STATE OF TENNESSEE
DEPARTMENT OF CORRECTION

REQUEST FOR PROPOSALS # 32901-31247
AMENDMENT # 13
FOR INMATE COMMUNICATIONS AND RELATED SERVICES

DATE: August 6, 2021

RFP # 32901-31247 IS AMENDED AS FOLLOWS:

1. **This RFP Schedule of Events updates and confirms scheduled RFP dates.** Any event, time, or date containing revised or new text is highlighted.

EVENT	TIME (Central Time Zone)	DATE
1. RFP Issued		July 31, 2020
2. Disability Accommodation Request Deadline	2:00 p.m.	August 5, 2020
3. Mandatory Pre-Response Conference	2:00 pm	August 6, 2020
4. Notice of Intent to Respond Deadline	2:00 p.m.	August 7, 2020
5. Written “Questions & Comments” Deadline	2:00 p.m.	September 8, 2020
6. State Response to Written “Questions & Comments”	5:00 p.m.	May 11, 2021
7. Deadline for Submission for Clarifications/Additional Questions	2:00 p.m.	June 1, 2021
8. State’s Response to Second Round of Questions/Clarifications	5:00 p.m.	August 6, 2021
9. Response Deadline	12:00 p.m.	September 16, 2021
10. State Completion of Technical Response Evaluations		October 18, 2021

11. State Schedules Respondent Oral Presentation		**October 22, 2021**
12. Respondent Oral Presentations		**November 8-10, 2021**
13. State Opening & Scoring of Revenue Proposals	**2:00 p.m.**	**November 15, 2021**
14. Negotiations (Optional)		**November 16-19; November 22-24**
15. State Notice of Intent to Award Released and RFP Files Opened for Public Inspection	**2:00 p.m.**	**December 1, 2021**
16. End of Open File Period		**December 8, 2021**
17. State Sends Contract to Contractor for Signature		**December 9, 2021**
18. Contractor Signature Deadline	**2:00 p.m.**	**December 16, 2021**

2. **State responses to questions and comments in the table below amend and clarify this RFP.**

Any restatement of RFP text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFP document.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
Attachment 6.2., C.22.	Pg.40	1. Section C.22 Page 40 The State has indicated that "Respondent shall describe its capability to directly utilize Vant4ge Point Evolve or to deliver a comprehensive Inmate education solution/Application on the Tablets that is capable of integrating with Vant4ge Point Evolve to deliver all available courses provided by or through the State. Respondent shall include the following: • A complete description of the Respondent's ability to directly utilize Vant4ge Point Evolve or its proposed Learning Management System capable of integrating with Vant4ge Point Evolve;	The State, through its contract with Vant4ge, will be purchasing site licenses for Evolve annually for the next five (5) years. Respondents bidding on this procurement may purchase licenses at the same rate charged to the State. Respondents may also propose an LMS that can integrate with the Vant4ge Evolve system as an acceptable alternative.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		•Identify the Education Platform and the capability to support college courses. High School Equivalency Courses, GED preparation and testing and personal development content; •Describe any educational videos that will be provided for the delivery of service; and •Identify any rehabilitative features, functions, content and analytic capabilities that would support data-driven solutions and outcomes. Question: Will all the submitting companies be bidding on the same price structure that is being charged to the State? If so, is there already negotiated pricing between the State and Vanta4ge for the next 5 years? Can the State confirm consistent pricing from Vant4ge for all companies? Also, will the State further clarify, if the State is mandating vendors utilize the Vant4ge LMS or if vendors are allowed to provide a LMS solution that that can integrate with the Vant4ge Evolve program?	
RFP Amendment #12, Question #81		2. In Amendment 12, Question #81, the State indicates "Under State law, no information provided in response to this solicitation will be considered confidential. Please review Section 4.8 Disclosure of Response Contents for further detail". Question: We understand that you stated, "that the full response contents and associated documents will become open to public inspection in accordance with the laws of the State of Tennessee", however, could the State please confirm that the exceptions to the Tennessee Public Records Act that allow for the confidential treatment of trade secrets and other	The exceptions to the Tennessee Public Records Act related to trade secrets are very limited and do not apply to procurements of this nature with the State of Tennessee. As such, any information provided in response to this RFP will become publicly accessible at the designated times within the procurement process. To the extent possible, truly propriety information or trade secrets should not be included so long as the information that is included within a Respondent's proposal is still fully responsive to the requirements of the RFP.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		proprietary information provided in procurement efforts will continue to apply?	
Attachment 6.2, Section C.50. and Amendment #12, Question #76		3. Regarding the C. 50, Page 42 Q&A on page 10-11 of your document. The requirement and question/answer was: QA Page, 19, #76. C.50 requires “Respondent shall create and establish a business relationship with other vendors providing services to the State and implement necessary integrations with those vendors/services”. Question: Will the State please identify specifically who these “other vendors” are so that vendors can appropriately plan and anticipate integration requirements and establish clear understandings with the “other vendors” for integration to ensure timely interoperability for purposes of the RFP requirements?	Please note that Attachment 6.2., Section C.50. was deleted as a part of RFP Amendment #12, RFP #32901-31247, Release #2. That being said, the Suppliers in question are as follows: Union Supply Bob Barker Keefe Kimbles Food by Design Vant4ge
Attachment 6.2., Section A.17.		4. Section 6.2., Page 27, A.17, states: “Provide a narrative detailing how the Contractor shall send a file each business day to the State to validate funds in the Inmate Trust Fund Accounts. The narrative must also confirm that State shall validate the purchases and send a return file to Contractor containing validated purchases. The narrative must detail how the Contractor shall send the Inmate notification if the purchase was not validated. The narrative must also detail how the Contractor shall then ensure the file is uploaded each business day to the ITS with the Inmate Debit purchases”. Question: This requirement appears to be applicable to the actual trust account management, while the scope of contractor services in the RFP is limited to electronic collection of trust account deposits. Please	The State must be able to ensure that purchases from the Inmate Trust Fund are for allowable expenses/items. This report will allow the State to vet those purchases daily to determine their validity, thus assuring proper expenditure of trust fund dollars and timely notification to inmates of disapproved transactions.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		clarify what is the purpose of these file transfers with respect to trust account deposits?	
Attachment 7 - Community Supervision Offices with Kiosks		5. Question: Can the State verify the addresses for the below Community Supervision Offices with Kiosks from Attachment 7, Community Supervision Offices with Kiosks? Cleveland Community Office Madisonville Community Office McMinnville Community Office Maryville Community Office	The street address for the Cleveland Community Supervision District 30 office is as follows: 950 Star-Vue Drive SW, Suite 2 Cleveland, TN 37311 The street address for the Madisonville Community Supervision District 30 office is as follows: 119 Pedigo Road Madisonville, TN 37354-1463 The street address for the McMinnville Community Supervision District 30 office is as follows: 102 Mullican Street McMinnville, TN 37110 The street address for the Maryville Community Supervision District 21 office is as follows: 304 Home Avenue Maryville, TN 378801
		6. Would the State please clarify whose network the staff hardware is intended to run on?	State Staff hardware is intended to run on the State's network.
		7. Does the State expect staff to have access anywhere other than their facility?	Yes. Staff will have access to the Community Supervision Offices listed in Exhibit A Section 5 and Attachment 7as well as the Department of Correction's Central Office located at 320 Sixth Avenue North, Nashville, TN 37243.
		8. As the industry leader providing intelligence services to over 10 state Department of Corrections, it has been our experience that embedded analysts working alongside investigative staff would provide the greatest value to the State. With that in mind, would the State	Yes. Respondents may provide approximately six to eight (6-8) analysts as an additional service for call monitoring. Please note, however, Respondents must not propose any additional pricing, cost, Revenue Share amounts or rates for additional goods or services. Regardless of any additional services offered in a response, the Respondent's Revenue Proposal must only record the proposed Revenue as required in this RFP and must not record any other rates, amounts, or information.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		have space for embedded analysts and if so, how many?	NOTICE: If a Respondent fails to submit a Revenue Proposal exactly as required, the State will deem the response non-responsive and reject it as referenced in RFP Section 3.6.
RFP Amendment #12, Question #150		9. Regarding Amendment 12, the State's response to Question #150: Not all required services are commonplace at the DOC or federal level. Tablets are an emerging technology, and to our knowledge only one or two prime bidders have had them installed at the DOC/federal level for 2+ years. Furthermore, only one or two vendors can demonstrate 2+ years supplying the required LMS at the state/federal level, and only one vendor (the incumbent) can demonstrate experience providing software to support staff training outside of the standard training on the inmate communications technology itself. If the TDOC does not waive or revise the pass/fail requirements that vendors must have provided ALL required services to a state or federal account for 2+ years, all bidders except one (the incumbent) will be eliminated based upon the training software requirement, and all bidders except one or two will be eliminated due to the tablets and LMS requirements. In order to encourage competition from a wider field of potential vendors who are capable of supplying the required services but may not have done so exactly as described for 2+ years, the TDOC must remove or revise Requirement A.8 (revised #A.7) in Attachment 6.2. As such, will the TDOC accept proposals where the bidder has successfully provided similar services for a DOC or federal account for any period of time, and/or for a large County agency for 2+ years? We also strongly recommend converting A.7 from a pass/fail to	The State has deleted the requirement from RFP Attachment 6.2 Section A. as detailed in item 2 below. The new requirements now appear in RFP Attachment 6.2 Sections C 46 and C.47. as included here and as detailed in item 3 below. C.46 Respondent shall provide a narrative confirming that it is currently doing business with a State Department of Corrections customer or a Federal agency customer and providing the services required by this RFP to similar Correctional Institutions for ITS for a minimum of five (5) years. The Respondent shall name the State Department of Corrections or Federal agency customer(s) with which it is currently doing ITS business. C.47 Respondent shall provide a narrative confirming that it is currently doing business with a State Department of Corrections customer or a Federal agency customer for all other services required by this RFP and identify how long the services have been provided. The Respondent shall name the State Department of Corrections or Federal agency customer(s) with which it is currently doing business for all other services.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		a scored requirement, allowing bidders to present the scope and breadth of their experience, along with references for particular services, for the State's evaluation. Converting A.7 to a scored requirement will enable the State to receive bids from many bidders who are technologically capable of providing the required services and evaluate, rather than automatically eliminating, those bidders whose experience does not fully align with the requirements of A.7.	
Attachment 11		10. Of the documents posted on 3/25/2021, there are three Attachment 11 documents. The May document gives us an error saying, "The page you requested was not found." The June document is actually for July. Please update the May and June documents.	The State will make the file available again as part of Amendment 13.
Attachment 6.3., Section B		11. In the Attachment 6.3. Section B – Revenue Share Proposal document, tab "Electronic Deposit Rev Share" can you please add an additional column showing the number of transactions for a given period of stated time per row. See example below. This will help us evaluate costs and offer the best revenue share to the DOC.	The State has provided the Electronic Trust Account Deposit transaction information for July 2020 as requested in Question #11. Please see the number of transactions for each Electronic Trust Account Deposit category listed under "Number of Transactions."

