre-paid minutes purchased through commissary etc.</p> <p>Attachment B-2 – To provide a level playing field for the financial offer, it is important for us to understand the most recent calling volumes and revenue. Will the State please provide at least the latest 6 months of calls, minutes, and revenue by billing type (Collect, Prepaid Collect, Debit) and calling jurisdiction (Local, Interstate, etc.) – e.g.: By month -----Collect / Direct Billed----- Pre-Paid Collect----- Debit (Inmate-Paid) Month--Calls--Minutes--Gross Revenue--Calls--Minutes--Gross--Revenue--Calls--Minutes--Gross Revenue</p> <p>17 Local Intralata/Intrastate Interlata/Intrastate Interstate Canada/Mexico International</p>	<p>See Vendor Q&A Attachment #3: <u>CALL DETAIL RECORDS AUG 17 THROUGH JAN 18</u> and Vendor Q&A Attachment #4: <u>Oklahoma DOC Monthly Revenue By Site</u>, for August 2017 through January 2018.</p>	<p>Same</p>
<p>In order to provide our best possible offer, it is very important to have historical call volume information for all call types. Call volume 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 the number of calls per month, the number of minutes per month, and the total revenue per month for all call types:</p>		
<p>18</p> <ul style="list-style-type: none"> • 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 		

	VENDOR QUESTIONS	DOC RESPONSES per Amendment 3 dated 3/30/2018	UPDATED DOC RESPONSES 10-5-2018
19	Please provide the commission percentage currently received on inmate telephone revenue, an average of monthly commissions received over the past year from the current vendor, and copies of commission statements from the last six months.	\$0.15 per minute on all intrastate calls only; The average monthly ODOC revenue for the past 12 months was \$280,595.65. For 6 month commission data, see <u>Vendor Q&A Attachment #4: Oklahoma DOC Monthly Revenue By Site</u> , for August 2017 through January 2018.	Same
20	What is the current commission percentage being paid to OKDOC?	\$0.15 per minute on all intrastate calls only	Same
21	Please provide a copy of all current contracts and amendments pertaining to inmate phones.	http://doc.ok.gov/doc-inmate-phone-system	Same
22	What is the preferred call length for offenders set by DOC?	There is no specific preferred length, however, the current maximum length of a call is set at 20 minutes. It is expected that the systems proposed will have the ability to set the length of a call to any length determined by ODOC and the contractor to be an optimal length considering security, access, and utilization factors.	Same
23	For purposes of PIN management, does the OKDOC contract with an offender software management provider or operate internally?	ODOC does not currently contract with an offender software management provider.	Same
24	Does the OKDOC require an offender allow list for called numbers?	Currently, inmates have a Personal Allowed Numbers (PAN) list that is self-populated by the inmate every 90 days.	Same
25	Are there any free calls allowed by offenders? If yes, how many free calls by month were there in 2017?	TTY calls through a relay service are free calls. The current system also provides several help/hotline type numbers as free calls (i.e., PREA hotline, informant line, cold case tipline, and a 1-800-Quit-Now smoking cessation line). For the period of August 2017 through January 2018, there were a total of 2,924 free calls systemwide, of which 928 were TTY calls. It is expected that the awarded contractor's system shall allow for additional help/hotline type numbers to be added as needed.	Same
26	Are all calls to be monitored and or recorded? What is the duration of call recordings storage requirement currently?	Yes, all calls are recorded, with the exception of Attorney of Record calls. Currently call recordings are stored for 1 year.	Same
27	General - In order to create insure fair competition between all vendors will the state require ALL New equipment must be installed even by the incumbent at all facilities.	If selected as the awarded contractor, the incumbent would not be required to install all new equipment, but would be required to install any new equipment necessary to deliver proposed solutions and levels of service.	Same
28	Main Solicitation, Section C.3, page 15 - To assist Suppliers in accurately capturing all costs associated with the system requested, will the State provide access to intra-facility copper and/or fiber optic cabling where (high bandwidth) services are required?	The contractor will be allowed to re-use/utilize intra-facility copper that is currently available and in use by the current inmate phone provider. The contractor will be responsible for the installation and cost of any fiber optic cabling and bandwidth required to meet the terms of the contract. Should there be a need during the term of the contract for new locations, expansions, repair, or replacement of copper or fiber being utilized, it shall be the responsibility of the contractor.	Same
29	How many techs are required for this project, both onsite and remote?	It will be the contractor's responsibility to provide as many techs required to consistently and successfully mitigate associated risks and deliver the service levels and requirements required by the contract.	Same

