



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

DATE: May 11, 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.

1.1. The following RFP Schedule of Events represents the State's best estimate for this RFP.

| 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 27, 2021 |
| 9. Response Deadline | 12:00 p.m. | September 27, 2021 |
| 10. State Completion of Technical Response Evaluations | | October 20, 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.

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| Section 3.2.1 | Pg. 10 | <p>1. Pg. 9 section 3.2.1 states electronic submissions sent via email to the Solicitation Coordinator (Maggie.wilson@tn.gov) are the preferred method of delivery.</p> <p>If we submit via email, does the State want a Technical Response File, a Revenue Proposal File sent via email and the sealed references sent separately to Maggie Wilson?</p> | <p>Yes. The State requires the Technical Proposal and Revenue Proposal to each be submitted in separate files to Solicitation Coordinator Maggie Wilson.</p> <p>A Respondents may send RFP Attachment 6.4. "Reference Questionnaire" to each potential reference for completion, with the reference sending the completed Reference Questionnaire directly to Maggie Wilson via e-mail (Maggie.wilson@tn.gov).</p> |
| Section 3.2.1 | Pg. 10 | <p>2. Pg. 9 Section 3.2.1 allows us to submit according to State's standard guidelines.</p> <p>Does one (1) original Technical Response and fifteen (15) copies each in the form of one (1) digital document mean the State wants one hard original copy which contains the sealed references and 15 electronic copies without the sealed references? If so, does the State want 1 USB with 15 duplicate Technical Response or 15 USBs each containing one Technical Response?</p> | <p>As referenced in RFP Section 3.2., Respondents may submit proposals electronically via email to the Solicitation Coordinator, Maggie Wilson (Maggie.wilson@tn.gov). Respondents may alternately follow the State's standard guidelines for submission. Please carefully review RFP Section 3.2. "Response Delivery," to ensure that proposals are submitted in accordance with the instructions. Respondents are not required to submit proposals through both methods.</p> <p>If the Respondent intends to follow the State's standard guidelines for response delivery, please submit fifteen (15) USBs each containing one (1) Technical Response.</p> |
| RFP Section 3.2.2.2 and Attachment 6.3. Revenue Proposal | Pg.10 and pg.48 | <p>3. For the Revenue Proposal, can we assume the State only wants one (1) hard copy and (1) electronic copy on a USB?</p> | <p>Yes. The State only requires one (1) hard copy and one (1) electronic copy of the Revenue Proposal.</p> |
| | | <p>4. In light of various states' stay-at-home orders, would the State agree to accept electronic signatures?</p> | <p>The State will accept digital signatures.</p> |
| Section 3.2.3 | Pp.10-11 | <p>5. Pg. 9 section 3.2.3. gives instructions for packaging the RFP. If we place the USB containing the digital copy inside the front pocket of the original Technical Response and bubble wrap the binder with the appropriate label, would the State consider the bubble wrap a "sealed package"?</p> | <p>Please carefully review and follow the instructions referenced in RFP Section 3.2. "Response Delivery." Bubble wrap does not qualify as a sealed package.</p> <p>A sealed manila or plastic mailing envelope or cardboard box, with contents labeled as specified in RFP Section 3.2.3 would be considered a sealed package.</p> |

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| Section 3.2.3 | Pp.10-11 | 6. If bubble wrap is considered a “sealed package”, would putting a bubbled wrapped Technical Response and a bubble wrapped Revenue Proposal in a box appropriately labeled to Maggie Wilson fulfill the requirements outlined in section 3.2.3 and all the subsections? | As stated above, bubble wrap does not qualify as a sealed package. Please carefully review and follow the instructions referenced in RFP Section 3.2. “Response Delivery.” A Respondent may elect to place its Technical Proposal and copies in one (1) sealed envelope or box labeled as the Technical Proposal, the Revenue Proposal in a separate sealed envelope or box labeled Revenue Proposal, with both Technical and Revenue Proposal envelopes or boxes placed in one (1) envelope or box labeled as containing both the Technical and Revenue Proposals. |
| RFP Attachment 6.2., Technical Response & Evaluation Guide, Section D: ORAL PRESENTATION. | Pp.44-46 | 7. For RFP Attachment 6.2, Technical Response & Evaluation Guide Section D, is there anything else we need to do other than to include it in the RFP? It doesn't have any required response page numbers. | Respondents are required to include RFP Attachment 6.2, Technical Response & Evaluation Guide, Section D in their proposal so that it can be used by the RFP Evaluators for scoring. |
| Attachment 6.6, Attachment 6.6.1 and Attachment 6.6.2 | Pp.114, 115 and 123 | 8. Can we assume that Attachment 6.6, Attachment 6.6.1 and Attachment 6.6.2 are informational, and we do not need to provide signatures of these documents in the RFP? | Respondents are not required to sign and enclose RFP Attachments 6.6.1 and 6.6.2. within their response to the event, however, please note that the awarded Respondent will be required to sign these documents prior to contract execution. |
| Attachment 6.1, Response Statement of Certifications and Assurances and Attachment 6.3 Section B – Revenue Share Proposal | Pg. 20 and pg. 47 | 9. Is it correct to assume the only signatures the RFP requires is Attachment 6.1, Response Statement of Certifications and Assurances and the signatures required in Attachment 6.3 Section B – Revenue Share Proposal? | Yes. Both RFP Attachment 6.1 and Attachment 6.3 Section B – Revenue Share Proposal must bear the signature of an individual with legal authority to bind the Respondent to the provisions of the RFP and any contract awarded pursuant to it. |
| Attachment 6.2 Section A.22. | Pg.26 | 10. A.23 of the Mandatory Requirements states, “Provide a narrative confirming that the Contractor’s proposed ITS solution shall have the capability to translate 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.” Can the State clarify what it means when referring to messages? Can the State give examples of messages that will need translation? | The provision has been clarified to specify that the referenced messages are VVS and other Electronic Messages. |

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| Attachment 6.2 Section C.33. | Pg. 41 | <p>11. C. 37. states, "Respondent shall include detailed information on the VVS alert Application. The description shall include, at a minimum, the types of alerts available (cell phone, SMS text, email) including.</p> <p>Is there supposed to be something after including? Did the State mean, "The types of alerts available including (cell phone, SMS text, email)?"</p> | The provision has been revised in RFP #32901-31247, Release #2, Attachment 6.2., Section C.33. to say the following: "The description shall include, at a minimum, the types of alerts available (i.e. cell phone, SMS text, email)." |
| Attachment 6.2 Section C.43. | Pg.42 | <p>12. C.47 states, "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."</p> <p>Would the State consider allowing Respondents to fulfill this requirement by using their own tablets rather than providing it on existing TN Tablets at no cost to State?</p> | The requirement has been revised to require the awarded Respondent to provide their own tablets at no additional cost to the State. |
| RFP Attachment 6.2 Section B.18 and RFP Attachment 6.4. Reference Questionnaire | Pp. 30-31and 49-53 | <p>13. Given the current state of affairs and the fact that not all agencies are currently adhering a regular schedule each week, and some agencies have opted to accommodate full-time work from home scenarios, would the State consider allowing vendors to email this information to each potential reference and have the reference return their response directly to the State via email without copying the vendors? This would ensure those working from their homes full time would be afforded privacy from releasing their home address, and also ensure anonymity of the reference results back to the State.</p> | A Respondent may send the reference information to each potential reference for completion, with the reference sending the completed references directly to Maggie Wilson via e-mail (Maggie.wilson@tn.gov). |
| Attachment 1 | | <p>14. Who is the State's incumbent Inmate Telephone System (ITS) service provider and how long have they been providing ITS service to the State?</p> | Global Tel Link is the State's incumbent Contractor for ITS. The Supplier has had a history of doing business with the State since 1999. |

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| RFP Attachment 6.6., Section C.14. and Attachment 1 | Pg.47 and pg.100 | 15. Did the State receive a signing bonus or any other type of concessions when the contract with the incumbent ITS service provider was signed? a. If yes, please provide the signing bonus amount and/or details related to any/all concessions provided. | The current contract for ITS does not include an Upfront Financial Incentive. A copy of the contract with Global Tel Link has been provided within RFP #32901-31247, Release #2 as Attachment 1. |
| RFP Attachment 6.3. – Revenue Proposal Scoring Guide | Pg.47 | 16. Does the State's contract with the incumbent ITS service provider include a Minimum Monthly Guarantee (MMG) or Minimum Annual Guarantee (MAG)? a. If yes, please provide the MMG and/or MMG amounts. | The current contract with the incumbent ITS Contractor does not include a Minimum Monthly Guarantee (MMG) or a Minimum Annual Guarantee (MAG). Please note that while RFP Attachment 6.3. – Revenue Proposal includes a section for Respondents to enter their MMG, the State is not requesting a MAG as a part of this procurement. |
| Attachment 1 | | 17. Does the State receive a commission from your incumbent ITS service provider? a. If yes, please describe the commission rate and how it is calculated. | The State receives a flat monthly commission payment of three hundred and forty thousand dollars (\$340,000.00) from the ITS service provider, Global Tel Link. Please see RFP #32901-31247, Release #2, Attachment 1 for reference. |
| Attachment 2 | | 18. Please list and describe in detail all ITS service payment/deposit methodologies currently available to the called party and/or inmates along with any applicable fees, surcharges and charges. | The ITS provides Inmates with the capability to fund an Inmate Debit Account whereby friends and family members can provide funding via a Pre-Paid Collect Account with a three-dollar (\$3.00) fee utilizing the IVR and/or website or they may provide funding via a live operator for five dollars and ninety-five cents (\$5.95). All of the contractual fees are detailed in RFP #32901-31247, Release #2, Attachment 2. |
| Attachment 1 | | 19. Please provide a copy of the signed contract executed and any amendments between the State and the incumbent ITS service provider? | A copy of the current ITS contract with Global Tel Link can be found in RFP #32901-31247, Release #2 as Attachment 1. |
| Attachment 2 | | 20. Who is the State's incumbent VVS service provider and how long have they been providing VVS service to your agency? | JPay is the State's current VVS Contractor and they have had a history of doing business with the State since 2012. |
| Attachment 2 | | 21. Does the current VVS support onsite and/or remote visitation? | The current VVS can support both on-site and Remote Video Visitation, but only Remote Video Visitation takes place at this time due to the pandemic. |
| Attachment 2 | | 22. Did the State receive a signing bonus or any other type of concessions when the contract with the incumbent VVS service provider was signed? a. If yes, please provide the signing bonus amount and/or details related to any/all concessions provided. | The current contract for VVS does not include an Upfront Financial Incentive. Please see RFP #32901-31247, Release #2, Attachment 2 for further detail. |