Category	Rate per Transaction	Number of Transactions from 7/1/20- 7/31/20
Electronic Trust Account Deposit $0.01 - $25.00: Online	$3.70	4,122
Electronic Trust Account Deposit $25.01 - $100.00: Online	$6.70	13,189
Electronic Trust Account Deposit $100.01 - $200.00: Online	$8.70	1,163
Electronic Trust Account Deposit $200.01 - $300.00: Online	$10.70	338
Electronic Trust Account Deposit $0.01 - $25.00: Phone	$4.70	807

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE		
			Electronic Trust Account Deposit $25.01 - $100.00: Phone	$7.70	3433
			Electronic Trust Account Deposit $100.01 - $200.00: Phone	$8.70	364
			Electronic Trust Account Deposit $200.01 - $300.00: Phone	$11.70	82
			Electronic Trust Account Deposit $0.01 - $25.00: Lobby Kiosk (Credit Card)	$3.70	0
			Electronic Trust Account Deposit $25.01 - $100.00: Lobby Kiosk (Credit Card)	$6.70	0
			Electronic Trust Account Deposit $100.01 - $200.00: Lobby Kiosk (Credit Card)	$8.70	0
			Electronic Trust Account Deposit $200.01 - $300.00: Lobby Kiosk (Credit Card)	$10.70	0
			Electronic Trust Account Deposit $0.01 - $25.00: Lobby Kiosk (Cash)	No Fee/Charge	0
			Electronic Trust Account Deposit $25.01 - $100.00: Lobby Kiosk (Cash)	No Fee/Charge	0
			Electronic Trust Account Deposit $100.01 - $200.00: Lobby Kiosk (Cash)	No Fee/Charge	0
			Electronic Trust Account Deposit $200.01 - $300.00: Lobby Kiosk (Cash)	No Fee/Charge	0
			Electronic Trust Account Deposit $0.01 - $25.00: Walk-in	$6.95	75
			Electronic Trust Account Deposit $25.01 - $100.00: Walk-in	$6.95	622