	VENDOR QUESTIONS	DOC RESPONSES per Amendment 3 dated 3/30/2018	UPDATED DOC RESPONSES 10-5-2018
30	General - How many full-time support employees does the current Supplier provide for the State, and are these employees able to meet the State's needs under the current scope of services?	The current supplier for inmate phone services provides four full-time onsite technicians that provide administrative services and phone repairs. They also provide one in-state Field Service Manager.	Same
31	Does the State have a third-party Offender Management System? If so, please provide the vendor's contact information to facilitate integration with the phone system.	ODOC does not currently contract with an offender software management provider.	Same
32	Does the OKDOC contract with a commissary company or operate internally?	ODOC operates canteen/commissary internally.	Same
33	Does the OKDOC wish to have all features such as video visitation, education, entertainment at all facilities or selected units?	It is ODOC's intent that the following inmate communication solutions will be provided at all facilities: inmate phones, video visitation, email messaging, trust account deposit services, inmate self-service applications, and inmate educational and informational content.	It is ODOC's intent that the inmate communication solutions as described in Attachment B - Revised will be provided at all facilities.
34	Main Solicitation, Section C.3, page 15 - To assist Suppliers in accurately capturing all costs associated with the system requested, will the State provide the following regarding services requiring high network bandwidth? a) Number of video visitation units desired, per facility b) Number of staff and inmate educational and informational content devices desired, per facility.	It is expected that qualified bidders are experts within the industry, and as such, are able to determine the number of units required to successfully and effectively deliver the services required. It is the intent of ODOC that inmate phones, video visitation, email messaging, trust account deposit services, inmate self-service applications, and inmate educational and informational content will be made available to inmates at all ODOC facilities. The awarded contractor will be expected to provide a sufficient number of correctional grade kiosk or kiosk-like units to ensure availability and access to the inmate population while minimizing operational and security concerns.	See Attachment B - Revised.
35	Section C.3 – Can the state clarify if all the listed services in Section C.3 (inmate phones; video visitation; email messaging; trust account deposit services; inmate self-service applications; staff and inmate educational and informational content; and, security, intelligence and investigative systems and devices) are to be included in our "base offer" and not considered "value adds"?	The following inmate communication solutions are to be provided as part of the "base offer" of the solicitation: inmate phones, video visitation, email messaging, trust account deposit services, inmate self-service applications, and inmate educational and informational content. The other listed solutions (staff education and informational content, and security, intelligence, and investigative systems and devices), as well as, any other additional or optional services that the bidder believes would benefit ODOC, are to be included as "value added" in accordance with Section D.2.4.5.1. At a minimum, ODOC would like to see "value added" proposals offering solutions that aid in eliminating or reducing contraband cell phones and solutions that enhance data extraction, tracking, and analysis and, intelligence and investigative abilities.	See Attachment B - Revised.
36	Attachment B – Cost Proposal Form • Can the state please clarify what they mean by "Critical Individual"?	A critical individual is a person identified as a project lead or technical expert relevant to this project.	See Attachment B - Revised. The term "critical individual" has been removed from this Attachment.

	VENDOR QUESTIONS	DOC RESPONSES per Amendment 3 dated 3/30/2018	UPDATED DOC RESPONSES 10-5-2018
37	Attachment B – Cost Proposal Form • What is meant by “Project Rate”?	Project Rate is any rate of cost <u>to the State</u> associated with your response outside of or in addition to the rate, fees, and commissions proposed on Attachment B-2.	See Attachment B - Revised, Attachment B2 - Revised, and Attachment B3 - New. The term Project Rate has been changed to Project Cost and is defined and clarified on these attachments.
38	Attachment B – Cost Proposal Form • Do Respondents need to separate out the video visitation charge vs. the telephone rate?	The state requests that the vendor respond as they feel is most appropriate. Separate Attachment B and Attachment B-2 forms may be completed for each solution proposed.	See Attachment B - Revised, Attachment B2 - Revised, and Attachment B3 - New for instructions and templates to propose pricing of the mandatory base solutions. On Attachment B2 individual tabs have been provided for each mandatory base solution.