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| Attachment 2 | | <p>23. Does the State's contract with the incumbent VVS service provider include a Minimum Monthly Guarantee (MMG) or Minimum Annual Guarantee (MAG)?</p> <p>a. If yes, please provide the MMG and/or MMG amounts.</p> | <p>The current contract with the incumbent VVS Contractor does not include a Minimum Monthly Guarantee (MMG) or a Minimum Annual Guarantee (MAG). Please note that while RFP Attachment 6.3. – Revenue Proposal includes a section for Respondents to enter their MMG, the State is not requesting a MAG as a part of this procurement.</p> |
| Attachment 2 | | <p>24. Does the State receive a commission from your incumbent VVS service provider for remote visitation sessions?</p> <p>a. If yes, please describe the commission rate and how it is calculated.</p> | <p>The incumbent VVS service provider pays a commission to the State for Remote Video Visitation sessions. For every completed Remote Video Visitation session, the State receives a flat amount of twenty-five cents (\$0.25) per completed video visit.</p> |
| Attachments 10 and 11 | | <p>25. Please provide "Monthly Commission" or similar monthly activity reports that provides a detailed break-down for any of the following VVS remote visitation service information for the past 3 months (past 12 months is preferred):</p> <p>a. VVS Call Count</p> <p>b. VVS Minutes</p> <p>c. VVS Gross Revenue</p> <p>d. VVS Commission Rate</p> <p>e. VVS Commission Earned</p> | <p>The information can be found in RFP #32901-31247, Release #2, Attachments 10 and 11.</p> |
| Attachment 2 | | <p>26. Please provide a copy of the signed contract executed and any amendments between the State and its incumbent VVS service provider.</p> | <p>VVS are currently provided under the State's contract with JPay. Please see Attachment 2 which has been provided as a part of RFP #32901-31247, Release #2.</p> |
| Exhibit A | | <p>27. Assuming a vendor were to offer tablet devices on a 1:1 tablet-to-inmate ratio at no cost to the DOC or inmate and the tablet devices supported both onsite and remote video visitation as well as all other desired services/functions that would be available to inmates on a video visitation station/kiosk, would the vendor still be required to provide inmate video visitation stations/kiosks?</p> | <p>Respondents shall propose their Video Visitation Services solution and identify whether it includes kiosks and/or tablets and describe how on-site Video Visitation Services could be delivered where tablet devices are not permissible.</p> <p>There may be instances, for example, where Tablets are not feasible because there is no space or connectivity for docking/charging stations, or they are not permissible because of an inmate's classification or housing assignment.</p> |

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| Exhibit A | | <p>28. We are seeking clarification as to which facilities are specifically included in this RFP. The TDOC's website states, "<i>The Tennessee Department of Correction consists of 14 state prisons located across the state. Ten of these prisons are operated by the department and four are managed privately by CoreCivic.</i>"</p> <p>The RFP published provided facility specifications for the following 11 facilities:</p> <ol style="list-style-type: none"> 1 Bledsoe County Correctional Complex and Annex 2 Lois M DeBerry Special Needs Facility 3 Mark H Luttrell Correctional Center 4 Morgan County Correctional Complex and Annex 5 Northeast Correctional Complex and Annex 6 Northwest Correctional Complex 7 Riverbend Maximum Security Institution 8 Tennessee Prison for Women (aka Debra K. Johnson Rehab Center) 9 Turney Center Industrial Complex and Annex 10 Wester Tennessee State Penitentiary 11 South Central Correctional Center* <p>*Private facility.</p> <p>Are the following private facilities to be included in this RFP as well?:</p> <ol style="list-style-type: none"> 1. Hardeman Co. Correctional Facility 2. Trousdale Turner Correctional Center 3. Whiteville Correctional Facility 4. Women's Therapeutic Residential Center <p>If so, please provide the "facility specifications" (ADP, hardware, etc...) for all facilities to be included in this RFP.</p> | <p>The Hardeman, Trousdale and Whiteville facilities are operated by CoreCivic and are beyond the scope of this solicitation.</p> <p>The Women's Therapeutic Residential Center is housed on the same grounds as West Tennessee State Penitentiary, and was included in information published in the RFP in Exhibit A.</p> |

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| RFP Attachment 6.2 Sections C.1., C.22., C.24., C.27., and D.4. and Attachment 3 | pp. 33, 39, 40-41, and 44 | <p>29. Items C.1, C.22, C.23, C.24, C.27, and D.4 of the RFP require vendors to provide details relating to the integration/compatibility with the State's "<i>Risk/Needs Assessment Software</i>" which is defined as software consisting of a series of items used to collect data on inmate behaviors and attitudes that research indicates are related to the risk of recidivism. However, the RFP provides little to no information specifying the features/functions of the "<i>Risk/Needs Assessment Software</i>" being referenced. To allow vendors to provide the appropriate responses to these items, we respectfully request the following information relating to the "<i>Risk/Needs Assessment Software</i>" to be provided:</p> <p>Who is the State's current "<i>Risk/Needs Assessment Software</i>" provider and how long has this firm been providing said software to the State and at what cost?</p> | The State's Validated Risk/Needs Assessment Software provider is Vant4ge. A copy of the State's contract with Vant4ge has been provided as Attachment 3 through RFP #32901-31247, Release #2. The State has contracted with Vant4ge since 2016, when the Tennessee Public Safety Act of 2016 required the implementation and use of a Validated Risk/Needs Assessment instrument that was validated specifically for Tennessee's population using Tennessee recidivism and outcome data. The costs have been identified within Attachment 3. |
| RFP Attachment 6.2 Sections C.1., C.22., C.24., C.27., and D.4. | pp. 33, 39, 40-41, and 44 | 30. Please provide a copy of the contract and any amendments executed between the State and its current " <i>Risk/Needs Assessment Software</i> " provider. | Please see the State's response to Question #29. |
| RFP Attachment 6.2 Sections C.1., C.22., C.24., C.27., and D.4. | pp. 33, 39, 40-41, and 44 | 31. How do inmates currently interact with the State's " <i>Risk/Needs Assessment Software</i> "? | STRONG-R, the State's Validated Risk/Needs Assessment instrument, is administered by correctional staff at intake for incarcerated Inmates and at the beginning of the supervision term for an offender under Community Supervision by intake or supervision staff. The State administers reassessments for every subject throughout their supervision with the State at various time or event driven intervals per TDOC Policies #513.09 and #703.02 which can be found within RFP #32901-31247, Release #2, Exhibit B. The results of the STRONG-R include programming recommendations for both traditional in-person programming and digital programming. |
| RFP Attachment 6.2 Sections C.1., C.22., C.24., C.27., and D.4. | pp. 33, 39, 40-41, and 44 | 32. How often do inmates interact with the State's " <i>Risk/Needs Assessment Software</i> " (i.e. upon booking, on a quarterly, annual and/or other basis)? | Please see the State's response to Question #31. |

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| RFP Attachment 6.2 Sections C.1., C.22., C.24., C.27., and D.4. and Exhibit B | pp. 33, 39, 40-41, and 44 | 33. What data is provided by the State's " <i>Risk/Needs Assessment Software</i> " and how the data currently organized and analyzed? | <p>The STRONG-R Risk/Needs Assessment is included in the assessment library module of an automated case management platform, Vant4gePoint, a comprehensive rehabilitation management ("CRM") platform that is integrated with the State's Offender Management System ("OMS").</p> <p>The data is used to ensure that the State provides programming and treatment to address offender needs identified by the assessment and analyzed to provide predictive information on the offender's likelihood to commit new offenses based on criminogenic risk. For further detail, please reference TDOC Policies #513.09 and #703.02 within RFP #32901-31247, Release #2, Exhibit B.</p> |
| RFP Attachment 6.2 Sections C.1., C.22., C.24., C.27., and D.4. | pp. 33, 39, 40-41, and 44 | 34. Please detail the program planning, matching and management features/functions of the State's current " <i>Risk/Needs Assessment Software</i> ." | The STRONG-R and Vant4gePoint utilize a validated set of assessment results, subject characteristics, program characteristics, policy, capacity, and prioritization to provide programming recommendations and manage programming. |
| RFP Attachment 6.2 Sections C.1., C.22., C.24., C.27., and D.4. and Attachment 5 | pp. 33, 39, 40-41, and 44 | 35. Please detail the programs to which inmates are matched to via the " <i>Risk/Needs Assessment Software</i> ." | <p>The State utilizes and manages a dynamic portfolio of evidence-based programs throughout the institutions and Community Supervision.</p> <p>The programs have been identified and provided in Attachment 5 - Rehabilitative Program Pathways Matrix as a part of RFP #32901-31247, Release #2.</p> |
| RFP Attachment 6.2 Sections C.23 and C.27 and Attachment 5 | pp.39-40 | 36. Please detail the State's generally-accepted and specific Behavior Modification Strategies. | The State's Rehabilitative Program Pathways Matrix and Behavior Modification Strategies can be found in Attachment 5 which has been added to the procurement as a part of RFP #32901-31247, Release #2. |
| RFP Attachment 6.2 Section C.23.a. and Attachment 5 | Pg.40 | 37. Please detail the State's current rehabilitative goals (pathways) that inmate/probationer/parolee actively participate in achieving? | A listing of the Rehabilitative Program Pathways has been added to the RFP via RFP #32901-31247, Release #2, Attachment 5 – Rehabilitative Program Pathways Matrix/Behavior Modification Strategies. |
| RFP Attachment 6.2 Section C.26 and C.27 | p.41 | 38. How does the Board of Parole currently access information made available by the " <i>Risk/Needs Assessment Software</i> "? | BOP staff are among the State's authorized users who have the same level of access to the Risk/Needs Assessment Software as TDOC employees. |
| RFP Attachment 6.2 Section C.23 | Pg.40 | 39. How do inmates currently participate in, influence and demonstrate his/her suitability for parole and how is the Board of Parole provide with access to this information for consideration? | Inmates provide their views on how successful they will be if released on parole. Inmate statements are considered by BOP hearings staff along with board files including the offender's institutional records (available through a shared Offender Management Information System); a proposed release plan; recommendations from institutional staff, family, and community members; social and criminal history; and circumstances surrounding the current offense(s). |