<table>
<tr><th>RFP SECTION</th><th>PAGE #</th><th>QUESTION / COMMENT</th><th>STATE RESPONSE</th></tr>
<tr><td></td><td></td><td></td><td><table>
<tr><td>Electronic Trust Account Deposit $100.01 - $200.00: Walk-in</td><td>$6.95</td><td>102</td></tr>
<tr><td>Electronic Trust Account Deposit $200.01 - $300.00: Walk-in</td><td>$6.95</td><td>26</td></tr>
</table></td></tr>
<tr><td>Amendment 12, Question #116</td><td></td><td>12. Amendment 12, Question #116, the State’s response states, “The fees for all payment methods for Probation and Parole Accounts are listed in RFP Attachment 6.3, Revenue Share Proposal, Section B. (tab – Electronic Deposit Revenue Share).” Please confirm that although the spreadsheet references Trust Account fees only, the fees listed are what will be charged for Probation and Parole payments as well.</td><td>Confirmed.</td></tr>
<tr><td>Amendment #12, Question #54</td><td></td><td>13. Given the State’s file attachment capacity for emails is 20 MB, is it acceptable to send several files of the Technical response, properly labeled if it goes over 20 MB?</td><td>Yes.</td></tr>
<tr><td>Attachment 6.3., Section A</td><td></td><td>14. Is Attachment 6.3 – Section A for informational purposes or does it need to be included in the RFP?</td><td>Attachment 6.3 Section A will be used to score Revenue Share proposals and should be included within Respondents proposals.</td></tr>
<tr><td></td><td></td><td>15. Can the State confirm the 12point font requirement does not apply to headings, tables, inserts and exhibits or attachments?</td><td>Confirmed.</td></tr>
</table>

2. Delete RFP Attachment 6.2. Section A in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):

RESPONDENT LEGAL ENTITY NAME:			
Response Page # (Respondent completes)	**Item Ref.**	**Section A— Mandatory Requirement Items**	**Pass/Fail**
		The Response must be delivered to the State no later than the Response Deadline detailed in **Section 2. RFP Schedule of Events**.	
		The Technical Response and the Revenue Proposal documentation must be packaged separately as required (refer to **RFP Section 3.2.**, et. seq.).	
		The Technical Response must NOT contain cost, Revenue Share or pricing information of any type.	
		The Technical Response must NOT contain any restrictions of the rights of the State or other qualification of the response.	
		A Respondent must NOT submit multiple responses in different forms (as a prime and a sub-Contractor) (refer to **RFP Section 3.3.**).	
	A.1.	Provide the Response Statement of Certifications and Assurances (**RFP Attachment 6.1.**) completed and signed by an individual empowered to bind the Respondent to the provisions of this RFP and any resulting contract. The document must be signed without exception or qualification.	
	A.2.	Provide a statement, based upon reasonable inquiry, of whether the Respondent or any individual who shall cause to deliver goods or perform work under the contract has a possible conflict of interest (*e.g.*, employment by the State of Tennessee) and, if so, the nature of that conflict. NOTE: Any questions of conflict of interest shall be solely within the discretion of the State, and the State reserves the right to cancel any award.	
	A.3.	Provide a current bank reference indicating that the Respondent's business relationship with the financial Institution is in positive standing. Such reference must be written in the form of a standard business letter, signed, and dated within the past three (3) months.	
	A.4.	Provide an official document or letter from an accredited credit bureau, verified and dated within the last three (3) months and indicating a positive credit rating for the Respondent (NOTE: A credit bureau report number without the full report is insufficient and will <u>not</u> be considered responsive.)	

	A.5.	Provide a valid, Certificate of Insurance that is verified and dated within the last six (6) months and which details <u>all</u> of the following: (a) Insurance Company (b) Respondent's Name and Address as the Insured (c) Policy Number (d) The following minimum insurance coverage: (i) Workers' Compensation and Employers' Liability (including all states coverage) with a limit not less than the relevant statutory amount or One Million Dollars ($1,000,000.00) per occurrence for employers' liability, One Million Dollars ($1,000,000.00) for accident or bodily injury, One Million Dollars ($1,000,000.00) for policy limit by disease, and One Million Dollars ($1,000,000.00) for bodily injury by disease; (ii) Comprehensive Commercial General Liability (including personal injury & property damage, premises/operations, independent Contractor, contractual liability and completed operations/products) with a bodily injury/property damage combined single limit not less than One Million Dollars ($1,000.000.00) per occurrence and Two Million Dollars ($2,000,000.00) in the aggregate for bodily injury and property damage; (iii) Automobile Coverage (including owned, leased, hired, and non-owned vehicles) with a bodily injury/property damage combined single limit not less than One Million Dollars ($1,000.000.00) per occurrence and not less than One Million ($1,000.000.00) combined single limit; and (iv) Technology Professional Liability (Errors and Omissions) / Cyber Liability with coverage of not less than Ten Million Dollars ($10,000.000.00) per claim and not less than Ten Million Dollars ($10,000,000.00) in the aggregate. (v) Crime Insurance with coverage of not less than One Million Dollars ($1,000,000.00) per claim or in the aggregate and with a Two Hundred Fifty Thousand Dollars ($250,000.00) Social Engineering Fraud Endorsement. (vi) Employee Theft Liability with a limit of not less than One Million Dollars ($1,000.000.00) per claim. (e) The following information applicable to each type of insurance coverage: (i) Coverage Description, (ii) Exceptions and Exclusions, (iii) Policy Effective Date, (iv) Policy Expiration Date, and (v) Limit(s) of Liability.	

	A.6.	Provide the Respondent's independent audited financial statements. Said independent audited financial statements <u>must</u>: (1) reflect audit periods for each of the past three fiscal years (2) be prepared with all monetary amounts detailed in United States currency; (3) be prepared under United States Generally Accepted Accounting Principles (US GAAP); (4) include: the auditor's opinion letter; financial statements; and the notes to the financial statements; and (5) be deemed, in the sole discretion of the C.P.A. employed by the State and charged with the financial document review, to reflect sufficient financial stability to undertake the subject agreement with the State. NOTES: ▪ Reviewed or Compiled Financial Statements will not be deemed responsive to this requirement and will <u>not</u> be accepted. All persons, agencies, firms, or other entities that provide opinions regarding the Respondent's financial status <u>must</u> be properly licensed to render such opinions. The State may require the Respondent to submit proof of such licensure detailing the state of licensure and licensure number for each person or entity that renders the opinions.	
	~~**A.7.**~~	~~Respondent must confirm it is currently doing business with a State Department of Corrections customer or a Federal agency customer and providing the services required by this RFP to similar Correctional Institutions for ITS for a minimum of five (5) years, and for all other services required by this RFP for a minimum of two (2) years. Respondent shall name the State Department of Corrections or Federal agency customer(s) with which it is currently doing business.~~	
	A.7~~8~~.	Respondent must confirm it is capable of providing the services required by this RFP to a correctional customer with a similar scope as the State with ten to fifteen (10-15) Institutions that house over fourteen thousand to twenty-two thousand (14,000 - 22,000) Inmates. Respondent shall name at least one (1) State or federal correctional government entity with which it is currently doing business, of similar size and scope as the State (i.e. ten to fifteen (10-15) Institutions that house over fourteen thousand to twenty-two thousand (14,000 - 22,000) Inmates combined.	
	A.8~~9~~.	Respondent must confirm it will comply with all applicable laws, rules, regulations, and orders of any authorized agency, commission, unit of the federal government, state, county, or municipal government and must be a service provider of the services required by this RFP.	