39	Attachment B2 – Cost Spreadsheet • Can Respondents modify the table in Attachment B2, for example add additional rows to provide multiple offers or additional services?	Yes, this table can be modified to fit your response as long as the table is not rendered in a completely different format. Separate Attachment B and Attachment B-2 forms may be completed for each solution proposed.	See Attachment B - Revised, Attachment B2 - Revised, and Attachment B3 - New for instructions and templates to propose pricing of the mandatory base solutions. Tables within these attachments may be modified to insert fields/lines as needed to expand the table to accommodate additional rates, fees, etc within a proposal. However, any alternative or additional proposals/cost offers must be submitted as a separate bid (on separate USB) independently.
40	Attachment B2 – Cost Spreadsheet • Are Respondents allowed to propose a cost recovery higher than \$3.5 million, if so, will any points be awarded toward the increase above \$3.5?	Respondents are allowed to respond how they see fit as long as costs are justifiable and fit within the requested format. All responses will be evaluated based on the criteria given.	See Attachment B – Revised. The Site Access Fee amounts are predetermined and cannot be changed. Any proposed services, equipment, or solutions that are in addition to the fixed and mandatory requirements spelled out in the solicitation are to be offered as value added and will be evaluated as such.
41	Attachment B2 – Cost Spreadsheet • Can we submit multiple offers? If so, how would those offers be submitted and evaluated?	Yes, multiple bids are allowed as long as they are clearly identified as such and are submitted under separate cover. Evaluation is based on the methodology provided by the solicitation and PIPS process.	Same. See response to question # 39.
42	Attachment B-2. Attachment B-2 requires that rates, fees, and commissions shall not exceed the maximums authorized by state or federal regulation. However, there is no state or federal regulation of in-state calling rates, and within approximately one year no regulation of add-on fees.	Rates, fees, and commissions shall not exceed the maximums authorized by <u>any applicable</u> state or federal regulation.	Same

VENDOR QUESTIONS	DOC RESPONSES per Amendment 3 dated 3/30/2018	UPDATED DOC RESPONSES 10-5-2018
<p>43 Making things worse, some vendors divert payments through “third party” companies with common ownership or who provide revenue shares. The worst of these schemes is “Single Pay” calling (e.g. PayNow, Advance Pay One Connect). Family members can pay rates and fees totaling up to \$15 per call – however, these costs are typically not disclosed because they are claimed “third party” costs.</p> <p>Without complete clarity on both fees and policies, constituents could pay exorbitant unreported fees and technical or financial offers artificially subsidized..</p> <p>a) To create a more level playing field, will the State impose the following:</p> <p>Billing Fee or Policy Amount</p> <p>Prepaid Collect - Purchase through live agent \$5.95</p> <p>Prepaid Collect - Purchase through automated phone system or internet \$3.00</p> <p>Prepaid Collect - Purchase through 3rd parties (e.g. MoneyGram, Western Union) Must be disclosed, not to exceed \$5.95</p> <p>Prepaid Collect - Account refund fee \$0</p> <p>Prepaid Collect - Purchase by mail \$0</p> <p>Prepaid Collect - Minimum purchase amount \$0</p> <p>Prepaid Collect - Account Setup (any funding method) \$0</p> <p>Prepaid Collect - Monthly account maintenance \$0</p> <p>Prepaid Collect + Debit – Account expiration Account balances available for use or refund no sooner than 6 months from date of last call</p> <p>Prepaid Collect - Cost recovery, USF administration, equipment use, or any other fee not mandated by government agencies Not allowed</p> <p>Single Pay calling Not allowed</p> <p>All calls – taxes Charged to customer at pass-through only</p>	<p>Please refer to Attachment K for general expectations surrounding fees, rates, and taxes.</p>	<p>Please refer to Attachment K - Revised for general expectations surrounding fees, rates, and taxes.</p>
<p>44 Attachment B – Attachment B appears to be related to a multi-year cost contract, and not applicable to the no-cost contract services being procured. Attachment B-2 does capture the pricing structure. Will the State remove Attachment B as not applicable?</p>	<p>The State will not remove Attachment B, as it is a format preferred should there be applicable costs in addition to the rates, fees, and commissions proposed on Attachment B-2. If costs are not applicable, please submit a response with "0" and a justification/rationale.</p>	<p>See Attachment B - Revised, Attachment B2 - Revised, and Attachment B3 - New for instructions and templates to propose pricing of the mandatory base solutions.</p>