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| RFP Attachment 6.2 Section C.43., Exhibit A, Attachment 1, Attachment 4, and Attachment 9 | | <p>40. Item C.47 of the RFP requires vendor to provide a narrative relating to their approach of 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. However, the RFP provides little to no information relating to the hardware and educational software programs currently used at the State's Training Academy. To allow vendors to provide the appropriate responses to these items, we respectfully request the following information relating to the "State's Training Academy" to be provided:</p> <p>A. Who is the State Training Academy's current Learning Management System (LMS) provider and how long has this firm been providing said LMS to the State and at what cost?</p> <p>B. Please provide a copy of the contract and any amendments executed between the State and its current Training Academy LMS/tablet provider.</p> <p>C. Please provide detailed specifications relating to the State Academy's current tablets (i.e. OS type, memory, RAM, dimensions, etc...).</p> <p>D. Please provide a list of and a brief description of all lesson plans including the 58 State developed and owned courses offered via the current LMS/tablets.</p> <p>E. Does the State intend on procuring additional tablets to support the State Training Academy? If so, what quantity of additional tablets will be sought?</p> | <p>A. GTL has been the provider of the State's LMS for the Training Academy since GTL acquired the previous Contractor, IDS, in 2017. Prior to the acquisition, IDS acted as a subcontractor to GTL in providing the LMS to TDOC. The LMS platform proposed by the awarded Respondent and approved by the State must interface with Vant4ge Evolve, a component of the STRONG-R Validated Risk Needs Assessment System. Interface information has been added as Attachment 9, Vant4ge Evolve and LMS Integration Technical Interface Specification.</p> <p>B. LMS services are included in the GTL contract, which has been added to the procurement as an attachment to the RFP under Attachment 1, RFP #32901-31247, Release #2.</p> <p>C. The Tablet specifications were originally provided as Subsection 7 of Exhibit A as a part of Release 1, however, the requirement has been revised within RFP #32901-31247 Release #2 to require Respondents to provide one thousand (1,000) tablets to support the Training Academy at no additional cost to the State. The tablets currently utilized run on a non-supported operating system which is not connected to the State's WiFi network. The State issues 4G hotspots which are utilized with the tablets.</p> <p>D. The State developed and owned courses have been added and listed within RFP #32901-31247, Release #2, Attachment 4, as have the American Red Cross course and the Tennessee Department of General Services course, neither of which was developed by the State.</p> <p>E. The State has revised the requirement within RFP #32901-31247 Release #2 to require Respondents to provide one thousand (1,000) tablets to support the Training Academy at no additional cost to the State.</p> |
| , RFP Attachment 6.2, C.16. | Pp.37-38 | <p>41. How are inmates currently provided with their outstanding fees such as Criminal Injury Compensation Fund ("CICF"), Sex Offender Registry, or unpaid supervision fees still owed and is this information provided in real-time?</p> | <p>Under the current contract, Inmates can access their outstanding fees, such as the Criminal Injury Compensation Fund (CICF), Sex Offender Registry, or unpaid supervision fees still owed through kiosks or via tablet. The information is provided in real-time.</p> |

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| RFP Attachment 6.6., Section A.7.b.2. | Pg. 65 | 42. On Page 69, Section 6.6, A.10 ITS Requirements (9) ITS The requirement states: "ITS is fully installed and configured over fiber connectivity and does not require the use of copper" <u>Question</u> : Can the State provide us with the number of facilities that need new fiber installed? | As referenced in RFP Attachment 6.6., Section A.7.b.2., the State will provide one (1) fiber optic run for each Institution between the Demarcation Building and the housing units. Should the State ever require this one (1) fiber optic run for its own use, Contractor shall be responsible for the cost of installing another fiber optic run to replace the run supplied by the State within sixty (60) calendar days of notification from the State and at no cost to the State. Fiber has been installed recently at the TCIX and RMSI. Partial fiber installations have recently occurred at NWCX and DJRC. The remaining TDOC facilities require complete fiber installations. |
| RFP Attachment 6.6., Section A.10.a.9 | Pg.70 | 43. Please confirm that this requirement is not applicable to the copper twisted pair required to connect inmate telephones to our telephone platform. | The following has been added to Attachment 6.6., Section A.10.a.9. for clarification as a part of RFP #32901-31247, Release #2: <i>"The statement 'fully installed and configured over fiber connectivity' refers to the path between the building housing the DEMARC and every other building to which the ITS is extended. A copper twisted pair between the ITS equipment within a given building and the Inmate telephones within that same building is allowed."</i> |
| Exhibit A | | 44. Can the State please give a proposed number of inmate tablets per site so that all the contractors submitting responses can submit pricing based upon the same amount of equipment. | The State requests that Respondents provide a one-to-one (1:1) ratio of Tablets to Inmates. Please see Attachment 8 for a listing of the Bed Capacity (i.e. number of Inmates) by Facility. |
| Exhibit A – and Attachment 6 | | 45. In order to estimate the costs for deploying tablets we need a listing of all housing units that you anticipate tablets being deployed in, with bed count for each area for all facilities. This information is needed to predict sufficient Wi-Fi signal and tablet charging capacities. Please provide a listing of all facility's housing units with bed counts. | The State anticipates Tablets being deployed in all units listed in Attachment 6, which has been provided as a part of RFP #32901-31247, Release #2. |
| Exhibit A | | 46. Do inmates have electrical outlets in cell to charge tablets? | All cells have convenience outlets for Inmate use in keeping with ACA living standards for adult correctional facilities. |
| RFP Attachment 6.2., Section E, Additional Technology, bb) Drone Detection and Exhibit A | Pg. 47 | 47. The requirement is as follows: Respondent shall provide a detailed overview of their capabilities in supplying this proposed technology at no cost to the State. <u>Question</u> : Can the State clarify the number of sites that the State is expecting the successful contractor to provide? | Drone Detection is not required; however, the State is asking Respondents to identify their capabilities for Drone Detection at the eleven (11) Institutions identified in Exhibit A – Institution Specifications, Subsection 1. |

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| RFP Attachment 6.2., Section E.5. | Pg.47 | <p>48. The requirement is as follows: Respondent shall provide a detailed overview of their capabilities in supplying this proposed technology at no cost to the State.</p> <p><u>Question:</u> Can the State clarify their expectations for GEO Fencing in light of the recent events and concerns with this service, and the wireless carriers no longer providing location information to corrections technology providers?</p> | The State understands the evolution of the GEO Fencing technology. Respondents must detail their approach to this technology as part of their proposal response. |
| RFP Attachment 6.3., Section B | | <p>49. Within the evaluation criteria 30% is allocated for evaluation scoring on the Revenue of the ITS and services.</p> <p>What is the distribution of points related to the cost to the consumer and how are these points calculated?</p> | Please refer to RFP Attachment 6.3 Section B– Revenue Share Proposal Release #2 for the revised listed-out distribution of points as well as calculation of points for the ITS services. |
| RFP Attachment 6.3., Section B | | 50. What is the distribution of points related to the offered commission versus rates and how are these points calculated? | Please refer to the revised RFP Attachment 6.3 Section B– Revenue Share Proposal (Excel Spreadsheet) for the distribution and calculation of points. |
| RFP Section 5.1. | Pg. 17 | 51. What is the evaluation criteria for both the RFP and pricing? | <p>Items in Attachment 6.2 Sections A-D are the criteria for the Technical Proposal, with the point values for each section or item specified therein.</p> <p>Please note that RFP Attachment 6.2., Section E is not scored. Attachment 6.3. - Revenue Proposal has been revised and incorporated into RFP #32901-31247, Release #2 and specifies the criteria and point values.</p> |
| RFP Section 5.1. | Pg.17 | 52. Are points being given as part of the evaluation criteria, how are those points allocated? | <p>Items in Attachment 6.2 Sections A-E are the criteria for the technical proposal, with the point values for each section or item specified therein. Please note that RFP Attachment 6.2., Section E is not scored.</p> <p>The revised Revenue Proposal, Attachment 6.3 specifies the criteria and point values.</p> |
| RFP Attachment 6.3., Section B | | 53. Will the State mandate all contractors use the same current rates for all call types to ensure an even playing field for evaluation of all contractor's proposals on equal terms? | Please refer to the revised RFP Attachment 6.3 Section B– Revenue Share Proposal (Excel Spreadsheet) for the current calling rates that are required by the State. |