	A.9~~10~~.	Respondent’s representative attended the Mandatory Pre-Response Conference.	
	A.10~~1~~.	Provide a narrative confirming that the Contractor shall provide the State with the number of workstations indicated in **RFP Exhibit A - Institution Specifications**. The narrative shall include the Contractor’s affirmation that the workstations shall work in real-time with the ITS, for such monitoring, recording and reporting. The narrative shall also affirm that workstations shall each include 8GB Ram, CD/DVD burner, flat screen monitor, speakers (built in or external), mouse, keyboard, Data/audio burning software, laser printer and a licensed copy of Microsoft Office.	
	A.11~~2~~.	Provide a narrative confirming the following: a) The Contractor shall provide the State with remote access to the ITS at no cost to the State; b) The Contractor shall provide remote access to the State with the same features and functionalities that are available in-person on the Contractor supplied workstations as permitted by the end-user’s level of access; c) For the term of the Contract, the State shall have access to all CDRs from all workstations and remote access to computers, based on the end-user’s access level; d) The ITS shall be capable of providing alerts for certain calling events and, at a minimum, allow designated users to receive or be forwarded a live call to a specified destination as referenced in **RFP Attachment 6.6., A.10.**; e) The ITS user Application shall copy/export recordings with no loss in quality and it shall be capable of placing an audio and visual date/time stamp with the recording; f) The ITS shall be capable of emailing and copying recorded call sessions onto a CD/DVD or other storage device in audio or MP3/Data format with tamper-free capabilities; and g) The copying/burning Application shall be internal to the ITS.	
	A.12~~3~~.	Provide a narrative confirming that Contractor shall install all new VVS equipment even if the selected Contractor is the incumbent.	
	A.13~~4~~.	Provide a narrative confirming that VVS stations shall provide picture-in-picture viewing capabilities.	
	A.14~~5~~.	Provide a narrative confirming that the Contractor shall retain Video Visitation Sessions online for a minimum of ninety (90) calendar days as required by the State. The narrative shall further confirm that after ninety (90) calendar days, the sessions shall be archived by the Contractor on CD or DVD and retained by the Contractor to make available to the State upon request and in keeping with the State’s RDA # 2351.	
	A.15~~6~~.	Provide a narrative confirming that the VVS shall store the last ninety (90) calendar days of Video Visitation Sessions offline for ninety (90) calendar days after the termination of the contract. The narrative shall further confirm that after ninety (90) calendar days, the sessions shall be archived by the Contractor on CD or DVD and retained by the Contractor to make available to the State upon request and in keeping with the State’s RDA # 2351.	
	A.16~~7~~.	Provide a narrative detailing how the Contractor shall send a file each business day to the State to validate funds in the Inmate Trust Fund Accounts. The narrative must also confirm that State shall validate the purchases and send a return file to Contractor containing validated purchases. The narrative must detail how the Contractor shall	

		send the Inmate notification if the purchase was not validated. The narrative must also detail how the Contractor shall then ensure the file is uploaded each business day to the ITS with the Inmate Debit purchases.	
	A.17~~8~~.	Provide a narrative confirming that the Electronic Trust Account Deposits shall have the capability to allow smart phone deposits.	
	A.18~~9~~.	Provide a narrative detailing the Contractor's proposed method for Inmates to submit a telephone calling list for State review through the Contractor's kiosk Application at no cost to the State.	
	A.19~~20~~.	Provide a narrative detailing how the Contractor's proposed ITS solution shall allow the State to query all messages, attachments, and Data stored for the Institutions records and review in compliance with **RFP Attachment 6.6., Section D.11.**	
	A.20~~1~~.	Provide a narrative detailing how the Contractor's proposed ITS solution shall alert State personnel if there is specific activity based on pre-set criteria within the Contractor's proposed ITS solution.	
	A.21~~2~~.	Provide a narrative confirming that the Contractor's proposed solution shall have the capability to translate VVS messages and other Electronic Messages from one language to another. The required languages are Spanish and English. The narrative must also affirm that Contractor shall accommodate the translation of additional languages at no cost to the State.	
	A.22~~3~~.	Provide a narrative confirming that the Contractor's proposed ITS solution shall have the capability to disable and/or shut off service to a kiosk or group of kiosks based on the user level and password.	
	A.23~~4~~.	Provide a narrative confirming that the Contractor's proposed Tablet solution shall have the capability to track certain activities and patterns as designated by the State. The following reports shall be made available, at a minimum, for monitoring and investigative purposes. The Contractor shall supply additional and/or customized reports upon request, at no cost to the State. a). Messages by Inmates; b). Messages by sender; c). Messages by Tablet or group of Tablet; d). Daily, weekly and monthly statistics; e). Totals by Inmate; f). Totals by Tablet; g). Totals by Institution; and h). Totals by transaction type.	
State Use – Solicitation Coordinator Signature, Printed Name & Date:			

3. Delete RFP Attachment 6.2., Section C in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	**Item Ref.**	**Section C— Technical Qualifications, Experience & Approach Items**	**Item Score**	**Evaluation Factor**	**Raw Weighted Score**
	C.1.	Provide a narrative describing the holistic and cohesive Inmate Communications and Related Services System that improves offender education and rehabilitation including the use of innovative technology and streamlined services. As a part of this, provide a description of system components and their inter-connectedness, with components including but not limited to Inmate Telephone Service (“ITS”), standard visitation telephones, Video Visitation System (“VVS”), Inmate and General Public Kiosk Services (“Kiosk Services”), Electronic Trust Account Deposit, and Correctional Grade Tablet Services (“Tablet Services”). Include a description of the following: a. How these and other applicable components work together to maximize rehabilitative impact, as well as organize Data to analyze each offender and their individual needs by using Inmate Risk/Needs Assessment Software. b. Confirmation that the Respondent can provide customized reports if requested in writing by the State, and that any such reports be provided at no additional cost to the State.		**20**	
	C.2.	Provide a narrative describing the Respondent’s proposed, centralized ITS platform including a fully web-based user Application allowing for real-time, anywhere, anytime access to be accomplished at no cost to the State as referenced in **RFP Attachment 6.6., Section 1.**		**20**	
	C.3.	Provide a narrative detailing the Respondent’s proposed ITS which shall include but is not limited to: the system version (if Respondent uses multiple ITS versions and/or releases), system design, technical specifications, software Applications, hardware architecture, and Networking capabilities. The Respondent shall also include the following: 1) A diagram demonstrating the proposed ITS solution; 2) Any environmental conditions required for the proposed ITS, including the minimum and maximum operating temperatures and humidity levels; 3) The number of hours of back-up power that the proposed UPS components supply to the ITS; 4) The physical size of the ITS equipment to be installed at the Institutions including information on height, depth, width, weight, abuse tolerances and any limitations; 5) A description, as well as visual aids, of the Inmate telephone sets, visitation telephone sets, Telephone Devices for the Deaf (“TDD”) and Video Relay Service (“VRS”) units, and cart/portable sets proposed for installation at the Institutions;		**40**	