<p>45 Main Solicitation, Section D, pages 17-19 – Regarding Evaluation: Section D and Attachment A appear to indicate that only Attachments B, C, D, E, F, and G are being evaluated. We are uncertain if this is an accurate conclusion on our part.</p> <p>a) Does this mean that from the main solicitation, sections like E.17 including References, Company Information, and Response to Specifications/Requirements are not to be evaluated, or is this information simply pass/fail?</p> <p>b) In general, we request some additional specifics regarding how the initial written responses will be evaluated and scored.</p>	<p>A) Please refer to section D concerning all evaluation criteria. B) Please refer to section D concerning evaluation criteria; please also refer to E.3. for information on the PIPS process and how responses are evaluated.</p>	<p>Same</p>
<p>46 Attachment K - The State's expectation is that all solutions proposed may or may not be utilized at any given time during the contract. Some of the technologies requested by the State have large costs and their inclusion or exclusion in the Supplier's base offer could have a large impact on cost recovery/shared revenues/commissions to the State. To ensure a level playing field, will the State disclose how Attachment B-2 will be scored?</p>	<p>The State will not disclose how Attachment B-2 will be scored. See answer to question #35 for further clarification of technologies to be included in the base offer.</p>	<p>Same</p>
<p>47 Section A.11.2 – This section states, “Contract awards shall be made to the lowest and best Bid(s) unless this Solicitation specifies that best value criteria is being used.” Can the state please clarify what the state considers to be lowest and what is considered a best bid? Would “lowest” be rates?</p>	<p>This is a standard provision for all state contracts. This particular solicitation is a best value solicitation based on the PIPS methodology.</p>	<p>Same</p>

	VENDOR QUESTIONS	DOC RESPONSES per Amendment 3 dated 3/30/2018	UPDATED DOC RESPONSES 10-5-2018
48	Section D.3 – Dominance Check for Cost Reasonableness. Can the state provide the weighting and ratings that will be used with the selection criteria? Since the state is allowing for multiple products with varying rates and charges, please verify what the state will utilize as the “cost” when evaluating per Section D.3.1.1 through D.3.1.6. In addition, will the state clarify what is meant by “budget”?	The State will not disclose weighting or ratings for this solicitation. The State will evaluate each proposal based on the PIPS best value methodology.	Same
49	Under Section D.3. Dominance Check for Cost Reasonableness, it talks about Respondents being within the State’s budget as a factor in determining the highest ranking bidder. However, under G.1. Budget, it states “The budget for this solicitation is TBD. Information can be provided at a later date.” Can the State please provide their Budget for this Solicitation?	The ODOC will not disclose budget information.	As budget is not a factor in this solicitation, see revised language in Section D.3. of the RFP – Revised 10-5-2018. This allows the State flexibility to proceed with the highest ranked supplier and/or the second ranked supplier considering the percentage differential in pricing.
50	Will multiple bids be allowed from the same vendor?	Yes, multiple bids are allowed as long as they are clearly identified as such and are submitted under separate cover.	Same
51	Main Solicitation, Section E.4, page 19 – Vendor question timelines a) Will the State confirm that written questions are due by date and time stated in Section E.14.4, not Section G.2.4? b) The date given for response to questions in E.4.2 and any amendments is a prior year date. Will the State disclose when it intends to respond to vendor questions?	A) All questions were due by February 21, 2018, as stated in E.14.4 and Section F.	No longer applicable.
52	Main Solicitation, Section E.14.4, p. 22 – Given the broad scope of services and need for specificity around revenue and cost items for non-incumbents, will the State allow for a short round of follow-up questions if answers to this round need any further clarification?	The State may or may not offer a second-round of questions. To be determined after the informational session describe in the answer to questions #74-#77.	No longer applicable.