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| RFP Section, 3.2.1. | Pg.10 | <p>54. Section 3.2 Response Delivery, subsection, 3.2.1. States that electronic submissions sent via email to the Solicitation Coordinator are preferred method of delivery.</p> <p><u>Question:</u> To ensure that our file(s) are accepted can the State please advise the maximum acceptable file size for email submissions?</p> | The State's file attachment capacity for emails is 20 MB. |
| RFP Attachment 6.2., Section A.4. | Pg.24 | <p>55. Attachment 6.2, Section A – Mandatory Requirement, A. 4, requests: A copy of the Respondents telecommunications and service tariff, for ITS, for the State of Tennessee.</p> <p><u>Question:</u> As the State of Tennessee does not require ITS providers to file a tariff we respectfully request the State of Tennessee to consider removing the requirement to provide this document.</p> | The State has removed said language from Attachment 6.2., Section A.4., regarding the Respondent providing the telecommunications and service tariff for ITS. |
| RFP Section 3.1.2.3. | Pg.10 | <p>56. Section 3.1.2, Revenue Proposal, subsection 3.1.2.3, states A respondent must sign and date the Revenue Proposal.</p> <p><u>Question:</u> In light of COVID-19 and various states' stay at home orders, would the State agree to accept electronic signatures for all sections of this proposal response in lieu of an ink signature, from an Executive Vice President who is authorized to bind the company?</p> | Please see the State's response to Question #4. |
| Attachment 6.2, Sections D and E | pp.44-47 | <p>57. Attachment 6.2, Sections D and E of the proposal do not include response page number columns.</p> <p><u>Question:</u> Is it the intent of the State that page numbers are not required by the respondent for these sections?</p> | RFP Attachment 6.2., Section D corresponds to the Oral Presentation portion of the procurement. Respondents do not identify page numbers for this section as the Respondents selected to participate will provide their presentations in an oral format rather than written. Evaluators will be using the Section D items to score each Respondent's Oral Presentation. RFP Attachment 6.2., Section E. Additional Technology, is not an evaluated or scored Section; it is for informational purposes only. |

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| RFP Section 3 | pp.9-12 | <p>58. Section 3 Response Requirements does not indicate whether a Letter of Transmittal and/or an Executive Summary will be accepted by the State?</p> <p><u>Question:</u> Will the State allow the submission of a Letter of Transmittal and an Executive Summary? If so, where should these additional documents be positioned/included in the response?</p> | <p>Respondents may elect to include a letter of transmission and an executive summary in their proposal. Such documents could be appropriately placed at the beginning of the proposal, before the responses to any of the mandatory requirements listed in Attachment 6.2., Section A.</p> |
| RFP Section 3 | pp.9-12 | <p>59. Section 3 Response Requirements</p> <p><u>Question:</u> Is the intent of the State to include and respond to each item in the Pro Forma Contract, Attachment 6.6?</p> | <p>No. This question can be addressed by reviewing the instructions and requirements outlined in RFP Section 3. Respondents should carefully review the instructions while preparing their Technical Proposal (RFP Attachment 6.2.) and Revenue Proposal (RFP Attachment 6.3.). Please note that responses must not include alternate contract terms and conditions. If a response contains such terms and conditions, the State, at its sole discretion, may determine the response to be a non-responsive counteroffer and reject it as referenced in RFP Section 3.3.1.</p> |
| RFP Attachment 6.6., Pro Forma Contract, Section A.10.b.2. | Pg. 71 | <p>60. Section 6.6, A.10. ITS Requirements, b.2 - The ITS shall be configured to process all or any combination of the following bill types, without limitation; collect (if applicable), free, pre-paid collect, pre-paid card, debit and/or speed dial</p> <p><u>Question:</u> Does the State anticipate introducing use of pre-paid calling cards during the conduct of this contract?</p> | <p>The current Contractor provides the State with Pre-Paid Collect Accounts and an Inmate Telephone Debit System ("ITDS") which allows family/friends/community members to deposit funds into an Inmate's Electronic Trust Account so that funds can be deducted when an offender places a call.</p> <p>The State does not anticipate introducing pre-paid calling cards but would like this option in the event it is needed in the future.</p> |
| RFP Attachment, 6.2., A.23. | Pg.27 | <p>61. Attachment, 6.2., A.23 Provide a narrative confirming that the Contractor's proposed ITS solution shall have the capability to translate 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.</p> <p><u>Question:</u> This requirement appears to apply to the kiosk Electronic Messaging application but also states "Contractor's proposed ITS solution." Please clarify as ITS is audio-only.</p> | <p>The State is interested in Respondent's technology to translate Electronic Messaging included in the VVS component of the Respondents proposed solutions.</p> |

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| RFP Attachment, 6.2., A.25. | Pg.27 | <p>62. Attachment, 6.2., A.25 Provide a narrative confirming that the Contractor's proposed ITS 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.</p> <p>a). Messages by Inmates; b). Messages by sender; c). Messages by kiosk or group of kiosks; d). Daily, weekly and monthly statistics; e). Totals by Inmate; Totals by kiosk; f). Totals by Institution; and g). Totals by transaction type.</p> <p><u>Question:</u> This requirement appears to apply to the kiosk solution but also states "Contractor's proposed ITS solution." Please clarify.</p> | <p>RFP Attachment 6.2., Section A.24 has been revised to state the following:</p> <p>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.</p> <p>a). Messages by Inmates; b). Messages by sender; c). Messages by tablets or group of tablets; d). Daily, weekly and monthly statistics; e). Totals by Inmate; (f) Totals by tablets; g. Totals by Institution; and h). Totals by transaction type.</p> |
| Attachment 6.2., Section C.16.2. and Attachment 6.6., Section A.2. | pp.37-38 and pg.59 | <p>63. Attachment 6.2., Section C., 16.2 - Respondent shall provide a narrative describing the process for maintaining the general public information and sharing that information with the State.</p> <p><u>Question:</u> Please define specifically what information is considered "general public information" that is to be shared with the State.</p> | <p>General Public Information means the end-user information such as the name, address, telephone number, etc. for prepaid accounts. The State would like all General Public Information in regard to prepaid accounts that the Respondent is legally allowed to share.</p> |
| Attachment, 6.2., Section C.23. | Pg.40 | <p>64. Attachment, 6.2., Section C., 27 b. and c.</p> <p><u>Question:</u> Subsections b) and c) appear to be duplicates of C.25 and C.26, respectively. Please clarify.</p> | <p>RFP Attachment 6.2., Sections C.23-C.26. have been revised to eliminate the redundancies and consolidate the information into one (1) item reference as identified within RFP #32901-31247, Release #2, Attachment 6.2., Section C.23.</p> |

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| RFP Attachment 6.6., Pro Forma Contract, Section A.10.f.4. | Pg.76 | <p>65. RFP Attachment 6.6 Pro Forma Contract, Section, A.10.,f.4 - The ITS is capable of recording calls or Video Visitation Sessions in a manner that allows designated users to isolate the Inmate or the end-user side of the recording for playback.</p> <p><u>Question:</u> Since this is an ITS requirement, please confirm that "or Video Visitation Sessions" is a typographical error.</p> | The State confirms Attachment 6.6. Pro Forma Contract, Section A.10. f.4. should read as follows: "The ITS is capable of recording all Inmate and visitation sessions in a manner that allows designated users to isolate the Inmate or the end-user of the recording for playback." |
| RFP Attachment 6.2.,Section E.5. | Pg.47 | <p>66. Attachment 6.2., E.- aa Additional Technology - Data Analytics: Respondent shall provide an overview of its Data analytics capabilities, including those that support Data-driven solutions and outcomes, and describe in detail its proposed technology to be provided at no cost to the State.</p> <p><u>Question:</u> If a Respondent has the ability to offer intelligence analyst services for Data Analytics, is the State interested in a specific number of intelligence analyst personnel or a percentage of calls to be monitored?</p> | The State is interested in all data analytics software and services that the Respondent has to offer at no cost to the State. |

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| RFP Attachment 6.6., Pro Forma Contract, Section A.2. | pp.56-64 | <p>67. Attachment 6.6., Section B Term of Contract, Subsection C9, Electronic Trust Account Deposits Payment and Reporting, (d) – Contractor shall provide a monthly Electronic Trust Account deposit transaction detail report in CSV format, which shall include a detailed breakdown of the activity for all transaction types, included but not limited to, electronic deposits. Transaction detail reports shall include, at a minimum, each of the following items for each transaction:</p> <ul style="list-style-type: none"> (1) Institution Name; (2) Institution Identification Number; (3) Institution Street Address, City, State, and Zip Code; (4) Transaction Date; (5) Transaction Identification Number; (6) Account Depositor Identification Number; (7) Account Depositor First and Last Name; (8) Account Depositor Telephone Number; (9) Account Depositor Street Address; (10) Account Depositor City; (11) Account Depositor State; (12) Account Depositor Zip Code; (13) Account Depositor Email Address (14) Inmate Identification Number; (15) Inmate Name; (16) Amount Deposited; and (17) Transaction Type. <p><u>Question:</u> Would the State please define the meaning of the following fields: 2,3,6,8, and 13?</p> | <p>The definitions for the terms Institution Identification Number, Institution Street Address, Account Depositor Identification Number, Account Depositor Telephone Number, and Account Depositor Email Address have been incorporated into RFP #32901-31247, Release #2, Attachment 6.6., Pro Forma Contract, Section A.2.</p> |

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| RFP Attachment 6.6., Pro Forma Contract, Section A.13. | pp.86-88 | <p>68. Attachment 6.6 Pro Forma Contract, Section A13 Electronic Trust Account Deposits, b., Electronic Trust Account Deposit User Application, b. 7, The Contractor's system shall have the capability to alert the State staff of specific activity based on pre-set criteria in the Contractor's system via email.</p> <p><u>Question:</u> Please provide an example of what specific activity that the State would need to be alerted to, as well as pre-set criteria.</p> | <p>The State wants to be alerted to activities that could assist with investigative work. The State would prefer for the pre-set criteria to be customizable based on the investigation at that time. Examples of pre-set criteria would be multiple deposits in one (1) day, a deposit greater than two hundred dollars (\$200), etc.</p> |
| Exhibit B | | <p>69. Exhibit B of the RFP provides TDOC administrative policies and procedures that include specifics of how inmate communications and learning content is delivered and priced. Will the State be amending these procedures after the award of this contract to reflect any changes to these procedures stated in the Contractor's proposal and agreed final contract?</p> | <p>State statutes and TDOC policies and procedures may be revised from time-to-time, however, it should be noted that the RFP was written and developed with the current State statutes and TDOC policies and procedures in mind.</p> |
| Attachment 6.3 Section B | | <p>70. Attachment 6.3 Section B, Revenue Share Proposal Tablets</p> <p><u>Question:</u> With regards to the tablet evaluation/scoring in Attachment 6.3, Section B – Tab Tablet Revenue, as most vendors do not provide both solutions, would the state consider providing all 7 points to vendors who indicate they only offer 1 solution? If not, how will the State be allocating points if a vendor does not provide a solution in both options?</p> | <p>Attachment 6.3, Section B, Revenue Share Proposal, Tablet Revenue has been revised via RFP #32901-31247 Release #2.</p> |
| Attachment 6.3 Section B | | <p>71. Can the State please clarify if the points from Options 1 and Options 2 will be calculated separately based on the highest points for that Option or if the State is intended to add the two highest points (regardless of vendor) to calculate all vendors?</p> | <p>Please see the State's response to Question #70.</p> |