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	**Item Ref.**	**Section C— Technical Qualifications, Experience & Approach Items**	**Item Score**	**Evaluation Factor**	**Raw Weighted Score**
		6) A description of software features, functionalities and accessibility available to those under the State supervision; and 7) A description of how the State will be able to create, view, and track Inmate Telephone Service Tickets.			
	C.4.	Respondent shall provide a narrative detailing the information displayed on the called party's Caller ID each time a call from the Institutions is placed (e.g. Respondent's customer service number). 1) Relative to Respondent's fraud prevention feature, provide a list of the available pre-recorded announcements. Respondent shall describe its process for adjusting the duration of the call or excluding the pre-recorded announcements from the cost of a call. 2) Specify the method used by Respondent to detect three-way calls, specifically if the called party is utilizing a cell phone to place the three-way call. a) Upon detection of a three-way call, indicate whether the ITS is capable of playing a message to the Inmate and/or the called party prior to terminating the call.		**10**	

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	**Item Ref.**	**Section C— Technical Qualifications, Experience & Approach Items**	**Item Score**	**Evaluation Factor**	**Raw Weighted Score**
	C.5.	Monitoring, recording and Data requirements are outlined in **RFP Attachment 6.6., Sections A.9. and A.10.** Respondent shall provide a narrative that provides additional information regarding Respondent's monitoring, recording and Data requirements, which include at a minimum: 1) Respondent shall provide detailed information on its Data storage locations, Data redundancy practices, and the processes used when copying and storing all Data; 2) Respondent shall include detailed information on the ITS alert Application. The description shall include, at a minimum, the types of alerts available (cell phone, SMS text, email) and whether a security PIN for accessing the live call session is required; 3) Respondent shall provide a detailed description of the process for copying/exporting recordings. Include information on date/time stamps and how the ITS prevents tampering with a recording; 4) Respondent shall describe its capabilities to allow authorized users of the ITS Application to share call recordings (single and bulk) without copying recordings onto a CD or other storage medium; and 5) Provide a listing of all available file types for ITS Data including reports and recordings.		**50**	
	C.6.	Respondent shall provide a narrative that describes Respondent's ITS reports and include a sample Traffic Detail Report (showing all fields available, including those specified above and additional fields) to demonstrate how Respondents shall meet the requirements outlined in **RFP Attachment 6.6., Sections C.5.b. and C.6.**		**20**	

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	**Item Ref.**	**Section C— Technical Qualifications, Experience & Approach Items**	**Item Score**	**Evaluation Factor**	**Raw Weighted Score**
	C.7.	Respondent shall provide a narrative that describes Respondent's billing file, as well as provide a sample billing file in EMI format (showing all fields available, including those specified above and any additional fields) to demonstrate how Respondent shall meet the requirements outlined in **RFP Attachment 6.6., Section C.6.**		**20**	
	C.8.	Respondent shall provide a narrative that describes Respondent's CDR file, as well as provide a sample CDR (showing all raw fields available, including those specified above and additional fields) to demonstrate how Respondent shall meet the requirements in the **RFP Attachment 6.6., Section C.6.**		**20**	
	C.9.	Respondent shall provide a list in detail of any and all of Respondent's Miscellaneous Charges/Fees, without listing dollar amounts/costs (including those from third parties) which include but are not limited to the fees charged to the end user's telephone bill (e.g. Monthly Billing Fee, carrier administrative fee, cost recovery fee) and account funding fees to demonstrate how Respondent shall meet the requirements outlined in **RFP Attachment 6.6., Section C.6.** ***Do not include any cost, Revenue Share or pricing information including fees or charges associated with the implementation and use of this technology. Please provide this information in RFP Attachment 6.3, Revenue Proposal.***		**15**	
	C.10.	Respondent shall provide a narrative that describes Respondent's Implementation Plan, which shall include an installation schedule, for each Institution identified in **RFP Exhibit A - Institution Specifications.** The final implementation plan shall be fully developed and mutually agreed upon by the awarded Contractor and the State, approved in writing, and incorporated into the contract prior to signing and executing the Contract.		**40**	
	C.11.	Respondent shall provide a narrative detailing its calling options, which includes at a minimum: 1) A description of the collect calling options for the ITS; 2) A diagram demonstrating each calling option; 3) Specify if there is a timeframe for a Pre-Paid Collect Account to become dormant/expire. If applicable, Respondent shall state whether the timeframe is configurable;		**40**	

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	**Item Ref.**	**Section C— Technical Qualifications, Experience & Approach Items**	**Item Score**	**Evaluation Factor**	**Raw Weighted Score**
		4) Describe the Pre-Paid Collect Call refund process including how a refund should be requested and the timeframe associated with processing a refund; 5) Specify the minimum amount required on a Pre-Paid Collect Account to complete a call; 6) Describe in detail what happens when an Inmate attempts a call to a Pre-Paid Collect Account that has insufficient funds; 7) Relative to debit accounts, describe the process for accommodating real-time refunds; and 8) Describe billing options available to professional called parties such as attorneys and bail bondsmen.			
	C.12.	Respondent shall provide a narrative detailing Respondent's end-user ITS payment options, which includes at a minimum: 1) Provide a detailed description of all payment/deposit methods and the process for applying payments for the purpose of call completion; 2) Describe the process by which end-users can make pre-payments for a specific phone number or an Inmate account; 3) Indicate the timeframe it takes for funds to post and become available for use by the Inmate or end-user; and 4) Describe how taxes and fees are applied to all payments.		**40**	
	C.13.	Respondent shall provide a narrative detailing Respondent's customer service processes for handling end-user/customer service matters for the ITS, which includes at a minimum: 1) Describe procedure(s) for handling end-user complaints including the contact options available for end-users to request assistance from Respondent; 2) Indicate whether Respondent's customer service center defaults to an Interactive Voice Response ("IVR") or a live customer service representative; 3) The hours during which live customer service representatives are available to speak with end-users via telephone; 4) Indicate the average on-hold time to reach a live representative; 5) Describe the process of assisting hearing impaired end-users/customers; and 6) Describe procedure(s) for handling refund requests and the timeframe for completing such requests for pre-paid collect and debit accounts.		**20**	