53	Main Solicitation, Section E.17.4, page 22 – This section requests a detailed response to specifications/requirements in the Solicitation. Will the State provide more clarity on exactly which specifications/requirements are to be responded to in this one section – are they the specifications Section C “Solicitation Specifications” on pages 15-16, or is it to include additional or other specifications?	Responses are up to the bidders and how they see fit in accordance with the PIPS solicitation process and guidelines provided within the RFP document.	See RFP - Revised 10-5-2018
54	Section A.9 – “Manufacturers’ Name and Approved Equivalents” Are respondents required to respond to this section? If so, and if applicable to a Respondent, where would Respondent place our response within the layout given in Section E.17?	This is up to the discretion of the responding bidder.	See RFP - Revised 10-5-2018
55	Section B.1.2 – This section states “Under Oklahoma law, the State may not contract for a period longer than one (1) year (the “Initial Term”). By mutual consent of the parties hereto, it is intended that there shall be four (9) options to renew, subject to the terms and conditions set forth herein, each for duration of one (1) year.” Can the state clarify if the contract has four options to renew or nine options to renew?	It is an option for 9 years to renew. This is a typo on our part and should be corrected in the final document.	Same
56	Section E.7.1.1 indicates that all electronic documents must be submitted as Microsoft Office Word or Excel, or Adobe PDF. Can the state provide clarification on this? Are Respondents allowed to change attachments from the original format provided to another accepted format?	All attachments must remain in the design template format provided, but can be provided in doc, xls, or PDF formats.	Same
57	Section E.17 -- Bid Deliverables. This section lists the format for hard copy bids, including tabbed sections. Are soft copies to be in this format as well, or should our thumb drives include all separate files?	Soft copies are not required to be in the hard copy format; electronic copies must be in machine-readable formatting and files shall be arranged based on bidder's preference.	The language regarding hard copies has been removed. See RFP - Revised 10-5-2018, Section E.7. For the required USB drives, separate individual files with appropriate filenames is preferred.
58	Section E.17 – Bid Deliverables. Do Respondents need to provide a response to the entire Solicitation document itself (General Provisions, Special Provisions, Solicitation Specifications, etc.)? If so, where do these responses need to be placed based on the layout indicated in Section E.17?	Any exceptions to the solicitation terms and conditions should be placed in Section One; any bidder agreements should be placed in Section Six.	See RFP - Revised 10-5-2018, Section E.7.
59	Section E.17 – Bid Deliverables. Where would responses to E.15 P-Cards, and E.16 Electronic Funds Transfer (EFT) need to be placed based on the layout indicated in Section E.17?	Please place these items in Section Four.	See RFP - Revised 10-5-2018, Section E.7.

	VENDOR QUESTIONS	DOC RESPONSES per Amendment 3 dated 3/30/2018	UPDATED DOC RESPONSES 10-5-2018
60	Section E.17 – Bid Deliverables. Where does the Respondent/Payee Form need to be placed based on the layout indicated in this section?	Please place these items in Section Four.	See RFP - Revised 10-5-2018, Section E.7.
61	Section E.17 – Bid Deliverables. Where does the Evidence of Meeting the Insurance Requirements need to be placed based on the layout indicated in this section?	Please place these items in Section Four.	See RFP - Revised 10-5-2018, Section E.7.
62	Section E.17 – Bid Deliverables. Where should Respondents include the Milestone Schedule required in Attachment C based on the layout provided in this section?	Please place these items in Section Four.	See RFP - Revised 10-5-2018, Section E.7.
63	Section E.17.1 – Introduction, item a. Letter of Introduction. Is this section where Respondents should include Attachment A?	Please include all attachments in Section Four.	See RFP - Revised 10-5-2018, Section E.7.
64	Section E.17.4. Section Four – Response to Specifications/Requirements. Is this section where Respondents include Attachments C, D, E, and F? If not, where do those Attachments need to be placed? Or is Section Four where Respondents need to place a response to the entire Solicitation document?	Please include all attachments in Section Four.	See RFP - Revised 10-5-2018, Section E.7.
65	Section E.17.6 Section Six – Bidder Agreements. What type of agreements should be included in this Section? Please confirm that this is the proposed agreements between the bidder and the state.	Any potential agreements between the bidder and State need to be included in this section.	See RFP - Revised 10-5-2018, Section E.7.
66	Section E.17.8 IS Security Document – Should this be tabbed as Section Seven or be provided as a stand-alone document in our response?	This can be included as a stand-alone or wherever the bidder sees fit; The State asks that, at a minimum, a completed document be included in the response.	See RFP - Revised 10-5-2018, Section E.7. The Security Certificate should be completed and included in the bidders response.