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| RFP Section 5.2. | Pp.17-19 | <p>72. Section 5.2 evaluation process identifies that the State will “award the contract resulting from this RFP not necessarily to the Respondent offering the highest revenue response, but rather the Respondent deemed by the State to be responsive and responsible who offers the best combination of attributes based upon the evaluation criteria.”</p> <p>Question: Could the State please define “attributes”?</p> | The State is referring to all of the Evaluation Categories as stated in RFP Section 5, “Evaluation & Contract Award.” |
| RFP Attachment 6.2., Section A.13. and Attachment 6.6., Section A.9. | Pp. 67-68 | <p>73. Section A.14 of the Technical Response and evaluation guide requires that vendors “Provide a narrative confirming that Contractor shall install all new VVS equipment even if the selected Contractor is the incumbent.”</p> <p>Question: will this “new equipment” requirement extend to all existing equipment provided by the current ITS and tablet provider (except as expressly identified for the training tablets)?</p> | The State requires all new equipment including the ITS equipment and the tablet equipment as stated in the RFP Attachment 6.6., Pro Forma Contract, Section A.9.d. General Installation Requirements. |
| Attachment 6.2., Section A.24 | Pg.27 | <p>74. Section A.25 requires the vendor to “Provide a narrative confirming that the Contractor’s proposed ITS solution shall have the capability to track certain activities and patterns as designated by the State” and goes on to identify specific reports required.</p> <p>Question: Will the state be more specific and identify the “certain activities and patterns” that are required (item is listed as mandatory) for this specification?</p> | The State is specifically requesting detail relative to the Respondent’s ITS capabilities to track end-user activities and patterns for the State’s investigative work (i.e. numbers dialed, persons funding accounts, etc.). |
| Attachment 6.2., Section B | pp.28-32 | <p>75 Section B, General Qualifications and Experience Items</p> <p>Question: How will each item of Section B, General Qualifications and Experience be scored by evaluators to end up with a maximum possible score of 15?</p> | Items in RFP Attachment 6.2., Section B will not be scored individually. Evaluators score Section B holistically in consideration of all Attachment 6.2., Section B items. An overall score will be assigned once the evaluators have determined how completely a Respondent has addressed all of the Section B items. |
| Attachment 6.2., Section C.46. | Pg.43 | <p>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”.</p> <p>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?</p> | <p>Vant4ge is the contracted Supplier that provides the State’s Validated Risk-Needs Assessment, the STRONG-R.</p> <p>Abilis is the State’s contracted supplier to provide an Offender Management System COMET, which is anticipated to replace TOMIS.</p> <p>The State is interested in knowing whether the Respondent’s proposed ITS solution is capable of interfacing with the State’s four (4) contracted commissary Suppliers—Keefe Commissary Network, Union Supply, Bob Barker, and Kimble Foods by Design – who provide commissary products under statewide contracts.</p> |

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| Attachment 6.2. Section C.46. and Attachment 9 | Pg.43 | 77. Question: How will the State allocate the 10 points available for the requirement above? That is, how will the State determine that a business relationship has been established with "other vendors" for purposes of evaluation? Signed Statement of Work? Business Agreement? Other? | The requirement has been moved from RFP Attachment 6.2, Section C to Section B and revised to read " The Respondent shall provide a detailed listing of its current business relationships with other suppliers." Please note that Section B is scored holistically so there will not be an individual score assigned to this item. |
| Attachment 6.2 Sections C.23. and Attachment 9 | Pg.40 | 78. When will the State or their partner, Vantage, provide information regarding API's that are required to provide the technical pathways described in Section C, items 24-27? | Information relevant to the interfaces with Vant4ge can be found in RFP #32901-31247 Release #2, Attachment 9 –Vant4ge Evolve and LMS Integration Technical Interface Specification |
| Attachment 6.2 Sections C.46. | Pg.43 | 79. Are there any incremental costs associated with the required pathways required in Section C that the vendor should anticipate? | Yes. The awarded Contractor should anticipate that all incremental costs associated with the required pathways will be the responsibility of the Contractor. |
| Attachment 6.6 Pro Forma Contract Section A.10.b.17. | Pg. 72 | 80. A.10(b)(17) requires the following: "The ITS user Application shall allow the following search criteria and filters (without limitation) to be applied to the CDR queries: i. Originating number Since the system is configured to only have outgoing calls, can the State Clarify what it means by originating number? Does the State mean originating terminals where the calls are made? | The stations and/or terminal have identifiers, whether it be an ANI, station name, or terminal number. The State is requesting this to be an available filter for CDR queries. |
| RFP Section 4.8. | Pg.14 | 81. If we submit confidential information, would it be acceptable to provide a separate USB containing all the confidential information? | Under State law, no information provided in response to this solicitation will be considered confidential. Please review RFP Section 4.8 Disclosure of Response Contents for further detail. |
| RFP Sections 3.1.2.1. and 3.3.3.6. | Pp.9 and 11 | 82. Section 3, tablet application fees and revenue share – The State currently is requesting a per minute usage for rate for access to tablet content. Would the State be open to alternative plans to allow for more access across the incarcerated population? | The State cannot evaluate alternative revenue proposals or multiple proposals from the same Respondent. Please reference RFP Sections 3.1.2.1. and 3.3.3.6. |
| RFP Attachment 6.2 Section C.16.1 | Pg. 38 | 83. For C.16.1 – Does the State require biometric identification for validating the identity of the incarcerated person prior to logging in to the kiosk or other devices? | Although biometric identification is not required, the State is interested in understanding Respondents capabilities as the technology can be used to validate the identity of an offender before logging in to the kiosk or other device. |

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| RFP Attachment 6.2 Section C.43. and Attachment 4 | Pg. 42 | <p>84. C.47 states the following: 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 fifty-eight (58) courses and up to fifteen (15) more 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. <i>(The provision of tablet Devices for the educational program is not a requirement under this RFP; the State currently has three hundred (300) tablets in use provided through its current Inmate Communication and Related Services agreement which will be required for use by the successful Contractor.)</i></p> <p>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.</p> <p>Could the State please provide access to the existing fifty –eight (58) courses, or a sample of the courses, currently in place with the Learning Management System?</p> | <p>A listing of courses currently housed in the LMS has been provided as Attachment 4 under RFP #32901-31247, Release #2.</p> <p>The requirement has been revised to state that the Respondent shall provide one thousand (1,000) tablets to support the Training Academy at no additional cost to the State.</p> |
| RFP Attachment 6.6., Pro Forma Contract, Section A.7.b.1. | Pg. 65 | <p>85. Under A.7.b.(1), all wiring is performed by the State's selected Wiring contractor. Will the State provide estimates to allow for the projection of costs through the selected wiring contractor/</p> | <p>It is approximately one hundred dollars (\$100.00) per run to install twisted pair (CAT6) within a building where conduit already exists.</p> |
| Exhibit A | | <p>86. Will the following State facilities also be included in the procurement?</p> <ul style="list-style-type: none"> a. Debra K. Johnson Rehabilitation Center b. Hardeman County Correctional Facility c. Trousdale Turner Correctional Complex | <p>The Debra K. Johnson Rehabilitation Center (formerly known as the Tennessee Prison for Women ("TPFW")) is included in the procurement.</p> <p>Hardeman County Correctional Facility and Trousdale Turner Correctional Facility are not included in this procurement.</p> |

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| Attachment 9 | | 87. Items C1.A, C.23 and D4 reference the State's Needs Assessment software in use today. Please provide information regarding how vendors will be able to interface with, access and integrate with the Assessment software tool required to address these specific elements of the RFP. | Information relevant to interfaces with the State's Risk/Needs Assessment have been provided as Attachment 9 – Vant4ge Evolve and LMS Integration Technical Interface Specification. |
| Attachment 5 | | 88. Item C.17 requires vendors to "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." Would the State please provide a list of "generally accepted and State specific behavior modification strategies that vendors will be required to support?" | The State's approved Behavior Modification Strategies have been provided as Attachment 5 Rehabilitative Program Pathways Matrix/Behavior Modification Strategies and have been incorporated into RFP #32901-31247 Release #2. |
| RFP Attachment 6.2., Section C.23.a and Attachments 5 & 9 | Pg.40 | 89. Item C.24 requires vendors to ensure system integration with corresponding programing pathways. Further the requirement identifies "program pathways" that must be integrated with the Risk/Needs Assessment Software. Please identify the specific software currently deployed, the associated technical interface specifications and any costs associated with the required interface. Similarly, if the pathway requirement is different for Community Corrections, please identify those differences. | <p>The pathways for the STRONG-R Risk/Needs Assessment have been provided within Attachment 5 and have been incorporated into RFP #32901-31247 Release #2. The pathways for Community Supervision are the same as those provided in Attachment 5. It must be noted, however, that offenders supervised by Community Corrections agencies are at liberty in the community, are not incarcerated, and are beyond the scope of this solicitation.</p> <p>Information relevant to interfaces with the State's Risk/Needs Assessment have been provided as Attachment 9 – Vant4ge Evolve and LMS Integration Technical Interface Specification.</p> |
| RFP Attachment 6.2., Section C.23 | Pg.40 | 90. The Respondent observes that item C.27 may be redundant or very similar to items C.23-26 yet has a separate point value. Please explain the differences in the items C.23-C.27 and why they have been assigned separate point values. | Similar to the State's answer to Question 64, the State agrees that the language is the same and will remove Attachment 6.2., Sections C.23 through C.26. as the same language is included in Section C.27. |
| Attachment 10 | | 91. Please provide several recent commission reports for the Facilities, showing calls, minutes and revenue (or at minimum calls and minutes). This data is necessary to estimate costs and 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. | The State has provided three (3) months of data (May 2020 through July 2020) of Traffic Detail Reports which have been added to the procurement under Attachment 10 within RFP #32901-31247, Release #2. |