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	**Item Ref.**	**Section C— Technical Qualifications, Experience & Approach Items**	**Item Score**	**Evaluation Factor**	**Raw Weighted Score**
	C.14.	Respondent shall provide a narrative detailing the Respondent's maintenance processes, which includes at a minimum: 1) Respondent shall provide the State with the escalation procedures for handling customer support issues including, but not limited to, maintenance, outages and reporting issues for the ITS, VVS, Kiosk Services, Electronic Trust Account Deposits, and Tablet Services. Procedure description shall include the contact names, contact numbers, email addresses and level of authority for the person(s) responsible for escalated issues; 2) Respondent shall provide the on-site response time, priority levels and escalation schedule for emergency outage/service issues at and/or related to the Institutions as an exhibit to its RFP response; 3) Respondent shall describe its detailed approach to routine and emergency maintenance as an exhibit to its RFP response; and 4) Respondent shall provide a synopsis of all ITS, VVS, Kiosk Services, Electronic Trust Account Deposits, and Tablet Services outages lasting longer than four (4) hours in a single day for the past six (6) months. Include reason and outcome of the outage.		**40**	
	C.15.5.	Respondent shall provide a narrative detailing its Inmate Electronic Messaging Application capabilities through the Kiosk and Tablet Services and how it complies with the Electronic Messaging services identified in **RFP Attachment 6.6., Section A.7.** The Electronic Messaging Application shall provide the capability of conducting Data analysis including, but not limited to, providing reports which identify if multiple Inmates are receiving electronic messages from the same party, a party receiving electronic messages from multiple Inmates, etc.		**20**	
	C.16.	Respondent shall provide a detailed description of its Inmate Kiosk Services, and how it complies with the Kiosk Services identified in **RFP Attachment 6.6. Pro Forma Contract**, **Section A.12.** including security features for the corrections industry such as screen type, tamper-resistant and hard- shelled durable kiosk, Device size, Operating System, kiosk components, etc. 1) Respondent shall provide a narrative describing its process for validating the Inmate's identity during the login process on the kiosks or other Devices.		**40**	

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items	Item Score	Evaluation Factor	Raw Weighted Score
		2) Respondent shall provide a narrative describing the process for maintaining the general public information and sharing that information with the State. 3) Respondent shall provide a narrative identifying the capability to provide Inmates their outstanding fees such as Criminal Injury Compensation Fund ("CIFC"), Sex Offender Registry, or unpaid supervision fees still owed in real-time. 4) Respondent shall indicate if they will agree to implement Kiosk Services at one (1) of the State facilities as a pilot prior to receiving authorization to implement at all facilities.			
	C.17.	Respondent shall provide a list of all available reports in the Tablet Services user Application in addition to those specified in **RFP Attachment 6.6., Section C.10.** Include any available reports of individual Inmate activity throughout the correctional continuum.		**15**	
	C.18.	Respondent shall provide a list of all available reports in the VVS user Application in addition to those specified in RFP **Attachment 6.6., Section C.7.**		**20**	
	C.19.	Respondent shall provide a narrative describing its Kiosk Services capability for providing offender check-in and accepting correction payment services at twelve (12) probation offices within the State of Tennessee. Respondent shall include a high-level implementation timeline for installation to be completed at all twelve (12) probation offices, and Respondent shall be responsible for working with the building Owners of the probation offices for the installation and maintenance of the kiosks. Additionally, Respondent shall also detail its capabilities to also provide the same services to additional probation offices as determined by the State through the term of the Agreement, at no cost to the State. The probation office addresses are listed in **RFP Exhibit A - Institution Specifications.**		**40**	
	C.20.	Respondent shall provide a detailed description of its Electronic Trust Account Deposit services including billing processes and how it complies with the Electronic Trust Account Deposit services identified in **RFP Attachment 6.6., Section A.13**.		**10**	

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	**Item Ref.**	**Section C— Technical Qualifications, Experience & Approach Items**	**Item Score**	**Evaluation Factor**	**Raw Weighted Score**
	C.21.	Respondent shall provide a detailed description of its Tablet Services, including security features for the corrections industry, Device modifications, Operating System, screen type, Device size, battery specifications, charging options. 1) Respondent shall include a schematic of the proposed Tablets, including visual aids. 2) Respondent shall specify if the speakers on the Tablets can be disabled/enabled at the State's discretion. 3) Respondent shall specify if clear, see-through earbuds and individual Chargers are provided with the Tablets. 4) Respondent shall indicate how Tablets work for hearing impaired Inmates. 5) Respondent shall detail any unique or distinctive features regarding the proposed Tablets, including all available options for Inmates to access on the Tablets. 6) Respondent shall detail how Tablet Services are billed.		**25**	

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	**Item Ref.**	**Section C— Technical Qualifications, Experience & Approach Items**	**Item Score**	**Evaluation Factor**	**Raw Weighted Score**
	C.22.	The State has invested in and is committed to an evidence-based approach or model to Inmate management that relies upon an automated and fully integrated Inmate Risk/Needs Assessment Software, program planning, program matching and comprehensive program management platform. The State relies upon this model to guide holistic case planning and seamless supervision in order to effectively prepare offenders for successful reentry. Respondent shall describe its capability to directly utilize Vant4ge Point Evolve or to deliver a comprehensive Inmate education solution/Application on the Tablets that is capable of integrating with Vant4ge Point Evolve to deliver all available courses provided by or through the State. Respondent shall include the following: 1) A complete description of the Respondent's ability to directly utilize Vant4ge Point Evolve or its proposed Learning Management System capable of integrating with Vant4ge Point Evolve; 2) Identify the Education Platform and the capability to support college courses, High School Equivalency Courses, GED preparation and testing, and personal development content; 3) Describe any educational videos that will be provided for the delivery of service; and 4) Identify any rehabilitative features, functions, content, and analytic capabilities that would support Data-driven solutions and outcomes.		**40**	
	C.23.	a. Provide a narrative describing how the proposed Inmate Communications and Related Services solution will be equipped to support both generally accepted and State specific Behavior Modification Strategies as identified by the State's Risk/Needs Assessment, including but not limited to the ability for the Inmate or probationer/parolee to view projected outcomes of successful completion of various programs and/or classes, as well as other variables. b. Provide a narrative describing features and functions of the Inmate Communications and Related Services solution that provides guidance to end users (i.e. Inmates/probationers/parolees as well as State rehabilitative case management staff) as to which programming may be best suited for a given Inmate/parolee at a given point in time. c. Provide a narrative describing how the Respondent's proposed Inmate Communications and Related Services solution provides the Inmate with the ability to participate in, influence, and demonstrate his/her suitability for parole. Include a description of how the Board of Parole may have access to this information for consideration (as determined by the State).		**20**	