67	Attachment D – Level of Expertise, Risk Assessment, Value Added Checklist and Format • How can Respondents prove their capabilities and how does the state verify a Respondent’s claim if they are not allowed to list names, past projects, or information? Does this conflict with the “Documented Performance” section of Attachment E?	These items can be proved using metrics and evidence of past prior performance; please see the PIPS tutorial provided in section E.3.	Same
68	Attachment E – Level of Expertise Plan • Will the DOC require that all Respondents who respond have at least two other Department of Corrections of similar size where the products offered have been deployed?	The State will not make this a requirement.	Same
69	Attachment E – Level of Expertise Plan • Attachment E indicates that a Respondent may describe where the Respondent has used the approach or solution previously. Does this mean a Respondent is allowed to put the name of the customer?	Per the instructions on the form, any potentially identifiable information is to be left out of this attachment.	Same
70	Attachment F - Risk Assessment Plan Attachment F indicates that a Respondent should describe where the Risk Assessment approach or solution previously utilized. Does this mean a Respondent is allowed to put the name of the customer?	Per the instructions on the form, any potentially identifiable information is to be left out of this attachment.	Same
71	Attachment G – Value Added Plan • Attachment G indicates that a Respondent should describe where the Respondent has used the approach or solution previously, and what the results were in terms of verifiable metrics. Does this mean a Respondent is allowed to put the name of the customer?	Per the instructions on the form, any potentially identifiable information is to be left out of this attachment.	See Attachment G - Revised. Per the instructions on the form, any potentially identifiable information is to be left out of this attachment.
72	RFP p. 13 #B.1.2 describes the contract term renewals as: “By mutual consent of the parties hereto, it is intended that there shall be four (9) options to renew.” Please clarify, are four or nine renewals available?	It is an option for 9 years to renew. This is a typo on our part and should be corrected in the final document.	Same
73	Attachment C – Contract Schedule • Should Respondents provide multiple versions of milestone schedules if multiple options are offered? • Given that this a one-year contract, are Respondents supposed to answer in single year increments for the contract schedule and milestone schedule?	Respondents are allowed to respond how they see fit as long as items are justifiable and fit within the requested format.	Attachment C has been removed from the solicitation. Reference Question #7 on Amendment 12

VENDOR QUESTIONS	DOC RESPONSES per Amendment 3 dated 3/30/2018	UPDATED DOC RESPONSES 10-5-2018
74 For the types of products we are looking at offering, a facility tour would be required to adequately bid the projects. Is it possible to delay the RFP due date to allow for site visits?	<p>In order to provide additional facility specific information, ODOC will invite all interested vendors to attend a multi-day informational session that will cover specific details regarding each of the individual ODOC facilities. This 3 day session will take place in Oklahoma City on April 17-19th, 2018. Additional information regarding the session will be posted to the solicitation webpage, QA Wiki, and emailed to prospective vendors.</p>	<p>No longer applicable.</p>
<p>Main Solicitation, Section E.3.1, page 19 - Based on the YouTube video, we understand that this procurement is designed to allow Suppliers to propose a solution rather than the State giving specific requirements. For non-incumbent Suppliers to determine installation costs and propose accurate pricing in good faith, however, detailed site surveys are necessary.</p> <p>a) We respectfully request the ability to conduct site surveys at all DOC sites, or if certain sites have similar or identical floorplans, surveys at representative sites.</p> <p>75 b) As part of those surveys, we also request the ability to ask written questions within one week of the date of the last survey.</p> <p>c) Due to the need for site surveys, we also request an extension to the due date for at least 3 weeks after the response to vendors' site survey-related questions.</p>		
76 • Would the DOC be willing to do a pre-bid site visit/walkthrough to identify the number of video visitation units needed per site? If not, can the DOC provide a rough estimate to Respondents for the number of units required?		
77 Attachment F – Risk Assessment Plan • To accurately determine all risks associated with video visitation and/or in-pod kiosks, would the DOC be willing to do a pre-bid site visit/walkthrough to identify the number of video visitation units and/or in-pod kiosks needed per site? If not, can the DOC provide a rough estimate to Respondents for the number of units required?		