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| Attachment 6.3 Section B | | 92. Are the calling rates in Attachment 6.3 Section B the same as the rates currently being charged at the TDOC? If not, please provide those rates in the same format as listed in Attachment 6.3 Section B. This information is necessary so that vendors can estimate any change in calling volumes due to rate changes. | Yes, the calling rates in Attachment 6.3 Section B are the current calling rates being charged at TDOC. The State makes no guarantee of call volume. |
| | | 93. Does the current vendor offer any alternate calling types, such as Advance Pay, PayNow or Text-to-Connect? If so, what are the rates and fees charged for these calls? | The State does not allow any alternative calling types such as single-call programs. |
| Attachment 1 | | 94. Please outline the fees that are being charged by the current vendor: a. Bill Statement Fee b. PrePaid Account Funding Fee via Web c. PrePaid Account Funding Fee via IVR d. PrePaid Account Funding Fee via Live Operator e. Fees for Instant Pay Calls | The fees that are being charged by the current Contractor can be found in Attachment 1 of RFP #32901-31247, Release #2. |
| Attachments 1-3 | | 95. Please provide a copy of all current contracts and amendments pertaining to all services under this RFP. | Copies of the following documents have been provided and incorporated into RFP #32901-31247 Release #2: Attachment 1 Global Tel Link Contract; Attachment 2 JPay Contract; and Attachment 3 Vant4ge Contract. |
| Attachment 1 | | 96. Please provide the commission percentage currently received on inmate telephone revenue. | The State receives a flat monthly payment in the amount of three hundred and forty thousand dollars (\$340,000.00) as identified within Attachment 1 of RFP #32901-31247, Release #2. |
| Attachment 1 | | 97. Does the DOC receive commissions on revenue generated by interstate calls today? | Please see the State's response to Question #96. |
| Exhibit A | | 98. For each facility listed in Exhibit A, please provide a breakdown of the number of housing units in the institution and the inmate capacity of each housing unit. The inmate capacity for each cell block is necessary for determining network requirements and charging stations needed to support the tablets. | The State anticipates Tablets being deployed in all units listed in Exhibit A of RFP #32901-31247, Release #2. |
| Exhibit A and Attachments 6 and 8 | | 99. We understand that many corrections facilities are housing reduced populations due to the Covid-19 crisis. What is the current ADP for each facility listed in Exhibit A? | Please note that Exhibit A does include ADP information – it is in the third row of information for each institution listed. The State has also added Attachment 6: TDOC Bed Space and Operating Capacities and Attachment 8: TDOC Bed Capacities by Facility to the procurement via RFP #32901-31247, Release #2. |
| Exhibit A Subsection 2 | | 100. Is the inmate trust account managed through the commissary system or the Jail Management System or other system? If other, please specify. | Inmate Trust Accounts are managed by JPay, which operates and interfaces with the State's Offender Management System, TOMIS. |

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| Exhibit A Subsection 2 | | 101.The RFP states on p. 143 that the JMS is ETOMIS but will be changing to Comet in 2018. Is the JMS now Comet? Please provide the name and contact information for the current JMS/OMS vendor | The State's current OMS is TOMIS, which is a State-owned system. Although the State issued a solicitation and awarded a contract for an Offender Management System to Abilis, no system has gone live at this time. An implementation date is yet to be determined. |
| RFP Attachment 6.3. | | 102.Does the current vendor provide cart-free inmate debit calling? If so, how are debit accounts funded – e.g., through an inmate's trust account, lobby kiosk, phone / website payments, etc.? Please list all available methods. | Yes, the current Contractor provides Debit Calling. The Inmate Debit Accounts are currently funded through a monthly manual process requesting funds from an Inmate's Trust Account to be moved to their Inmate Debit Account. Also, the general public is able to add funds to Inmate Debit Accounts through the Contractor's IVR and/or website. |
| RFP Attachment 6.3. | | 103.Are calling cards being used today? If so, how are they purchased and given to the inmate? What denominations are available? | No, calling cards are not being used at this time. |
| Exhibit A Subsection 4 | | 104.Appendix A, Subsection 4 includes media and video visitation data for the West Tennessee State Penitentiary. Is this the only facility using these services? If not, please provide usage information for the other facilities. | Yes, the West Tennessee State Penitentiary currently is the only facility using the media and Video Visitation Services. |
| Exhibit A | | 105.Please provide average monthly revenue data for any additional services provided under the current contract, such as voicemail and messaging. | The average monthly data for the additional services can be deduced from the combined annual data for additional services provided in the RFP Exhibit A – Institution Specifications. |
| Exhibit A | | 106.Are the 80 required visitation phones wired to the inmate telephone system for recording and monitoring today? | The visitation phones are currently not connected to the Inmate Telephone System. |
| Attachment 6.3. and Attachment 6.6., Section A.2. | | 107.Some vendors provide alternate payment options, such as the ability to purchase a one-time phone call using a credit or debit card, without the necessity of setting up a prepaid account, and typically pay little to no commission on these calls. Will the State please confirm that vendors are required to pay the same commission amount for all calls, including premium, prepaid, debit and collect? | The State confirms that alternate payment options are not allowed. Additionally, Gross Revenue is defined in Attachment 6.6., Section A.2. of RFP #32901-31247. |
| RFP Section 1 | | 108.After the first round of questions is answered, will the DOC accept additional questions if clarification is needed for any of the DOC's responses? | The Schedule of Events in Section 1 has been revised to reflect a deadline for submission of additional questions/requests for clarification and a deadline for the State to provide responses to said questions/clarifications. |

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| Attachment 6.2. Section E. | Pg.47 | 109.GEO Fencing is listed as an optional service on RFP p. 46. This technology has recently fallen under legal scrutiny for invasion of privacy is no longer widely available in the ITS industry. Will the State remove this requirement? | Please see the State's response to Question #48. Please note – RFP Attachment 6.2. Section E. is not scored and is for informational purposes only. |
| Attachment 6.2 Section E.4. | Pg.47 | <p>110.Requirement #4 in Section E: Additional Technology states: “Respondent must provide an overview of their capabilities in supplying both mobile and stationary cell phone detection technologies at no cost to the State”. However, cell phone detection can be costly to deploy, the cost of which depends upon the scope of the service needed, including hardware quantities and any network bandwidth needed to support the service. Without knowing the scope of the deployment, or even whether or not this optional service will ever be deployed, asking bidders to include this optional service at absolutely “no cost to Customer” places an unnecessary burden on the ITS financial offer in this proposal. However, we can agree to provide these services at no upfront cost to the Customer, but with a negotiated adjustment to our ITS commission rate if needed to support the exact investment required for each service, should the State decide to deploy them in the future, and after thorough project scoping. Would this be acceptable?</p> | <p>Please note – RFP Attachment 6.2. Section E. is not scored and is for informational purposes only. The State is requesting information regarding the Respondents cell phone detection technologies at no cost to the State.</p> <p>The State is not willing to negotiate any additional costs or adjustments to commission rates at any future deployment date. All rates are to be negotiated prior to contract award.</p> |

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| RFP Attachment 6.2 Section C.43. | Pg.42 | <p>111.Regarding Requirement #C.47 in RFP Attachment 6.2 – Section C, where the State is requiring vendors to supply the State with an educational software program and associated support/maintenance on the State's existing tablets at the Training Academy, please clarify the following points:</p> <ul style="list-style-type: none"> a. This requirement instructs vendors to provide Revenue Share or pricing information regarding this service, including fees and charges, in RFP Attachment 6.3 Revenue Proposal, however there is no place to add this information in Attachment 6.3, therefore: <ul style="list-style-type: none"> i. Does the State intend for this service to be provided at no cost? ii. Will a space be designated within Attachment 6.3 to include pricing information? iii. Does the State prefer a cost of providing this service or an impact to revenue share? b. Is this service optional or required? c. Is the State currently utilizing an educational software program on the existing tablets? If yes, what is that software, and would the State prefer to keep the same software in place? | <ul style="list-style-type: none"> a. The State reiterates that RFP Attachment 6.2, Section C.43 does not require a specific Revenue Share evaluation item as this is a service requirement for the Training Academy Tablets at no cost to the State and does not generate revenue. Although there is not a particular Revenue Share evaluation Item space or line included in the Revenue Share Proposal, the State's expectation is that the respondent determine how best to include any such cost(s) in the revenue share proposed to the State. b. This service is required by the State. c. The State is currently utilizing a Learning Management Software (LMS) program with courses specific to the Training Academy requirements. The State would prefer to keep the existing courses in place and have the option to add and/or delete courses if necessary. As stated in the State's Response to Question 40 above, the LMS platform proposed by the best evaluated Respondent and approved by the State must interface with Evolve, a component of the STRONG-R Validated Risk Needs Assessment System. Interface information is being provided as Attachment 9, Supplier Evolve and LMS Integration Technical Interface Specification. |