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	**Item Ref.**	**Section C— Technical Qualifications, Experience & Approach Items**	**Item Score**	**Evaluation Factor**	**Raw Weighted Score**
	C.24.	Respondent shall describe how Data associated with usage on the Tablet Services is stored.		**15**	
	C.25.	Respondent shall indicate if its Tablet Services user Application has the capability to provide live monitoring.		**10**	
	C.26.	Respondent shall specify how mobile Device management is handled for Tablet Services.		**10**	
	C.27.	Respondent shall detail its security and installation approach to ensure Inmates cannot access an External Wireless Network for its Kiosk and Tablet Services.		**20**	
	C.28.	Respondent shall detail any unique or distinctive features regarding the proposed VVS, including the capability for the Inmate to initiate Video Visitation Sessions and the registration and scheduling process for visitors (both onsite and remote). 1) If Respondent does not have the capability for the Inmate to initiate video visitations sessions, provide information on Respondent's research and development progress. 2) Respondent shall describe the process required of visitors to open an account with Respondent for the purposes of scheduling a visit with an Inmate at the Institutions. Respondent shall specify security checks to confirm visitor's identity. Specify the process for scheduling a visit once the account creation or registration process have been completed.		**20**	
	C.29.	Respondent shall indicate whether it proposes an alternative number of video visitation stations to the quantity specified in **RFP Exhibit A - Institution Specifications.**		**10**	
	C.30.	Respondent shall list the requirements for a visitor to complete Remote Video Visitation Sessions, including but not limited to minimum Bandwidth, equipment, software, and browser type.		**15**	
	C.31.	Respondent shall specify whether the VVS provides a Countdown Clock Timer on the video visitation station.		**10**	
	C.32.	Respondent shall specify its proposed process for providing information on upcoming video visits, including reports available in the VVS user Application.		**15**	
	C.33.	Respondent shall include detailed information on the VVS alert Application. The description shall include, at a minimum, the types of alerts available (i.e. cell phone, SMS text, email).		**15**	
	C.34.	Respondent shall specify if the VVS allows the user to stop, pause, and restart a live video visitation.		**15**	

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	**Item Ref.**	**Section C— Technical Qualifications, Experience & Approach Items**	**Item Score**	**Evaluation Factor**	**Raw Weighted Score**
	C.35.	Respondent shall indicate whether its VVS has the capability to scan and display random live video visitations.		**15**	
	C.36.	Respondent shall indicate whether the user can customize the view for playback of video visitations and/or add comments to the video visitation recording.		**15**	
	C.37.	Respondent shall indicate if its VVS has the capability to identify and store the end user's Internet Protocol ("IP") address.		**15**	
	C.38.	Respondent shall describe its registration and scheduling processes including: 1) Capability to automatically capture the visitor's photo or identification without manual input from the visitor. 2) Capability to verify the visitor's identity. 3) Create automated/custom restrictions for the Inmate and/or visitor. 4) The mandatory fields captured during the registration and scheduling processes. 5) Process for designating a visitor to receive confidential/privileged video visits. 6) All methods available for visitors to register and schedule a video visit including the use of a mobile Application. If Respondent does not have the capability to allow scheduling through a mobile Application, provide information on Respondent's research and development progress.		**20**	
	C.39.	Respondent shall indicate how other customers using Respondent's proposed VVS handle the approval of visitors. How will the approved visitor lists be compared to Passive Approval (with required registration)?		**15**	
	C.40.	Respondent shall indicate whether the VVS can accommodate a Manually-Facilitated Video Visit created by the State.		**15**	
	C.41.	Respondent shall indicate whether the VVS has the capability to allow the State to manually reassign the Video Visitation Station initially assigned by the VVS.		**15**	
	C.42.	Respondent shall describe the process for shutting down the VVS.		**15**	
	C.43.	Provide a narrative describing Respondent's approach for providing the State with an educational software program and associated support/maintenance on the State's existing tablets at the State's Training Academy, at no cost to the State. The educational program shall include, but is not limited to, training, a complete Learning Management System (LMS), lesson plan conversions of the existing State developed and owned		**40**	

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	**Item Ref.**	**Section C— Technical Qualifications, Experience & Approach Items**	**Item Score**	**Evaluation Factor**	**Raw Weighted Score**
		courses and as many additional courses as needed, full service and maintenance, and all associated licenses for six thousand and five hundred (6,500) users for the first year of the Agreement and three thousand (3,000) additional for each additional year to accommodate new hires. *Devices for the educational program is a requirement under this RFP; approximately one thousand (1,000) devices shall be provided by the Contractor to support the Training Academy's educational program.* ***Do not include any cost, Revenue Share or pricing information including fees or charges associated with the implementation and use of this technology. Please provide this information in RFP Attachment 6.3, Revenue Proposal.***			
	C.44.	Respondent shall describe its Debit Release Cards program which shall be provided at no cost to the State. Respondent shall provide an overview of its Debit Release Card program including the following: 1) Explain how funds are applied to the Debit Release Card and how the card is used by the Inmate after release. 2) Detail all rates, fees, and surcharges associated with the Inmate's use of the card. 3) Respondents shall provide two (2) references of facilities where this feature has been implemented for at least six (6) months. ***Do not include any cost, Revenue Share or pricing information including fees or charges associated with the implementation and use of this technology. Please provide this information in RFP Attachment 6.3, Revenue Proposal.***		**20**	
	C.45.	Respondent shall provide a detailed overview of its services to provide personnel to perform live monitoring of calls and video visits to work directly with the State investigators for all Facilities.		**15**	
	C.46.	Respondent shall provide a narrative confirming that it is currently doing business with a State Department of Corrections customer or a Federal agency customer and providing the services required by this RFP to similar Correctional Institutions for ITS for a minimum of five (5) years. The Respondent shall name the State Department of Corrections or Federal agency customer(s) with which it is currently doing ITS business.		**10**	
	C.47.	The Respondent shall provide a narrative confirming that it is currently doing business with a State Department of Corrections customer or a Federal agency customer for all other services required by this RFP and identify how long the services have been provided. The Respondent shall name the State Department of Corrections or Federal agency customer(s) with which it is currently doing business for all other services.		**10**	
The Solicitation Coordinator will use this sum and the formula below to calculate the section score. All calculations will use and result in numbers rounded to two (2) places to the right of the decimal point.			**Total Raw Weighted Score:** *(sum of Raw Weighted Scores above)*		