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| | | 112. Please provide the name and address of the bank TN DOC banks with. Does Community supervision use the same bank? If not, please provide the address of the bank they use. | The requested information will be provided to the awarded Respondent. |
| Attachment 13 | | 113. For Trust Deposit Accounts, please provide 3 months of detailed payment transaction history (number of transactions and total dollars deposited per method) for all payment methods: Payment Method 3 Months Total Transactions Total \$ Collected a. Phone / IVR b. Web / Mobile App c. Kiosk d. Walk-In Retailer e. Mailed in Check or Money Order (Lockbox) f. Other | Please see the detailed payment transaction history for the Trust Deposit Accounts included in Attachment 11 of this Amendment, tabs labeled "TDOC money detail" and "TCSF money detail" in said attachment. |
| | | 114. Does the DOC receive a commission on transactions made to the Trust Deposit Accounts? If so, please provide. | The State receives fifty cents (\$0.50) per transaction for electronic deposits. |
| | | 115. What is the total number of probationers and parolees the department serves? | As of July 2020, the State is serving fifty-eight thousand three hundred and seventy-five (58,375) probationers and twelve thousand one hundred and eighty-three (12,183) parolees. |
| RFP Attachment 6.3, Revenue Share Proposal, Section B. | | 116. For Probation and Parole Accounts, please provide fees for all payment methods: a. Phone / IVR b. Web / Mobile App c. Kiosk d. Walk-In Retailer e. Mailed in Check or Money Order (Lockbox) f. Other | 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). |
| Attachment 11 and 14 | | 117. For Probation and Parole Accounts, please provide 3 months of detailed payment transaction history for all fees. Fee 3 Months Total Transactions Total \$ Collected a. Supervision b. Diversion c. Criminal Injuries Compensation d. DNA collection e. GPS monitoring f. Sex Offender Registration g. Drug testing h. Interstate Compact Transfer Applications i. Other (please specify) | As stated in Question 13, please see the detailed payment transaction history for the Trust Deposit Accounts included in Attachment 11 of this Amendment, tab labeled "TCSF money detail" in said attachment. Community Supervision Fees have been provided with RFP #32901-31247, Release #2 through Attachment 14. |
| | | 118. Does the current vendor collect one payment from probationers and parolees that the department then applies toward the different fees? | The current Contractor is set up to receive multiple payments. |

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| | | 119.What options do probationers and parolees currently have to make payments toward Supervision, Diversion, etc.? | Inmate fees are currently paid via kiosks, phone or online, through money orders mailed to JPay or smartphone apps. Cash payments can be made at MoneyGram agent locations. |
| | | 120.Can the probationers and parolees make a payment any other way than through the current vendor? Do officers collect fees from the probationers and parolees? | Inmate fees are currently paid via kiosks, phone or online, through money orders mailed to JPay, or smartphone apps. Cash payments can be made at MoneyGram agent locations. Offenders cannot make payments to any Supplier other than JPay or at Moneygram agent locations. Officers cannot accept fee payments from offenders. |
| Attachment 7 | | 121.What is the check in process at the Probation and Parole offices on the Kiosks currently? What questions are asked. Please provide a list. | In the offices that have a Kiosk Machine as provided in RFP #32901-31247 Release #2, Attachment 7, all offenders are required to sign into the Kiosk machine before reporting to their officer. In doing so, the officer gets notified that an offender has checked into the office. Offenders are asked the following questions: -Is the offender address of record current? If not, what is the correct address? -Is the offender employed? -Has the offender been arrested, or questioned by police since the last time reporting in? -What is the offender's date of birth? -What is the offender's TOMIS ID number? |
| | | 122.Do probationers and parolees check in on the same kiosk that they can make a payment? | Yes. |
| | | 123.Does the DOC receive a commission on transactions made to the Probation and Parole Accounts? If so, please provide. | The State receives fifty cents (\$0.50) per transaction for electronic deposits. |
| | | 124.What was the total number of releases from TN DOC in 2019? | There were three thousand two hundred and thirty-two (3,232) Parole Releases in FY 19/20. There were sixteen thousand seven hundred and seventy (16,770) Probation Releases in FY 19/20. |
| | | 125.What was the average dollar amount inmates were released with? | Based upon a review from 10/1/2018 to 9/30/2020, the average balance issued upon release was approximately two hundred and eighty dollars (\$280.00) |
| Attachment 12 | | 126.Please provide the current fee schedule the cardholder receives with the debit release card. | The Debit Release Card Fees have been identified within RFP #32901-31247, Release #2, Attachment 12. |
| Attachment 13 | | 127.Please provide the Terms and Conditions the cardholder receives when released with the debit card. | The Debit Release Card Terms and Conditions have been identified within RFP #32901-31247, Release #2, Attachment 13. |
| | | 128.Is the debit release card used for Probationers/Parolees? If so, please explain in detail their use. | Yes, the Debit Release Card is issued to the Probationers and Parolees when they are released from a State institution. |
| RFP Attachment 6.3, Revenue Share Proposal, Section B | | 129.Fees for Electronic Trust Account Deposits were provided in the Revenue Share Proposal. Fees for Probation and Parole were not listed. Please provide. Will the revenue share for Probation and Parole also be evaluated? | The fees for all payment methods for Probation and Parole Accounts listed in Question 116 are also listed in RFP Attachment 6.3, Revenue Share Proposal, Section B, Electronic Deposit Revenue Share Tab. The Revenue Share for Probation and Parole fees will be evaluated. |

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| RFP Attachment 6.6., Pro Forma Contract, Section A.13.b.7. | Pg. 87 | <p>130. On page 87, the Contractor's system shall have the capability to alert the State staff of specific activity based on pre-set criteria in the Contractor's system via email.</p> <p>a. Please provide a sample of the information received.</p> | <p>The State requests for the Respondent to detail out their current capabilities for providing the requested alerts. For example, the State would want to be alerted if communication was attempted by an Inmate in a TDOC managed facility or a privately managed facility to an offender in another facility; if an offender was attempting communication with a co-conspirator or someone who was an accomplice in their current or past offenses; or if an Inmate was attempting to contact a victim.</p> |
| Exhibit B (TDOC Policy # 208.01) | | <p>131. In Exhibit B, all government check(s) except from correctional facilities, county jails, and/or contracted vendors when inmates are transferred into TDOC from a county jail or correctional facility will be held until the issuing agency/business verifies that the payment is legitimate and due to the inmate. Checks shall be scanned and sent via e-mail to the CTFA for verification utilizing Private & Government Trust Fund Check Verification Form, CR-4000. If CTFA is able to determine a verification of a recurring check, CTFA will notify the institutional trust fund office and subsequent checks may be deposited without additional verification.</p> <p>a. Please provide a copy of the CR-4000 form.</p> | <p>A copy of form CR-4000 has already been provided and can be found within Exhibit B TDOC Policies under TDOC Policy #208.01.</p> |
| Pro Forma Contract Section A.13.b.8. and Attachment 11 | Pp.87-88 | <p>132. Under A.13.b.8 The Contractor's system shall have the capability to track certain activities and patterns. The following reports (at a minimum) shall be made available as applicable for monitoring and investigative purposes. New reports, as requested by the State, shall be produced by Contractor at no cost to the State.</p> <p>(a) Deposits by Inmate; (b) Deposits by sender; (c) Daily, weekly, and monthly statistics; (d) Totals by Inmate; (e) Totals by kiosk; (f) Totals by Institution; and (g) Totals by transaction type.</p> <p>Please provide a sample report the DOC currently receives.</p> | <p>The data the State currently receives for the Electronic Trust Deposit transactions is included in Attachment 11 within the tabs labeled "TDOC Money Detail" and "TCSF Money Detail."</p> |
| Exhibit A | | <p>133. Does the TDOC currently have phone, kiosk, and video visitation equipment installed in the same locations and quantities as listed in Exhibit A? If not, for each facility, please list the types and quantities of equipment that will be newly installed in the new contract? This information is necessary for vendors to estimate wiring costs.</p> | <p>Exhibit A – Institution Specifications provides the most up to date inventory of the phones, kiosk video visitation equipment currently installed. West Tennessee State Penitentiary is the only institution currently using media kiosks and Video Visitation Stations in the women's section of the Institution. West Tennessee State Penitentiary has two (2) media kiosks per pod. West Tennessee State Penitentiary has five (5) kiosks in their visitation area that are used for remote video visits.</p> |

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| | | 134.The kiosk services include electronic media purchases. Does the State currently utilize such a program? If so, do inmates use portable devices to access the purchased media content? | The State does have electronic media purchase capabilities. Inmates use tablets to access the purchased media content. |
| | | 135.The RFP requires video visitation kiosks, inmate tablets, and a separate “kiosk” system that provides for trust account lookup, messaging, grievance requests, and media purchases (among other requirements). These services are typically provided on a tablet and/or multi-functional video visitation kiosk. If the vendor’s solution enables these services on either the proposed tablets or the video kiosks – without the need to provide a separate kiosk system – is it acceptable to agree to the kiosk requirements? | Yes, this is acceptable to the State. |
| Attachment 6.2. Section B.18 and Reference Form | Pp.30-31 | 136.The reference forms (Attachment 6.2 Section D), are required to be submitted with the proposal in sealed envelopes that have not been opened by the proposer. However, the State prefers email submission of the proposal. In this case, would the State prefer the correctional agencies email their reference forms directly to the State? Or is there another way you would like them to be submitted digitally? | If proposals are submitted electronically, the references may be e-mailed directly to the Solicitation Coordinator, Maggie Wilson, via Maggie.wilson@tn.gov . |
| Attachment 6.2 Section E.1.a. | Pg.47 | 137.Attachment 6.2 Section E that vendors must not disclose any cost, revenue share, or pricing information in this section. However, #1.a requires vendors to “detail any fees or charges associated,” and other subsections require vendors to describe their ability to provide technologies at no cost. Should vendors include cost / no-cost information in this section, or does Section E need to be revised to remove all requirements/questions associated with cost/pricing? | Respondents are required to provide a list identifying all fees and the occasions in which the associated charges would be applied. The list must not include the dollar amount associated with any fee. |
| Attachment 6.2., Section E and Exhibit A | Pg.47 | 138.If any of the Additional Services in Attachment 6.2 Section E are required to be included at no cost, please revise Exhibit A to include the required quantities at each facility. | The State will not revise the current Exhibit A and reiterates that responses to the State for Attachment 6.2., Section E are for informational purposes only. |