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	**Item Ref.**	**Section C— Technical Qualifications, Experience & Approach Items**	**Item Score**	**Evaluation Factor**	**Raw Weighted Score**
Total Raw Weighted Score			**X 40**	**=SCORE**	
Maximum Possible Raw Weighted Score *(i.e., 5 x the sum of item weights above)*				**(maximum possible score)**	
State Use – Evaluator Identification:					
State Use – Solicitation Coordinator Signature, Printed Name & Date:					

4. Delete RFP Attachment 6.3.B., Section 1 in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):

SECTION 1 - ITS RATES, FEES, REVENUE SHARE and MONTHLY MINIMUM GUARANTEE (See RFP Attachment 6.6, Pro Forma Contract, Section C., Payment Terms and Conditions)		
ITS REQUIRED CALLING RATES		
Category	**Per Minute Rate**	**Average Revenue/Call: 15 Minutes**
Local		
Collect/Direct Bill	$ 0.07	$ 1.05
Pre-Paid Collect	$ 0.07	$ 1.05
Pre-Paid Card/Debit	$ 0.07	$ 1.05
Intralata/Intrastate (Toll Calls Outside Local Area)		
Collect/Direct Bill	$ 0.11	$ 1.65
Pre-Paid Collect	$ 0.11	$ 1.65
Pre-Paid Card/Debit	$ 0.11	$ 1.65
Interlata/Intrastate (Long Distance within State)		
Collect/Direct Bill	$ 0.14 ~~$0.21~~	$2.10 ~~$2.40~~
Pre-Paid Collect	$ 0.14 ~~$0.16~~	$2.10 ~~$2.40~~
Pre-Paid Card/Debit	$ 0.14 ~~$0.16~~	$2.10 ~~$2.40~~
Interlata/Interstate (Long Distance out of State) and Domestic International		
Collect/Direct Bill	$ 0.14 ~~$0.21~~	$2.10 ~~$3.15~~
Pre-Paid Collect	$ 0.14 ~~$0.21~~	$2.10 ~~$3.15~~
Pre-Paid Card/Debit	$ 0.14 ~~$0.21~~	$2.10 ~~$3.15~~
International		
Collect/Direct Bill	$ 0.75	$ 11.25
Pre-Paid Collect	$ 0.75	$ 11.25
Pre-Paid Card/Debit	$ 0.75	$ 11.25
ITS REQUIRED FEES		
Fee Type	**Amount**	**Frequency**
Collect Billing Fee	Not Allowed	Not Allowed
Pre-Paid Collect Funding Fee		
IVR/Automated	$ 3.00	Per Deposit
Live Representative	$ 5.95	Per Deposit
Pre-Paid Collect Funding Fee charged for funding a Pre-Paid Collect via check or money order.	Not Allowed	Not Allowed
Fees charged to end-users for funding a Pre-Paid Collect account via-third parties (i.e. Money Gram, Western Union, etc.) 100% Pass Through; No Mark-up Allowed.	Respondent to identify rate:	Per Transaction
Universal Service Fund is applied to only interstate and international calls.	Regulated by the FCC and changed quarterly	Per Transaction
All required taxes are allowed.	100% Pass Through; No Mark-up Allowed	Per Transaction
Fees or charges applied by Contractor or a third party for calls processed through the ITS from the Correctional Institutions.	Not Allowed	Not Allowed
SECTION 1 WEIGHTED SCORE - ITS REQUIRED FEES (Solicitation Coordinator Use Only)		
The Respondent with the Lowest Required Fee Amount will receive 2 points for Section 1 - ITS Required Fees. The Lowest Required Fee Amount will be used to calculate the points for all remaining Required Fee Amounts. The calculation will be completed as follows: ({Lowest Required Fee Amount/Total Required Fee Amount}* 2 total points = Points Awarded).		
ITS Required Fees Points	**2**	
Lowest Required Fee Amount from all proposals	**x 2**	**=Points Awarded**
Total Required Fee Amount =	**(maximum possible score)**	
State Use Only– Solicitation Coordinator Signature, Printed Name & Date:		
ITS REVENUE SHARE		
Category	**Amount**	
ITS Revenue Share (%)	%	
SECTION 1 WEIGHTED SCORE - ITS Revenue Share (Solicitation Coordinator Use Only)		

For proposal scoring purposes, ITS Revenue Share will be evaluated based on a monthly revenue of $600,000. This is not a projection and is to be used for evaluation scoring purposes only. Respondent with the Highest Total ITS Revenue Share Proposal will receive the total points for Section 1 - ITS Revenue Share. The Respondent with the Highest Total ITS Revenue Share amount will receive the full 8 points. That value will then be used to calculate the points for all remaining Revenue Share Proposals. The calculation will be completed as follows: ({Total ITS Revenue Share/Highest Total ITS Revenue Share} x 8 total points = Points awarded).

ITS Revenue Share Points	**8**	
Total ITS Revenue Share	**x 8**	**=Points Awarded**
Highest Total ITS Revenue Share amount from all proposals =	**(maximum possible score)**	
State Use Only– Solicitation Coordinator Signature, Printed Name & Date:		

Monthly Minimum Guarantee

Category	Amount
Monthly Minimum Guarantee	$

SECTION 1 WEIGHTED SCORE - Monthly Minimum Guarantee
(Solicitation Coordinator Use Only)

For proposal scoring purposes, the Highest Monthly Minimum Guarantee amount will receive 3 points for Section 1 - Monthly Minimum Guarantee. The Highest Monthly Minimum Guarantee will then be used to calculate the points awarded for all remaining Monthly Minimum Guarantee Proposals. The calculation will be completed as follows: ({Total Monthly Minimum Guarantee/Highest Total Monthly Minimum Guarantee}* 3 total points = Points Awarded).

Monthly Minimum Guarantee Points	**3**	
Total Monthly Minimum Guarantee	**x 3**	**=Points Awarded**
Highest Monthly Minimum Guarantee amount from all proposals=	**(maximum possible score)**	
State Use Only– Solicitation Coordinator Signature, Printed Name & Date:		

5. Delete RFP Attachment 6.6., Pro Forma Contract, Section D.7 in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):

   D.7. Assignment and Subcontracting. The Contractor shall not assign this Contract or enter into a subcontract for any of the goods or services provided under this Contract without the prior written approval of the State. Notwithstanding any use of the approved subcontractors, the Contractor shall be the prime contractor and responsible for compliance with all terms and conditions of this Contract. The State reserves the right to request additional information or impose additional terms and conditions before approving an assignment of this Contract in whole or in part or the use of subcontractors in fulfilling the Contractor's obligations under this Contract. The Contractor shall provide copies of its current subcontracts to the State at the time of contract signing.

6. **<u>RFP Amendment Effective Date</u>.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.