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| Attachment 6.2. Section B.18 | Pp.30-31 | 139.Attachment 6.2 Requirement B.16.b requires information about “the Respondent’s current contracts” with certain types of businesses. Does the State require a list of every project with <u>another correctional agency</u> in which we engage with a subcontractor that falls into one of these business categories, or something else? | Attachment 6.2., B.18. requires that the Respondent provide information about current contracts where the vendor provides service to another correctional agency as either the primary contractor or subcontractor. |
| Attachment 6.2. Section B.16.c. | pp.29-30 | 140.Attachment 6.2 Requirement B.16.c requires “an estimate of the level of participation” by certain types of business enterprises. Does this requirement refer to any such business who we intend to subcontract with in the performance of <u>this contract</u> ? | The requirement refers to any such business a Respondent anticipates doing business with/subcontracting during the contract term. This may include contracts that the Respondent is engaged in that would not directly impact the Respondent’s contract with the State. |
| Attachment 6.2. Section B.18. | pp.30-31 | 141.Attachment 6.2 Requirement B.18 requires references from “two accounts Respondent currently services” and “three completed projects.” In this type of contract, a “completed project” typically means the installation has been completed, but ongoing services would still be in place. Is that what the State is asking for here? If so, how are these three references different from the “two accounts Respondent currently services” – should these be two agencies where the Respondent is still in the process of installing? | A completed project is a project where the Respondent is no longer providing services to the correctional entity either due to early termination of a contract or a contract coming to its natural end, regardless of whether a replacement contract has been awarded. An account that the Respondent currently services is exactly as stated – an account where the respondent is currently providing services as contracted. |
| Attachment 6.2. Section B.18. | pp.30-31 | 142.For Attachment 6.2 Requirement B.18, would the State accept five (5) references from accounts where our solutions have been installed and services are in use? | The requirement as stated in Attachment 6.2 Section B.18 will stand as written: <ul style="list-style-type: none"> • two (2) accounts Respondent currently services that are similar in size to the State; <u>and</u> • three (3) completed projects. |

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| Attachment 6.6 Pro Forma Contract Section D.5. | p.103 | <p>143. Our understanding is that no exceptions to the Pro Forma Contract may be submitted with the proposal, and thus any exceptions must be addressed in the question-and-answer period. Please consider the following exceptions / requests for revised language:</p> <p>Section D.5 Termination for Convenience. The RFP requires installation of video visitation, kiosk, tablet, and LMS solutions at no cost to the State in consideration of a full 5-year contract term. Therefore, we propose the following additional language: "In the event that the State terminates the contract without cause prior to completion of the base contract term, then the State shall reimburse Contractor for a pro-rata portion of the video visitation, kiosk, tablet, and learning management systems' cost for each month that would have otherwise remained in the full term."</p> | The proposed language is not acceptable. The provision will remain as written. |
| Attachment 6.6 Pro Forma Contract, Section C.6. | Pg.91 | <p>144. Our understanding is that no exceptions to the Pro Forma Contract may be submitted with the proposal, and thus any exceptions must be addressed in the question-and-answer period. Please consider the following exceptions / requests for revised language:</p> <p>Section C.6 requires a Minimum Monthly Guarantee (MMG). The proposed MMG will be computed using inmate population data supplied in the RFP, and rates/fees required by the RFP, and substantial changes to either will have a meaningful impact on the ability to generate revenue in support of the MMG. Therefore, we propose the following additional language: "The MMG is based upon the proposed rates and fees and shall be subject to the State maintaining an average daily population of inmates ("ADP"), having access to telephone services consistent with established practice, of not less than the ADP provided in the RFP. In the event the ADP falls below such minimum level for any quarter, or the rates and/or fees are reduced, then the MMG shall be proportionally reduced accordingly."</p> | The State declines to adopt the suggested language as the State cannot make any guarantees on the average daily population nor can the State make any guarantees as to maintaining a certain average daily population. |

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| Attachment 6.6 Pro Forma Contract Section A.12.a.1.d. | Pg.81 | <p>145. Our understanding is that no exceptions to the Pro Forma Contract may be submitted with the proposal, and thus any exceptions must be addressed in the question-and-answer period. Please consider the following exceptions / requests for revised language:</p> <p>Section A.12.a.1.d requires Video Messaging, a service that is not widely available in the inmate communications industry. Will the State allow for this service to be deployed at an agreed-upon time following initial installation, in the event that it will need to be developed?</p> | <p>If Video Messaging technology is not currently available, Respondents shall identify when the technology will be available.</p> <p>Please note that the awarded Contractor will be expected to provide this technology as a part of the initial Kiosk installations within one hundred twenty (120) calendar days of the effective date of the Contract.</p> |
| Attachment 6.6 Pro Forma Contract Section C.14. | Pg.101 | <p>146. Our understanding is that no exceptions to the Pro Forma Contract may be submitted with the proposal, and thus any exceptions must be addressed in the question-and-answer period. Please consider the following exceptions / requests for revised language:</p> <p>Section C.14 requires the Upfront Financial Incentive to be paid within 10 business days of contract execution. Since the proposed services will not generate revenue until they are installed and made available for inmate use, will the State revise this language to "within 10 business days of activation of services"?</p> | <p>The Upfront Financial Incentive will remain due within ten (10) business days of the contract execution.</p> |
| Attachment 6.6 Pro Forma Contract Section D.32. | Pp.107-110 | <p>147. Our understanding is that no exceptions to the Pro Forma Contract may be submitted with the proposal, and thus any exceptions must be addressed in the question-and-answer period. Please consider the following exceptions / requests for revised language:</p> <p>Section D.32, third paragraph, requires a new COI 30 days before renewal. Contractors are at the mercy of insurance brokers and therefore cannot guarantee renewals within this timeframe. As such, we request that the State remove the "30 days" language.</p> | <p>Per CPO Risk Management, this request is denied. The reason for the 30-day time period is to allow the State a sufficient time period to review the COI and to make certain that it agrees with the terms and conditions found in § D.32 before the Contract becomes effective. This time period will enable the State to review and, if necessary, have the Contractor (through its insurance agent, broker or representative) correct any deficiencies in types of coverages, coverage limits, endorsements, waivers, etc.</p> |
| Attachment 6.6 Pro Forma Contract Section D.32.d.1. | pp.109-110 | <p>148. Our understanding is that no exceptions to the Pro Forma Contract may be submitted with the proposal, and thus any exceptions must be addressed in the question-and-answer period. Please consider the following</p> | <p>Per CPO Risk Management, this request is approved and is reflected within RFP #32901-31247 Release #2. The scope and duties under this Contract are to provide for the installation and maintenance of an Inmate Telephone System, Video Visitation System, Kiosk Services and Tablet Services. This Contract does not contain provisions that would require the protection</p> |

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| | | <p>exceptions / requests for revised language:</p> <p>Section D.32.d.1, we propose to delete the language "infringement of intellectual property (including copyright, patent and trade secret)," as this is not a standard component of cyber liability insurance.</p> | <p>of a potential infringement of intellectual property rights.</p> |
| Attachment 6.6 Pro Forma Contract Section D.32.e. | Pg.110 | <p>149. Our understanding is that no exceptions to the Pro Forma Contract may be submitted with the proposal, and thus any exceptions must be addressed in the question-and-answer period. Please consider the following exceptions / requests for revised language:</p> <p>Regarding Section D.32.e Crime Insurance, will a Social Engineering endorsement with limits of \$100,000 will suffice? Also, please confirm if a crime policy written on a "loss discovered" basis instead of a claims-made basis is adequate.</p> | <p>The amount of the Fraud Endorsement of \$250,000 has been established by the State's Office of the Comptroller of the Treasury and State Insurance Broker and cannot be changed. The request to lower the Fraud Endorsement coverage limit is denied.</p> <p>The Crime Insurance section of the Contract provides the Contractor with the option of selecting either a claims-made (a/k/a loss discovered) or claims-occurrence policy. If the claims-made policy is selected, the State will require tail coverage for at least two (2) years after the term of coverage ends. This request is approved subject to adherence with Contract terms.</p> |
| Attachment 6.2 Section A.7. | Pg.25 | <p>150. Attachment 6.2 Requirement A.8 requires at least two years of experience providing "all other services required by this RFP," other than ITS. Please confirm that in this requirement "all other services" refers to the other services listed in Section 1.1 Statement of Procurement Purpose ("standard visitation telephones, Video Visitation System, Inmate and general public kiosks, Electronic Trust Account Deposits and Correctional Grade Tablet Services"), and not the specific, individual requirements in this RFP that are unique to the TDOC, such LMS software deployed on State tablets to support an officer Training Academy. If this experience requirement does include the services that are unique to the TDOC, please explain how anyone other than the incumbent can meet this requirement.</p> | <p>A responsive Supplier must meet the experience requirement and present a solution providing all services as detailed in the solicitation's technical and revenue requirements, including tablets and software to support the Academy. It is not necessary that a Respondent be the current Contractor.</p> <p>A solution that provides software for agency staff at various locations other than a centralized training facility could be presented as long as it meets the State's requirements.</p> <p>Satisfying the RFPs requirements does not preclude Respondents other than the incumbent from proposing a solution as the experience required does not have to specifically be with the Tennessee Department of Correction.</p> |
| Attachment 6.2 Section C.46. | Pg.43 | <p>151. C.47 requires the respondent to "Provide a narrative describing Respondent's approach for providing the State with an educational software program and associated software/maintenance on the state's existing tablets at the State's Training academy, at no cost to the State."</p> <p>Question: Will the State consider replacing the existing tablet with an alternative solution if it can be determined that it is in the State's best interest and provides additional benefit to the State and the trainees during the contract period?</p> | <p>The requirement has been revised to require that the awarded Contractor provide tablets to support the Academy as part of its solution.</p> |

3. **Delete RFP # 32901-31247, in its entirety, and replace it with RFP # 32901-31247, Release # 2, attached to this amendment.** Revisions of the original RFP document are emphasized within the new release. **Any sentence or paragraph containing revised or new text is highlighted.**
4. **RFP Amendment Effective Date.** 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.